

Reference & Online Services Meeting

March 6, 2024

[Link to Recording](#)

[Happy Women's History Month!](#)

[Ask a Librarian Delaware Stats & Such](#)



[Monthly statistics](#)

Number of tickets: 399; Decrease from January but increase from prior years for the same time period (308 tickets from 2023; 271 tickets in 2022).

Text/SMS – 57; Voicemail messages - 12



Chatbot tickets created - 1 (out of 60 Chatbot “sessions”)

- Our turnaround response time for incoming tickets was approximately 18 hours
- Monthly Reports are uploaded on the [Ask a Librarian Delaware Staff Support Site](#)

Feedback/Survey Quality of Service: 82, 79 had excellent & good ratings! There were so many great comments in the survey – here are several **SHOUTOUT & Special THANK YOUS for the positive feedback from their tickets:**

- **Loree Elton, Delaware City Library:** “As always service was great definitely a 4!”
- **Susan Lanyon, Kent County Public Library:** “Ms. Lanyon went above and beyond to help out with my son’s postcard project in school. So helpful and knowledgeable. Wonderful all around!!”
- **Mary Brittingham, Millsboro Library:** “Really appreciated the quick response!”
- **Kristin Cooper, South Coastal Library:** “4-excellent...quick, friendly, informative answer. Makes we want to keep going to the library...thank you!”

***REMINDER – Please tag your tickets & complete the Reference Analytics section!**

- Reference Analytics help tracking and analysis of platform usage and user needs. Please make sure to add the correct Dewey category, contact information, and your library.
- Tagging tickets also helps with compiling the monthly statistics and aggregating data like this:

Top 3 topics for February:

1. **Item Recommendation form from DLC – 118**
2. **Book purchase/Interlibrary loan requests*/find a book request (Readers' Advisory) – 51**
*5 ILL requests originated from DLC item recommendation form
3. **Account inquiries (library card/account/PIN/holds queue/returns/renewals) – 48**

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Other topics of special interest:

4. **Dolly Parton Imagination Library** - 43
5. eMedia: hoopla/Libby/eBook questions & eMedia purchase requests – 8
6. Reference by Mail letters - 3 (as always, many thanks to Jaclyn, for handling the processing of letters in & out of AaLDE! **Also, we can always use assistance with responding to these letters; please let me know if you are interested and I can add access for you in AaLDE to the correctional services queue.**

➤ *LibAnswers Updates*

- **SMS Tickets** can be converted to **Email** without having to split the reply into a new ticket. See the Cog Wheel in the question section of the ticket.
- Reminder that SMS ticket responses can be added to the patron's previous text message thread by using the "Move to another thread" feature.
- There is a **Relate To** field to connect relevant **Tickets** with one another, i.e., similar tickets with specific answers can be connected using this new feature.

Reference Tally Sheet Review

- This spreadsheet is customizable for specific library needs. Please capture reference transactions from in-person, telephone, library email interactions with patrons to track non-Ask a Librarian Delaware statistics.
- Passports & tax assistance inquiries should be added under the 300s Dewey category.

Please feel free to reach out to me (missy.williams@lib.de.us) with any questions/concerns regarding the above information.

DLC Team Updates



Rose Harrison & Michelle Hughes

➤ **School integrations –**

- Re-barcoding has been completed at the Capital School District elementary schools and Michelle is working on fixing exceptions. Should be completed by end of month.
- Ferris School Library joining consortium and records will be directly added into production by the end of this week ("match & attach" items).
- Some new schools will start transit beginning in October 2024 and the transit list will be updated accordingly.
- **Please do not override to place holds for items at school libraries.**
- Policy names for schools start with the abbreviation of the school district name followed by an abbreviation of the school name; example = CSDEDOV is Capital School District, East Dover Elementary School
- For the current list, please see the [School Libraries - Delaware Libraries Project Planning FY2024 - LibGuides at Delaware Division of Libraries](#)

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- Deduplication scheduled for mid-April. Clean up to merge duplicate titles. There will be a partial data freeze during this time. More info to come as it gets closer.
- **DLC Mobile App has been restored!** App is re-listed in Apple app & Google Play stores
 - Still in the pilot program for the upgraded version (BlueCloud Mobile2)
 - The team attends biweekly meetings monitoring the progress & providing input for features in development of upgrade to the app.
 - Information and updates regarding the DLC mobile app are on this web page – [Mobile App - Delaware Libraries](#)
- Upgrade to Symphony (WorkFlows) from 3.7.0 to 4.1 scheduled for some time in May. Will send out more information and specific dates once it's confirmed. New version currently on test system, if anyone interested in previewing.
- Questions or issues with the catalog? Please email helpdesk@lib.de.us.

