Reference & Online Services Meeting

January 7, 2026

DLC Team Updates

Michelle shared:
- Issues with Directors Station – it has been down
- Consortium policy grouping within WorkFlows is now live - shows libraries participating in transit or not
- Please do not override holds blocks!
- New cohort of six schools joining DLC - School Libraries - Delaware Libraries Project Planning FY2026 - LibGuides at Delaware Division of Libraries

Vinny shared:
- Adding a "button" to Add Lists feature to Enterprise? Anyone use it?
- Talpa Search usage? – Not much use; it's a fun feature, but may not be worth renewing
- Questions or suggestions for the catalog? Please email dlc@lib.de.us or helpdesk@lib.de.us

Professional Development Team
- Upcoming Webinars/Training Sessions:
  - Understanding Your Unique Stress Response – Wednesday, January 21, 2026, 11am
  - Manga for Librarians - sponsored by YSD DLA – Wednesday, January 14, 2026, 2pm
- Please reach out to profdev@lib.de.us with any questions or webinars/ 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.

Public Services Team/Youth Services Updates
- Summer Reading Manual – ask library branch point of contact
  - Place orders sooner rather than later; April 1st deadline
- Drop-in Youth Services Meeting – Thursday, February 12, 2026
- Spring Youth Services Meeting scheduled for Friday, March 6, 2026 at Milford Library
- Trauma informed training at Dover was well received and will be offered in NCC and Sussex counties for all staff - TBD
- Please reach out if you have any questions – susanelizabethcordle@lib.de.us

Social Innovation Team Updates

- ➤ **No current updates**
- ➤ **Reminder of helpful websites –**
  - ○ <u>Prevent. Treat. Recover. | Help is Here Delaware</u> or helpisherede.com—it's a centralized place where anyone can explore available behavioral health and recovery resources, including options for those without insurance. There are numbers for people to call to talk and really is become the go-to site for information.
  - ○ <u>https://findhelp.org/</u> is the old "Aunt Bertha" site super charged and wonderful it is our go to for resources. Free service!
- ➤ Please contact <u>Alta.Porterfield@lib.de.us,</u> for general questions for the Social Innovation Team/Social Services in the libraries

Ask a Librarian Delaware Stats & Such

- ➤ **Updated look to the LibAnswers platform!**
- ➤ **Calendar Year 2025 Total tickets received and processed = 5615**

Here is an overview of the December 2025 statistics:

Number of tickets: **449;** (367 tickets from 2024; 355 tickets in 2023)

Text/SMS – 79 unique tickets; Voicemail messages - 8

Chatbot tickets created - 3 (out of 84 Chatbot "sessions"; 43 resources clicked)

Quality of Service Feedback/Survey (as of 1/6/2026): **66; 60** had excellent & good ratings!

Turnaround time (first response to ticket) – 12 hours and 34 minutes

 Top 3 topics for December 2025:

1. Dolly Parton Imagination Library - **116** (increase due to project in resolving undeliverable books returned to DDL)

2. Book purchase/Interlibrary loan requests/find a book request (Readers' Advisory) – 99
   - DLC Item Recommendation Form – 38
   - ILL requests via DLC ILL Form - 25
3. Account inquiries (library card/account/PIN/holds queue/returns/renewals) – 87

Other topics of interest:

- eMedia: hoopla/Libby/eBook questions + eMedia purchase requests – 50
- Reference by Mail letters - 14 (thank you, Jaclyn, for managing the processing of letters in & out of AaLDE!)
- Virtual cards marked as LOST - 1

General love for Ask a Librarian Delaware! 💜

"All transactions with the Delaware staff are always, excellent."

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

➢ **Tyler Antoine, New Castle Public Library:** "Tyler the librarian was quick and thorough in replying and pointed me in the right direction. Much appreciated!"

➢ **Cheryl Clem, Hockessin Library:** "Very quick response. Professional suggestions."

➢ **Lisa Frank, Brandywine Hundred Library:** "Lisa responded quickly & was very helpful. Thank you!"

➢ **Kristen Gramer, Lewes Library:** "Prompt, friendly and professional service!!!! I LOVE our library!"

➢ **Beth Kloetzer, Claymont Library:** "Thank you. The performance and attitude of your staff is always only 4, Excellent. Thanks!"

➢ **Sandy Meyers, DDL:** "Hi. Sandy via answers@delawarelibraries.libanswers.com was extremely helpful patient kind in helping me resolve my search issues & get answers to my questions. THANK YOU!!! MY Clement Seattle, WA"

➢ **Charles Silverman, Kirkwood Library**: "Kirkwood has been awesome, they understand what the 'interloaner' request is. I tried this with other libraries but never heard from them. I will definitely reach out only to Kirkwood for their awesome service."

➢ **Shelley Stein, Hockessin Library:** "Appreciate the quick and helpful response!"

➢ **Jean Wakefield, Wilmington Library:** "The staff fixed my issue quickly and they were very kind in doing so."

➢ **Paul Weymouth, Selbyville Library:** "Your very thorough response was returned in a timely manner. I appreciate you!"

Please tag your tickets! Tagging tickets assists in compiling the above monthly statistics and monitoring trends. Please limit to **3 tags or less per ticket**, i.e., if there are separate issues in the same ticket (e.g., patron needs library card number to access the Libby app, ticket would be tagged with 2 tags).
**Please also complete the Reference Analytics at least once per ticket

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*Please note: Newark & Duck Creek (Smyrna) Libraries has been "hidden" in the drop-down menu on the [Ask a Librarian Delaware patron portal page](#). Smyrna Library's queue has been renamed Duck Creek Regional Library & will be available again once they are ready to receive patron inquiries.

