

Reference & Online Services Meeting

September 4, 2024



Partner Presentation Spotlight

Elizabeth Smith, [Children & Families First](mailto:Elizabeth.Smith@cffde.org) (Elizabeth.Smith@cffde.org)

- Provides Consumer Education on childcare options, licensing for providers, quality improvement & assistance with locating childcare – [AccessCare](#)
- MyChildDE.org – resources to help families, providers, & other caretakers to make informed choices for their children
- Rack cards available in English, Spanish, & Creole – Alta has distributed to libraries and has extras when needed

Ask a Librarian Delaware Stats & Such

Here is an overview of the August 2024 statistics:

Number of tickets: 365; (385 tickets from 2023; 351 tickets in 2022).

*Text/SMS – 82; Voicemail messages - 9

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



Chatbot tickets created - 2 (out of 81 Chatbot “sessions”)

Quality of Service Feedback/Survey: 72; 68 had excellent & good ratings!

- **Average turnaround time for responses to tickets = 12 hours, 41 min!!!**
- Monthly Reports are uploaded on the [Ask a Librarian Delaware Staff Support Site](#)

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

- **Maria Santopietro, Kirkwood Library:** “The response was friendly, concise, and informative. They also also happened to respond extra quickly. Thank you.”
- **Jean Wakefield, Wilmington Library:** “Your help was excellent. Thank you.”

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- **Kristen Gramer, Lewes Library:** "Employees are very accommodating and a pleasure to deal with. I have always been extremely grateful for their service and support."

Amazing example of Ask a Librarian Teamwork:

- **Kim Friberg, Bear Library, Jerry Keiser, Seaford Library & Jennifer Atwood, Appoquinimink Library:** "Within 24 hours of having submitted my question, I got emails from both Appoquinimink and Seaford letting me know that the books that had been languishing in processing were on their way to me. Thank you so much for listening and checking in on the books--I can't wait to read them when they arrive!"

Top 3 topics for August:

1. Account inquiries (library card/account/PIN/holds queue/returns/renewals) – 96
2. Book purchase/Interlibrary loan requests*/find a book request (Readers' Advisory) – 91
 - ILL requests originated from DLC item recommendation form – 2
3. Item Recommendation form from DLC – 45 (lowest since implementation!)

Other topics of interest:

- Dolly Parton Imagination Library - 41
- eMedia: hoopla/Libby/eBook questions & eMedia purchase requests - 34
- Reference by Mail letters - 4 (thank you, 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 Statistics for FY24

Thank you to the libraries that have entered their data for FY24. There are still some libraries who have not submitted data. Please enter your data by the end of September at the latest.

Reference Tracker form for FY25

Thank you to the libraries that have already entered their data for August 2024 & those of you who have entered data for July 2024 using the new process of inputting data directly into the [Counting Opinions/LibPas](#) platform. Please reach out via helpdesk@lib.de.us if you did not receive your library's login credentials or if you have questions/need assistance.

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DLC Team Updates



Information and updates from the
DLC Team

Sarena provided an update on the telescope project:

- They have been/are in the process of getting delivered to libraries that asked for them
 - A pocket guide will be sent out in the courier to add to the fanny pack that accompanies the telescopes
- Public LibGuides –
 - [Home - Library Telescope Program - LibGuides at Delaware Division of Libraries](#)
 - [Telescopes - Astronomy - LibGuides at Delaware Division of Libraries](#)
- Please reach out to Sarena with any questions – sarena.deglin@lib.de.us

Vinny provided the following updates:

- School integrations – working with Christina School District to add 5 schools this fall!
- Talpa.ai – search feature on the [DLC test](#) site (please do not share with patrons!). Try it out & send feedback!
- Interlibrary Loan form also on [DLC test](#) site. Please take a look & send feedback on this, too!
- 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!**

Public Services Team Updates

Margie provided the following updates:

- [Delaware Literacy Alliance](#) created to address literacy issues in Delaware
 - Encompasses many literacies, such as traditional literacy (reading), digital literacy, health literacy, etc.
 - Check out the resources - [Resources Archive - Delaware Literacy Alliance](#)
- Delaware has designated September as Literacy Month
- [Delaware Reads Campaign - Delaware Literacy Alliance](#)
- [DE Reads Toolkit For Website \(delawareliteracyalliance.org\)](#)

Susan Elizabeth provided the following updates:

- Children events at Claymont & Delmar hosted by Center for the Book to celebrate Literacy Month
- SLRP themes finalized at conference in Denver she attended last week:

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- 2027 Slogan: Mysteries Await at Your Library- Spanish translation coming soon
 - 2028 Theme: Mythical Creatures (Unicorns, Mermaids, Dragons, etc.)
- Youth Services meeting scheduled quarterly. Next one coming up October 24th, 2024 & then March 6th, 2025.
- Please reach out to Susan Elizabeth, susanelizabeth.cordle@lib.de.us, if you have any questions.

Social Innovation Team Updates

- The team continues to be very busy, as usual!
- Any questions, please contact Alta.Porterfield@lib.de.us

Professional Development Team

- Northeast Summit on Climate Adaptation for Library Facilities (virtual) - [Adapt and Fortify Your Library Against Extreme Weather - LibCal - Delaware Libraries](#)
- 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.

Miscellaneous Updates/Reminders

- September is Library Card Sign up Month! For ideas on programming – check out [Quick Ideas for Library Card Sign-up Month | Programming Librarian](#)
- Literacy Delaware is celebrating September as Literacy Month - Celebrate Adult Education and Family Literacy week during the week of Sept 15-21. Want to learn more about Adult Literacy efforts? [Please join the networking event on Sept. 18th @ the Wilmington Library](#)
- **Kanopy “Big Movie Watch” – September 5-16, 2024**
- **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!
- Please continue to submit eMedia purchase requests to me either directly to [my email](#), or through helpdesk@lib.de.us or colldev@lib.de.us.

Next Reference meeting –Wednesday, October 2, 2024, at 11:30am. We will have a partner presentation from Jwana L. Adebisi, PHI Community Relations. Please register through [LibCal](#) to receive the meeting link and reminder email – [Reference and Online Services Meeting - LibCal - Delaware Libraries](#)

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;
- 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.

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.

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 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.



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