

## Reference & Online Services Meeting

November 6, 2024

### Social Innovation Team Spotlight Presentation

Caleb Davis, Legal Sustainability Coordinator (AmeriCorp Vista) – goal to increase access to legal resources at Delaware Libraries. Big project is to work with legal aid agencies to provide lawyers on a rotating basis to Delaware Libraries to offer general legal counsel to library patrons.

- Trying to get legal resources regarding “Right to Represent”/housing evictions and information on the court mediation process into the libraries.
- Need assistance from librarians to gather information/gauge what kinds of questions library patrons are asking (will attach to email). **Please respond to questionnaire and send back by Friday, November 15<sup>th</sup>** to [vista.sustainabilitylegal@lib.de.us](mailto:vista.sustainabilitylegal@lib.de.us)
- Discussed “decision trees”/flow chart and showed example of one; have been used in Sussex County libraries
  - Would this be helpful to others?
  - If so, what method would work best for librarians to access this information (i.e., where? LibGuide, Consortium Site, shared document)

### Ask a Librarian Delaware Stats & Such

**Number of tickets in October 2024:** 402; (386 tickets in 2023; 290 tickets in 2022).  
Text/SMS – 61; Voicemail messages - 5



Chatbot tickets created – 1; 29 resources clicked (out of 62 Chatbot “sessions”)

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

**From a happy patron – “I am so glad Ask a Librarian exists! I am always pleased with the quick responses and results! Thank you!”**

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

- **Tyler Antoine, Newcastle Public Library:** “I like to express my appreciation to Tyler Antoine for his help in answering my questions about the videos completely and being very helpful. Thank you Tyler.”

## Reference & Online Services Meeting

- **Jamie Morris, Dover Public Library:** “I now have Libby app and thanks to you, I understand it. Thank you for your assistance.”
- **Lisa Burris, Newark Free Library:** “I always appreciate the responsiveness of Ask A Librarian! Thank you.”

### Top 3 topics for October 2024:

1. **Item Recommendation form from DLC – 106**
2. Account inquiries (library card/account/PIN/holds queue/returns/renewals) – 68
3. Book purchase/**Interlibrary loan requests**/find a book request (Readers' Advisory) - 46
  - ILL requests originated from DLC item recommendation form - 3
  - ILL requests originated from new ILL DLC form - 5

### Other topics of interest:

- eMedia: hoopla/Libby/eBook questions & **eMedia purchase requests – 43**
  - eMedia purchase requests from DLC form - 17
- Dolly Parton Imagination Library - 26
- Reference by Mail letters - 12 (thank you, Jaclyn, for handling the processing of letters in & out of AaLDE!)
- Service outage inquiries due to ransomware attack - 10

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

- **The Reference listserv distribution email is back up but may experience delays in sending/receiving.**

## Reference Tracker form for FY25 Statistics

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](mailto:support@delawarelibraries.zendesk.com) if you have questions/need assistance with your library’s login.

## DLC Team Updates



### Vinny provided the following updates:

- The DLC Team attended sessions for the virtual SirsiDynix Connections Conference at the end of October.
  - Updates on the new mobile app
  - Updates on a new OPAC interface that will eventually replace Enterprise
  - Saw new features that team will test on the test site

## Reference & Online Services Meeting

- Reach out to team if there are any features or questions about the catalog that you encounter when searching the catalog
- Talpa.ai & Interlibrary Loan Form live on the [Delaware Library Catalog!](#)
- Looking at alternative ILS – not taking lightly and would appreciate feedback
- **HSLC ILS Phase I review with staff- SAVE THE DATE – Tuesday, November 19<sup>th</sup> from 10-11:30 am**
  - All staff are welcomed and encouraged to attend.
  - email DLC Team for zoom meeting link
- Questions or issues with the catalog? Please email [support@delawarelibraries.zendesk.com](mailto:support@delawarelibraries.zendesk.com)

### Public Services Team/Youth Services Updates

- Susan Elizabeth provided updates about a program called BEBS starting in January, and the application to participate to receive a grant stipend - [BEBS Application 2025](#)
  - Looking for 5 libraries to participate
- Please reach out if you have any questions – [susanelizabethcordle@lib.de.us](mailto:susanelizabethcordle@lib.de.us)

### Social Innovation Team Updates

No other updates. Any questions, please contact [Alta.Porterfield@lib.de.us](mailto:Alta.Porterfield@lib.de.us)

### Professional Development Team

- Jaclyn reminded everyone to please reach out to [profdev@lib.de.us](mailto:profdev@lib.de.us) if there are any webinars or eCourses you are interested in attending.
- The [Weekly list of Professional Development Opportunities](#) that Jaclyn sends out 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

- Changes to Kanopy viewing periods starting 11/15/2024. Content will have viewing periods of 3 days, 5 days, or 7 days, depending on the length.
- Please continue to submit eMedia purchase requests to me either directly or through [colldev@lib.de.us](mailto:colldev@lib.de.us).
- Mark your calendars for February 25-27, 2025 – for the [North American Virtual Reference Online Conference \(NAVROC\)](#)
  - [Call for Proposals](#) due November 29, 2024

## Reference & Online Services Meeting

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

Next Reference meeting – **Wednesday, December 4, 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:**

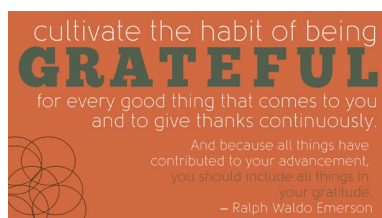
- Internal questions, please email [support@delawarelibraries.zendesk.com](mailto:support@delawarelibraries.zendesk.com);
- Patron questions, please refer them to Ask a Librarian Delaware.
- <https://consortium.lib.de.us/> - The DLC Consortium is your “one-stop shop” for information and marketing materials for the available resources and services Delaware Libraries offers. Password protected. Please reach out to [design@lib.de.us](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 November 21, 2024, 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).



DelawareLibraries.org