Reference Tracker REMINDER for FY26 Statistics

Please enter reference statistics for FY26 by inputting data directly into the Counting Opinions/LibPas platform at the beginning of each month for the previous month. Please reach out via helpdesk@lib.de.us if you have questions/need assistance with your library's login.

Please note guidelines for reference transactions are available on this webpage - Reference Tracker Forms | Ask a Librarian Delaware | Staff Support

Resources Review

➢ Telehealth Kiosks-finding which libraries have them on the [Delaware Libraries](#) website
  o Very difficult to find
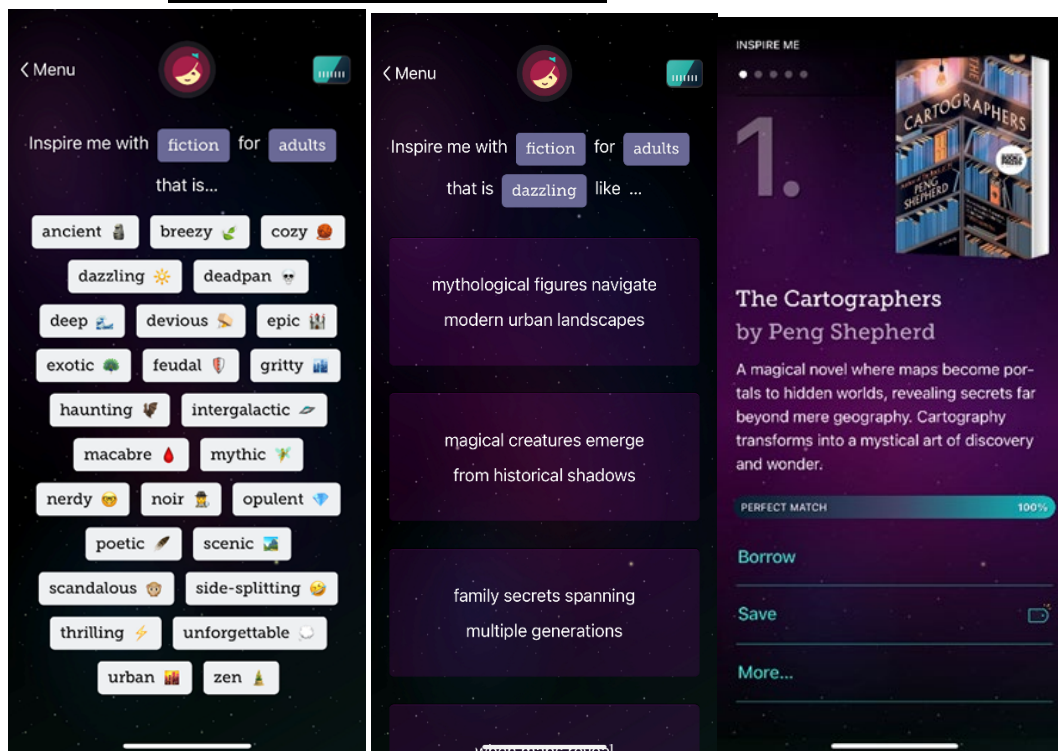 o Links are broken

Miscellaneous Updates/Reminder

Inspire Me in Libby
Inspire Me is a major new feature that encourages Libby users to explore the farthest reaches of your digital collection for their next read. This engaging experience uses artificial intelligence to suggest creative book "inspirations" that lead readers to matching book recommendations at your library.

- To distribute content discovery across your entire collection, the AI-generated inspirations and recommendations presented by Inspire Me will favor titles that are available to borrow. The primary purpose of Inspire Me is to maximize the value of your library's existing catalog.
- How does Inspire Me work?
  Inspire Me generates short inspirations as a starting point for book recommendations. Inspirations look like:
- *"Nature essays weaving indigenous wisdom with place"* for lyrical adult nonfiction.
- *"Anxious teen finds courage through unexpected friendship"* for heartfelt teen fiction.
- *"Mischievous pets causing classroom pandemonium"* for silly kids' fiction.

- **To use Inspire Me**, select filters from a structured prompt or one of your own tags. **After you choose an inspiration, Libby leverages AI to recommend 5 titles from your library's collection.**
- Inspire Me will steadily roll out to users over the next few weeks.

DelawareLibraries.org

- Check out a short preview video of Inspire Me.

- ➢ Please continue to submit eMedia purchase requests to me either directly, an internal note in Ask a Librarian via the ticket, or through colldev@lib.de.us.
- ➢ **Reminder** – **please do not** recommend to patrons that they uninstall the **Libby app** if they are having issues. This deletes all their tags and history. Please have them reach out to Ask a Librarian Delaware and we can work together to troubleshoot their issue.

Reference meetings – The next Reference & Online Services meeting is scheduled for **Wednesday, February 4, 2026, at 11:30 am**. Please register via LibCal.

Other Helpful Resources and/or LibGuides:

- Internal (staff) 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 or assistance.

- 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.

DelawareLibraries.org

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. These meetings are informal and mostly brainstorming sessions.

➤ 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 January 15, 2026, at 2pm**. **Please register via LibCal to join us!**

➤ There are other Professional Development Teams; please see this LibGuide for more information and/or email profdev@lib.de.us.

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. Jaclyn Hale or another team member will respond as quickly as possible.