Social Innovation Team – Alta Porterfield

- Alta provided an update regarding the social workers and specialists in the libraries and the importance of collecting data in libraries. DDL has hired a data scientist to assist with this, such as compiling the data from reports the social workers assisting in different libraries throughout the state submit to Alta.
- Alta will share this report with managers & directors who have these services, and will continue to do so on a monthly basis, if requested.
- Any questions, please contact Alta - Alta.Porterfield@lib.de.us

Business Reference Updates – Janet Wurtzel

- Reviewed the updated home page/**Start Here** tab on the [Business & Entrepreneurship - LibGuides at Delaware Division of Libraries](#) and the Small Business information
 - Highlighted the searchable research database for business resources, [Business Resource Connection](#), and demonstrated how to use the filters to search effectively.
 - Reviewed [Business Planning Help](#) tab & the [Centro app](#) for use on mobile devices.
 - Reviewed Kiva, non-profit, crowd-funded loan program, under the [Financing Your Business tab](#). Not a grant, but a 0% interest loan.
 - Please contact Janet Wurtzel, janet.wurtzel@lib.de.us, with any related questions or for help connecting to Delaware's business and economic development organizations.

Professional Development Team – Jaclyn Hale & Katie McDonough

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- **Jaelyn** shared about the upcoming training sessions on the new feature in the LibraryIQ dashboard called CommunityIQ. There is one scheduled for **Tuesday, March 19th at 2pm** ([LibCal registration](#)) and the other on **Tuesday, March 26th at 9am** ([LibCal registration](#)). Both trainings will have the same content and will be recorded. Please register through LibCal.
 - Please reach out to profdev@lib.de.us if there are any fee-based trainings that DDL could potentially sponsor.
- **Katie** discussed the Ada Leigh Soles & Delaware Library Association (DLA) Scholarships and awards that are available to those Delaware residents who are interested in pursuing careers as librarians and/or archivists in Delaware. She will host an information session on **Wednesday, March 20th at 2pm** to review in more detail. Please [register through LibCal](#).
 - Information regarding these opportunities are on the [Delaware Libraries Professional Development LibGuide](#) in the Financial Assistance box.
 - Ada Leigh Soles scholarship now administered by DDL (DE Division of Libraries). Preference is given to those currently employed at library entities within Delaware.
 - Please email scholarships@lib.de.us for Ada Leigh Soles Scholarship.
 - Please see the DLA Scholarship web page for more information - <https://dla.lib.de.us/scholarships/> and the awards page - <https://dla.lib.de.us/awards-citations/>
 - For DLA Scholarships, please email Katie - katie.mcdonough@lib.de.us
 - Must be a DLA member; various levels of membership ranging from \$15-\$35 annually

Open Discussion - Tabled until next month (ran out of time)

- Best practices when assisting non-English speaking patrons visiting your library?

Other Updates & Reminders

- Library updates:
 - Brandywine Hundred closed until May
 - Wilmington Library hosting many special events that are live-streamed to their [Facebook page](#). No registration is required. Seating is first come/first serve and Jean recommended attendees should arrive around 5:15pm for 6pm events to secure seating.
 - One big upcoming event is “Dancing with the Delaware Stars” and our very own State Librarian, Dr. Annie Norman will be competing!
- [hoopla](#) - **Bonus Borrows Now Monthly** - Starting this month, for the last seven days of each calendar month, patrons will be able to choose from a selection of TV shows, movies, comics and manga, eBooks, and audiobooks without using their monthly borrows!

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More Reminders... (not mentioned in meeting)

- Please feel free to use the [Reference listserv distribution email](#) to reach out to your colleagues, share information, or ask for assistance with an Aalde ticket or other reference/research question.
- Other helpful contact info:
 - Staff Internal questions, please email helpdesk@lib.de.us;
 - Patron questions, please refer them to [Ask a Librarian Delaware](#).

Next Reference meeting – Wednesday, April 10th, 2024 at 11:30am (please note this is the 2nd Wednesday of the month!). Please register through LibCal to receive the meeting link and reminder email: [Reference & Online Services Meeting - LibCal - Delaware Libraries](#).

Please [email me](#) any topics or partner spotlight you'd like presented at a future Reference meeting.

Reference Training/Professional Development

- There are many training resources available on the [Professional Development LibGuide specifically for Reference staff](#). Please review them on a regular basis.
- For specific Ask a Librarian training, visit the [Ask a Librarian Delaware Support Site page](#) or [email Missy Williams](#) to set up 1:1 training.
- Please remember to email profdev@lib.de.us with any training questions or issues.

Professional Development Reference Team

- We have a small team dedicated to updating and creating training tutorials and videos for staff and patrons, as well as helpful handouts.
- We'd love to have your creativity and expertise! If you are interested in joining our team, please [email Missy Williams](#).
- We meet every other month.
 - **Next meeting scheduled for March 21st at 2pm.** Please [register through LibCal](#).
- There are other Professional Development Teams; please see this [LibGuide](#) for more information and/or email profdev@lib.de.us or events@lib.de.us.



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