

Reference & Online Services Meeting

June 5, 2024

Partner Presentation Spotlight

Jacki Chacona from [Delaware Volunteer Legal Services](#) representing [Delaware Combined Campaign for Justice](#) on the topic of **Right to Representation in Evictions Cases**. **FREE** assistance available to eligible tenants facing eviction. Please direct library patrons to reach out for assistance as soon as possible! Please see presentation slides for more details.

Quick links to resources –

- Delaware Volunteer Legal Services (DVLS) [Online Intake \(legalserver.org\)](#)
 - Alta mentioned the teleservices specialists/social workers in the libraries are able to assist library patrons with accessing and completing the Online Intake form
- [Delaware Community Legal Aid Society, Inc. - Equal Access To Justice \(declasi.org\)](#) (CLASI)
- Legal Services Corporation of Delaware [LSCD](#)

(Additional resource - [Ask A Law Librarian - Judicial Law Libraries - Delaware Courts - State of Delaware](#))

Business Reference Updates

- Janet is doing a “deep dive” into the [Business & Entrepreneurship LibGuide](#) and updating it as needed. Thanked everyone for helping make it the #3 most used public facing LibGuide.
- DDL is not renewing the subscription to the Entrepreneurial Mindset Training due to lack of usage so Janet has removed it from the [Business & Entrepreneurship LibGuide](#).
- Please contact Janet Wurtzel, janet.wurtzel@lib.de.us, (before June 30th as she is retiring!) with any related questions or for help connecting to Delaware’s business and economic development organizations. After June 30th, please reach out to Missy or Alta.
- We are so thankful for all that Janet has contributed to Delaware Libraries throughout the years and she will be greatly missed!!!

DLC Team Updates



Vinny provided the following updates –

- Symphony/WorkFlows upgrade to 4.1.1
- [Interlibrary Loan form](#) revised (in the test catalog) – please review and send feedback. Will be shared at the next Director’s meeting later this month.
- School integrations – Brandywine Hundred & Christina School Districts may potentially join the DLC.

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Michelle shared that Aspira & Sussex Academy are getting RFID tags and re-barcoding will begin soon. Also, a reminder that more schools will start with transit services in the fall (after the summer break closures).

- 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!**

Ask a Librarian Delaware Stats & Such



Monthly statistics -

Number of tickets: 357; (296 tickets from 2023; 311 tickets in 2022).
Text/SMS – 68; Voicemail messages - 11



Chatbot tickets created -0 (out of 77 Chatbot “sessions”)

Our turnaround response time for incoming tickets was approximately 23 hours (just shy of the 24-hour goal)

- Monthly Reports are uploaded on the [Ask a Librarian Delaware Staff Support Site](#)
- **Quality of Service Feedback/Survey: 74;** 68 had excellent & good ratings!

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

- **Beth Borene, Kirkwood Library:** “Thanks for the help and answering my question so quickly. It's truly appreciated.”
- **Kristen Chelmow, Laurel Library:** “Kristen was very prompt with her response. We appreciate all of the staff at Laurel Library. I feel like I'm visiting friends when I go there.”
- **Louise Glenn, Hockessin Library:** “I appreciate the exceptional service I've always received at the Hockessin Library!”
- **Carol Reuben, Smyrna Library:** “I was very pleased with the quick response to the emails and the quick resolve to the inquiry I had. Thank you very much!”

***REMINDER – Please tag your tickets in the platform!**

Tagging tickets assists in compiling the monthly statistics and monitoring trends.

Top 3 topics for May:

1. **Item Recommendation form from DLC – 98**
Account inquiries (library card/account/PIN/holds queue/returns/renewals) – 98
(we had a record number of library card/account questions this past month!)
2. **Book purchase/Interlibrary loan requests/find a book request (Readers' Advisory) – 31**

Other topics of interest:

- Dolly Parton Imagination Library - 27

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- eMedia: hoopla/Libby/eBook questions & eMedia purchase requests – 24
- Reference by Mail letters -7 (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.

Social Innovation Team Updates

- No new updates; team continues to be busy, as usual! Any questions, please contact Alta.Porterfield@lib.de.us

Miscellaneous Updates/Reminders

- **Library Town Summit – TOMORROW!** [Please register through LibCal.](#)
- Chromebooks/Hotspot policy (user agreement form) added to Delaware Libraries website for public access. [Under Services](#) > Borrow a Chromebook & WiFi tab and also [Get Connected](#) > Use or Borrow Technology tab.
- Learning Express Resources – usage data available
- [Summer Library Reading Program](#) webpage has been updated!
 - Marketing materials on [Consortium site](#) (login required; please email design@lib.de.us if you need assistance)



- [hoopla](#) - **Bonus Borrows Now Monthly** – 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 (or cost to Delaware Libraries!)
- 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.

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Next Reference meeting – NO meeting in July! Next meeting scheduled for Wednesday, August 7, 2024 at 11:30am. We will have a partner presentation from Tom Kinslow, President / Chapter Chair SCORE Delaware. 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.

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 July 18th 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 or events@lib.de.us.

More Reminders... (not mentioned in meeting)

Professional Development Team

- No new updates. Reminder that the [Weekly list of Professional Development Opportunities](#) that Jaclyn sends out, in case you missed the email, is on the [Professional Development for Delaware Library Staff - LibGuides at Delaware Division of Libraries](#).
- Please email profdev@lib.de.us with any questions.

Public Services Team Updates

- No new updates. Please reach out to publicservices@lib.de.us if you have any questions.

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](#)

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- [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.
- **Unite Delaware** – form on [Ask a Librarian Delaware patron portal page](#) & [delawarelibraries.org pages](#) – for patron self-referral or staff entry.

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. Katie McDonough or Jaclyn Hale will respond as quickly as possible.