

May 1, 2024



## Ask a Librarian Delaware Stats & Such



### Monthly statistics -

**Number of tickets:** 346 (241 tickets from 2023; 264 tickets in 2022). Over 100 more from last year!  
Text/SMS – 77; Voicemail messages - 11



Chatbot tickets created - 3 (out of 83 Chatbot “sessions”)

Our turnaround response time for incoming tickets was approximately 17 hours!!

- Monthly Reports are uploaded on the [Ask a Librarian Delaware Staff Support Site](#)
- **Quality of Service Feedback/Survey: 59;** 58 had excellent & good ratings!

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

- **JoJo Fancher, Kent Co. Public Library:** “Very fast response. Thank you!”
- **Kristen Gramer, Lewes Library:** “The Lewes library staff are unfailingly helpful, courteous and efficient. They are a blessing to the community.”
- **Amy Canady, Woodlawn Library:** “I received fairly prompt responses to all of my recent submission requests. The response provided to me was clear and succinct. It is a great feature being able to recommend things for the database. Thanks.”
- **Lauren McCauley, Rehoboth Beach Library:** “Superb engagement. This is a wonderfully resource for the people of Delaware. Congratulations on developing such a responsive and useful interface with readers across the state.”

**Extra special THANK YOU to Sandy Meyers (DDL/Rehoboth Beach Library) for monitoring the queue when I was out of the office in April and handling more than ¼ of all the tickets that came through (27%)! Very much appreciated!**

## Reference & Online Services Meeting



Information and updates from the  
DLC Team

### Updates- Vinny Alascia

- [Cloudsource Open Access](#) resource in DLC – Vinny demonstrated how to find results for content within Cloudsource Open Access – listed as **Open Access Articles**
  - Has more than just articles
  - One click to resource, no library card needed to access
  - Citation builder
  - Can email, download, print
- Booklists – “[Suggested by Us](#)” in [DLC](#) – please reach out to Vinny via [dlc@lib.de.us](mailto:dlc@lib.de.us) if you have any lists to add (and/or if you’d like training on the Syndetics platform).
- Interlibrary Loan form & Talpa.ai search on test server
  - Please email [dlc@lib.de.us](mailto:dlc@lib.de.us) if you need the test server link)
  - Please review (do not share link with patrons)
  - Please send feedback to [dlc@lib.de.us](mailto:dlc@lib.de.us)
- Deduplication projected completed. Clean up to merge duplicate titles added from new school library catalogs for a cleaner search result. Database freeze is still in effect though.
- Questions or issues with the catalog? Please email [helpdesk@lib.de.us](mailto:helpdesk@lib.de.us).

### Business Reference Updates – Janet Wurtzel

#### [It’s National Small Business Week!](#)

- Janet shared the updated Business & Entrepreneurship LibGuide
  - En Español tab - [En español - Business & Entrepreneurship - LibGuides at Delaware Division of Libraries](#)
- Please contact Janet Wurtzel, [janet.wurtzel@lib.de.us](mailto:janet.wurtzel@lib.de.us), with any related questions or for help connecting to Delaware’s business and economic development organizations.

### Professional Development Team

- **Scholarships:** Applications for the Soles Scholarship are due on June 1st. 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. The application and references forms are in a box right above that.
  - Applications and references should be submitted to [scholarships@lib.de.us](mailto:scholarships@lib.de.us).
  - Please also email [scholarships@lib.de.us](mailto:scholarships@lib.de.us) if you have any questions.
- 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](mailto:profdev@lib.de.us) with any questions.

DelawareLibraries.org



## Reference & Online Services Meeting

### Public Services Team Updates-Susan Elizabeth Cordle

- Meeting scheduled for Thursday, May 2<sup>nd</sup> with Annie and anyone interested in discussing measurable outcomes for Summer Library Reading Program. Please email Susan Elizabeth, [susanelizabeth.cordle@lib.de.us](mailto:susanelizabeth.cordle@lib.de.us), for the meeting link.

### Resource Review- Sandy Meyers

- [UD/LibSearch](#) – highlight of Gale Resources
  - Sandy reviewed how to access these resources from the [Delaware Libraries eMedia](#) page > Research, Learn, & Discover tab (also under the Teens tab) and demonstrated a few of the databases within UD/LibSearch
  - Can email or download resource
  - Anyone can access this from anywhere with Internet access but it is password protected.
  - Please note, Britannica Online databases requires a **username in addition** to the password.
  - Library staff can email [email Missy Williams](mailto:email Missy Williams) for the login information. Patrons can reach out to [Ask a Librarian Delaware](#) to request login information.

### NO Social Innovation Team Updates

- Any questions, please contact [Alta.Porterfield@lib.de.us](mailto:Alta.Porterfield@lib.de.us)

### Miscellaneous Updates/Reminders

- [MLA/DLA Conference](#) – May 8-10<sup>th</sup>
- [hoopla](#) - **Bonus Borrows Now Monthly** – Started at 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!
- Please continue to submit eMedia purchase requests to me either directly to [my email](#), or through [helpdesk@lib.de.us](mailto:helpdesk@lib.de.us) or [colldev@lib.de.us](mailto:colldev@lib.de.us).

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**Next Reference meeting** – Wednesday, June 5th, 2024 at 11:30am. Our Partner Presenter will be Jacki Chacona from [Delaware Volunteer Legal Services](#) representing [Delaware Combined Campaign for Justice](#) on the topic of **Right to Representation in Evictions Cases**.

Please register through LibCal to receive the meeting link and reminder email: [Reference & Online Services Meeting - LibCal - Delaware Libraries](#).

## Reference & Online Services Meeting

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

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### More Reminders... (not mentioned in meeting)

#### Other Helpful Resources and/or LibGuides:

- Internal questions, please email [helpdesk@lib.de.us](mailto: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](mailto: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.

### 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](mailto:profdev@lib.de.us) with any training questions or issues. Katie McDonough or Jaclyn Hale will respond as quickly as possible.

### 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](mailto:profdev@lib.de.us) or [events@lib.de.us](mailto:events@lib.de.us).

**FINAL REMINDER:** 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.