

August 7, 2024

## Partner Presentation Spotlight

SCORE – Karim Moussa, SCORE Delaware Volunteer – SCORE offers free resources and consulting services to those interested in starting a new business. There are 59 SCORE volunteers in Delaware and over 10,000 total nationwide. With an ongoing partnership with Delaware Libraries, SCORE has programs in various libraries. Please see PDF of presentation and/or the SCORE website for more information.

## Ask a Librarian Delaware Stats & Such

- **Number of tickets: 418 (very busy month!);** (303 tickets from 2023; 324 tickets in 2022).



Text/SMS – 79\*; Voicemail messages - 8

(\*text messaging has been updated/improved to accommodate up to 400 characters in a reply!)



Chatbot tickets created - 0 (out of 75 Chatbot “sessions”)

Average turnaround time for responses to tickets = 1 day, 4 hours, 35 min (This increased response time was in part due to the 4<sup>th</sup> of July holiday, as well as the email issues NCC liaisons discovered towards the third week in July of not receiving notifications of new tickets that DDL IT & NCC, Springshare, and I worked to resolve. It should be working now!).

- Monthly Reports are uploaded on the [Ask a Librarian Delaware Staff Support Site](#)

**Quality of Service Feedback/Survey: 67;** 60 had excellent & good ratings!

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

- **Jennifer Atwood, Appoquinimink Library:** “The response was super quick, I’m grateful to have such a great library community.”
- **Shelley Stein, Hockessin Library:** “You are better than AI because you help me reframe my questions to get the best result. Sometimes I don’t know what question to ask.”
- **Jean Wakefield, Wilmington Library:** “Your help was excellent. Thank you.”
- **Sarah Yatuzis, Milford Library:** “I received a quick and timely response that was kind and considerate. Thank you.”

## Reference & Online Services Meeting

### Top 3 topics for July:

1. **Item Recommendation form from DLC – 105**
2. Account inquiries (library card/account/PIN/holds queue/returns/renewals) – 94
3. Book purchase/**Interlibrary loan requests**/find a book request (Readers' Advisory) – 89 (8 ILL requests originated from the DLC Item Recommendation form)

### Other topics of interest:

- Dolly Parton Imagination Library - 39
- eMedia: hoopla/Libby/eBook questions & eMedia purchase requests – 34
- Reference by Mail letters -15 (As always, many thanks to Jaclyn for handling the processing of letters in & out of AaLDE!)

**(\*REMINDER – Please tag your tickets!** Tagging tickets assists in compiling the above monthly statistics and monitoring trends.)

- 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.

### Reference Tracker form for FY25

The process for adding reference statistics into the Reference Tracker Online form has been modified to allow for direct input into the Counting Opinions/LibPas platform. The form will be the same but will require a login to the Counting Opinions/LibPas platform so that the data is automatically uploaded to each library's LibPas record and will keep a running total in the platform. The login will be a simple username and password. Rose demonstrated the login and how to enter data. (THANK YOU, Rose!) We will send out login information and instructions shortly.

### DLC Team Updates



Vinny & Michelle provided the following updates:

- SirsiDynix released the BlueCloud Mobile2 app for general availability, but DDL has not transitioned to it yet. Waiting for other library systems to test and work out the “bugs” first.
- School integrations – met with Christina School District – 3 schools will be added later in the fall.
- Upcoming ILS Review sessions – **in person** from August 20<sup>th</sup>-23<sup>rd</sup>, 2024 (virtual sessions will be scheduled later)
  - [Delaware Division of Libraries - LibCal - Delaware Libraries](#)

## Reference & Online Services Meeting

- Ingram demo scheduled later in the month at the next Statewide Cataloger's meeting. Any staff involved in collection development or just interested in attending - please use the [LibCal link](#) to register for the meeting.
- Questions or issues with the catalog? Please email [helpdesk@lib.de.us](mailto:helpdesk@lib.de.us).
  - **Reminder: when submitting a Help Desk ticket, please remember to add as much detail about the issue as you can!**

### Public Services Team Updates

Susan Elizabeth provided the following updates:

- [Smokey Bear 80<sup>th</sup> Birthday celebration](#) at Dover Public Library this Friday!
- Youth Services meeting scheduled quarterly. Next one coming up October 24<sup>th</sup>, 2024 & then March 6<sup>th</sup>, 2025.
- Not officially announced yet - First Tracey book release next Wednesday; book tour kicks off next Wednesday at Wilmington Library.
- Please reach out to Susan Elizabeth, [susanelizabeth.cordle@lib.de.us](mailto:susanelizabeth.cordle@lib.de.us), if you have any questions.

### Social Innovation Team Updates

- The team continues to be very busy, as usual, and currently with the book bag outreach and many ongoing events.
- Any questions, please contact [Alta.Porterfield@lib.de.us](mailto:Alta.Porterfield@lib.de.us)

### Professional Development Team

- 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](mailto:profdev@lib.de.us) with any questions.

### Miscellaneous Updates/Reminders

- **Online Resources reminder – please see [eMedia - Delaware Libraries](#)**
- **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.**
- **[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!

## Reference & Online Services Meeting

- Please continue to submit eMedia purchase requests to me either directly to [my email](mailto: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, September 4th, 2024, at 11:30am. We will have a partner presentation from Elizabeth “Beth” Smith of Children & Families First/AccessCare. Please register through [LibCal](#) to receive the meeting link and reminder email – [Reference and Online Services Meeting - LibCal - Delaware Libraries](#)

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)

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

#### **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](#).

## *Reference & Online Services Meeting*

- We meet every other month - **next meeting scheduled for September 19th 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).

