

[April 10, 2024](#)



[Happy National Library Week and National Library Outreach Day!](#)

[Partner Presentation Spotlight](#)

Gensis Farley, Delaware Center for Justice (DCJ) – Read In, Read Out Program

- Collaborative project between DCJ, Department of Corrections, and Read Aloud Delaware to offer a way in which incarcerated parents or grandparents can read to their children. For more details, please see the PDF of the presentation and, since volunteers are greatly needed, the volunteer information documents.
- Jeanne from Brandywine Hundred Library asked whether DCJ can receive book donations from libraries, and Gensis said books need to be pre-approved. Please see the book list she provided if your library is interested in donating books (or scan the QR code for the Amazon wish list in the PDF).

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



[Monthly statistics](#) -

Number of tickets: 342; (386 tickets from 2023; 306 tickets in 2022).

Text/SMS – 60; Voicemail messages - 10



Chatbot tickets created - 1 (out of 51 Chatbot “sessions”)

Our turnaround response time for incoming tickets was approximately 21 hours

- Monthly Reports are uploaded on the [Ask a Librarian Delaware Staff Support Site](#)
- **Quality of Service Feedback/Survey: 71;** 68 had excellent & good ratings!

SHOUTOUT & Special THANK YOUs for the positive feedback from their tickets:

- **Jean Wakefield, Wilmington Library:** “Prompt and courteous response to my question. Great support from this community asset!”
- **Mary Brittingham, Millsboro Library:** “Mary was wonderful and so understanding as we discussed book suggestions. And they have been very helpful bringing in more books of interest to me.”

Reference & Online Services Meeting

- **Shelley Stein, Hockessin Library:** “The library responded promptly by granting my book request and confirming I would be made aware when it is available. I couldn't ask for more.”
- **Silver Zieber, Brandywine Hundred Library (temporarily at Claymont Library):** “I heard back within 12 hours and the person was able to explain to me what happened in a rather simple explanation. It was human error and we are all capable of that. Thanks! I use the services of the public library often and I greatly appreciate what they all do.”

Thank you for tagging your tickets!

Tagging tickets assists in compiling the monthly statistics and aggregating data like this:

Top 3 topics for March:

1. **Item Recommendation form from DLC – 87**
2. Account inquiries (library card/account/PIN/holds queue/returns/renewals) – 61
3. Dolly Parton Imagination Library - 34

Other topics of interest:

- eMedia: hoopla/Libby/eBook questions & eMedia purchase requests – 25
 - Book purchase/**Interlibrary loan requests**/find a book request (Readers' Advisory) – 23
 - Reference by Mail letters -8 (Thank you, Jaclyn!!! for handling the processing of letters in & out of AaLDE!) **We always welcome additional help with these! Please [email me](#) if you are able and interested in assisting with this valuable service!**
- 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.

Professional Development Team Updates

- **Scholarships:** Applications for the DLA scholarships are being reviewed and the application period for the Soles Scholarship is open, with a deadline of June 1. If you applied for a DLA scholarship, you can still apply for the Soles Scholarship. Information and the Soles application is on the home page of the [Home - Professional Development for Delaware Library Staff - LibGuides at Delaware Division of Libraries](#), including a link to a recording of the information session held in March.
- Also on that LibGuide is the [weekly list of Professional Development Opportunities](#) that Jaclyn sends out, in case you missed the email.
- Please email profdev@lib.de.us with any questions.

DLC Team Updates



Information and updates from the
DLC Team

Vinny provided the following updates –

- New school libraries in catalog (WorkFlows)
 - Capital School District schools. High school will participate in transit starting in October 2024.
 - Ferris School Library – DCSYFFER libraries in Wilmington campus.
 - None in transit yet, so shouldn't come up on holds report.
- Upcoming database freeze due to deduplication scheduled this month. Clean up to merge duplicate titles into a single record.
- Upgrade to Symphony (WorkFlows) from 3.70 to 4.0, and web services upgrades coming in next few months.
- Internal document with updates will be shared as soon as it is finalized.
- Tabs working again in DLC to display details of items with NoveList & Syndetics information.
- Talpa.ai search feature on [TEST catalog](#) site. Please check it out! (Please **do not** share the TEST catalog link with patrons). Another new AI tool SirsiDynix is working on is a disambiguation tool to guide searches.
- Also on the [TEST catalog](#) - Interlibrary loan form – separate from Item Recommendation form. Still on the fence whether two separate forms are needed. Feel free to use and submit, but please add “TEST” somewhere in the form since it does go to Ask a Librarian. Please send any thoughts on having the separate form to the DLC Team (dlc@lib.de.us)
- Question regarding catalog records for Teen Fiction books that are in school libraries are just set up as Fiction. More discussions to explore uniformity in cataloguing materials and reduce redundancy.
- Questions or issues with the catalog? Please email helpdesk@lib.de.us.
 - **Reminder: when submitting a Help Desk ticket, please remember to add as much detail about the issue as you can!**

NO Business Reference Updates

- 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.

NO Social Innovation Team Updates

- From last month's notes – the Affordable Connectivity Program (ACP) funding is expiring in April, so no new applications will be accepted. Please remove any flyers from display in your libraries. Any questions, please contact Alta.Porterfield@lib.de.us.

Reference & Online Services Meeting

NO Public Services Team Updates

- Please reach out to publicservices@lib.de.us, if you have any questions regarding literacy or outreach programs and events to promote in libraries.

Open Discussion

- Best practices when assisting non-English speaking patrons?
 - Some use Google Translate.
 - Recommend having patron use Ask a Librarian Delaware to submit their request so it's in writing.
 - Vinny mentioned a translation service used in Oregon libraries.
 - Susan Elizabeth mentioned that at PLA, a session she attended recommended NOT to use Google Translate.
 - Please send any thoughts, tips, suggestions to the [Reference listserv distribution email](#).
- Providing library cards for unhoused patrons – local procedures?
 - More of a circulation staff issue.
 - A temporary card for patrons to at least get online.
 - Please send any thoughts, tips, suggestions to the [Reference listserv distribution email](#).

Miscellaneous Updates/Reminders

- [hoopla](#) - [Bonus Borrows Now Monthly](#) – **New schedule** - started the end of March, 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!
 - Audrey had a question about the Delaware Libraries hoopla collection – yes, there are some eAudiobook titles that are not included (approximately 40,325 blocked due to the price cap of \$2.84 out of 1.59 million titles in hoopla! One BingePass is also blocked due to the price cap).
- Please continue to submit eMedia purchase requests to me either directly to [my email](#), or through helpdesk@lib.de.us or coldev@lib.de.us.

Next Reference meeting – Wednesday, May 1st, 2024 at 11:30am. 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.

More Reminders... (not mentioned in meeting)

Professional Development Reference Team Recruitment

- 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 May 16th at 2pm.** Please register through [LibCal](#) to join us!
- There are other Professional Development Teams; please see this [LibGuide](#) for more information and/or email profdev@lib.de.us.

Other Helpful Resources and/or LibGuides:

- Internal questions, please email helpdesk@lib.de.us;
- Patron questions, please refer them to [Ask a Librarian Delaware](#).
- <https://consortium.lib.de.us/> - The DLC Consortium is your "one-stop shop" for information and marketing materials for the available resources and services Delaware Libraries offers. Password protected. Please reach out to design@lib.de.us for access.
- [Reference - CORE - Professional Development for Delaware Library Staff - LibGuides](#)
- [Delaware Libraries website](#) – **Services tab** – patrons can make an [appointment to schedule](#) a 30-minute phone consultation for either job seeking or social services/basic needs assistance.

