


Reference & Online Services Meeting

October 2, 2024

Partner Spotlight Presentation

Jwana L. (Smith) Adebisi, PHI Community Relations - Collaboration opportunities between USCIS (immigration services) and libraries - phicommunityrelations@uscis.dhs.gov

- [Home | USCIS](#) – Main website
- [Libraries | USCIS](#) – resources for libraries
- Please view recording or PDF of presentation for more details
- Please reach out to Jwana for more information or to host a program at your library

Citizenship Education at Public Libraries 

Why Partner with Libraries?

- Welcoming spaces
- Convenient locations
- Public Internet access
- Support for lifelong learning
- Information navigators (both inside and outside the library)
- More than 55% of people who immigrated within the last 15 years use the public library at least once per week

Ask a Librarian Delaware Stats & Such

Number of tickets: 288; (422 tickets from 2023 – when the Item Recommendation form through the catalog started routing through to Ask a Librarian*; 291 tickets in 2022). Text/SMS – 80; Voicemail messages - 9



(*the Item Recommendation Form has not been coming through the platform for the past month; checking with Springshare Support about this & may need to check with Sirsi, too)



Chatbot tickets created – 0; 32 resources clicked (out of 68 Chatbot “sessions”)

- **Average turnaround time for responses to tickets = 14 hours, 37 min!**
- Monthly Reports are uploaded on the [Ask a Librarian Delaware Staff Support Site](#)
- **Quality of Service Feedback/Survey: 37; 34** had excellent & good ratings!

DelawareLibraries.org



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

- **James Argot, Milford Library:** "Thank you for responding to my question and sending me my library card number. I didn't expect You to answer so quickly. And you gave me my number and further instructions. I am very impressed. Thank you."
- **Lisa Frank, Brandywine Hundred Library:** "I am thankful for the excellent service through the online library system. I receive responses and follow up promptly. And they always help me find and potentially get what I need. It's a tremendous service and I appreciate the folks who staff it so competently."
- **Kenny Kasarda, Claymont Library:** "I especially appreciated the swiftness of the reply from Kenny Kasarda of the Claymont Library in response to my Interlibrary Loan request and the fact that he made the request on the very same day that he received my email. Truly efficient customer service!"
- **Sandy Meyers, DDL:** "Prompt and helpful!! They were able to take care of my issue without hesitation!"

Top 3 topics for September:

1. Account inquiries (library card/account/PIN/holds queue/returns/renewals) – 68
2. Book purchase/Interlibrary loan requests*/find a book request (Readers' Advisory) - 64
3. eMedia: hoopla/Libby/eBook questions & eMedia purchase requests - 27

Other topics of interest:

- Dolly Parton Imagination Library - 24
- Questions regarding service outage – 5
- 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.)

- **The Reference listserv distribution email is not currently functional. When it is working again, I will send an email.**

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 into [Delaware Libraries - Reference Tracker Form \(countingopinions.com\)](#)

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Reference Tracker form for FY25

Please enter your statistics using the new process of inputting data directly into the [Counting Opinions/LibPas](#) platform. Please reach out via support@delawarelibraries.zendesk.com if you have questions/need assistance.

DLC Team Updates



Vinny provided the following updates:

- Talpa.ai – search feature on the [DLC test](#) site (please do not share with patrons) &
- Interlibrary Loan form also on [DLC test](#) site will be “switched on” the catalog around mid-October.

Michelle provided the following updates

- ILS vendor demo recordings are ready for viewing. Please take a few minutes to complete the evaluation for each demonstration that you view. Your feedback is a crucial component in this process. The evaluation period has been extended until **Friday, October 18th** due to the recent connectivity issues in the public libraries.
- Please reach out to the DLC Team if you need the link and password or if you experience any issues accessing the page and/or recordings.
- Service outage update – no public/patron computers are available for use.
- Questions or issues with the catalog? Please email support@delawarelibraries.zendesk.com.

Public Services Team Updates

No updates.

Social Innovation Team Updates

No updates. Any questions, please contact 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 with any questions.

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Miscellaneous Updates/Reminders

- Health Literacy Month - featured content in OverDrive/Libby
- **Library services update from branches – Wi-Fi restored, but spotty at times**
- Please continue to submit eMedia purchase requests to me either directly or through colldev@lib.de.us.

More Reminders... (not mentioned in meeting)

Next Reference meeting –Wednesday, November 6, 2024, at 11:30am. Please register through [LibCal](#) to receive the meeting link and reminder email – [Reference and Online Services Meeting - LibCal - Delaware Libraries](#)

Other Helpful Resources and/or LibGuides:

- Internal questions, please email support@delawarelibraries.zendesk.com;
- 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 Jaelyn 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 November 21, 2024, at 2pm**. Please register [through LibCal](#) to join us!

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- There are other Professional Development Teams; please see this [LibGuide](#) for more information and/or email profdev@lib.de.us.

