

Reference & Online Services Meeting



February 4, 2026

DLC Team Updates



Vinny (and his kitty 😊) shared:

- New cohort policies are in WorkFlows
- New cohort of six schools joining DLC - School Libraries - Delaware Libraries Project Planning FY2026 - LibGuides at Delaware Division of Libraries
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Michelle shared:

- Issues with DLC mobile app mostly just displaying eBooks in search results – ticket into SD; some physical books are populating, so not sure what the issue is at this time
- Questions or suggestions for the catalog? Please email dlc@lib.de.us or helpdesk@lib.de.us

Professional Development Team

- There is a *Supporting Patrons on the Autism Spectrum* training in March
 - **Supporting Patrons on the Autism Spectrum: Introduction to Evidence Based Practices - Monday, March 16th from 2 – 4 pm**
 - **Presented by the Network for Excellence in Autism**
 - **Please register here:** [LibCal - Delaware Libraries](#)
- *See the Story* trainings happening in New Castle County at Route 9 Library and Sussex County at Lewes Library
 - February 24, 2026, 9am-3pm, **Lewes Library** - [See the Story: Trauma Informed Practice for Library Staff - LibCal - Delaware Libraries](#)
 - March 27, 2026, 9am-3pm, **Route 9 Library** - [See the Story: Trauma Informed Practice for Library Staff - LibCal - Delaware Libraries](#)
- Upcoming Webinars/Training Sessions:
 - **WebJunction has a new eCourse on reference skills** - [Building reference skills with LiFT: The reference interview](https://www.webjunction.org/news/webjunction/reference-interview-lift.html) (<https://www.webjunction.org/news/webjunction/reference-interview-lift.html>)
- 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.

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Public Services Team/Youth Services Updates

- All libraries should have ordered their Summer Reading giveaway books that DDL provides – ask library branch point of contact if unsure if your library got the order in on time
- Informal Drop-in Youth Services Meeting – Thursday, February 12, 2026, 1pm
 - Please reach out for meeting link, if interested in attending
- Spring Youth Services Meeting scheduled for Friday, March 6, 2026, at Milford Library
 - Very important training regarding how to report data - please share with youth services librarians at your location. Please reach out for the link to register.
- All libraries should be receiving their marketing materials for CSLP
- Please reach out if you have any questions – susanelizabethcorder@lib.de.us

Social Innovation Team Updates

- **No current updates**
- **Reminder of helpful websites –**
 - [Prevent. Treat. Recover. | Help is Here Delaware](https://www.helpishere.com/) or [helpishere.com](https://www.helpishere.com/)—
 - <https://findhelp.org/> is the old “Aunt Bertha” site super charged and wonderful it is our go to for resources. Free service!
- Please contact Alta.Porterfield@lib.de.us, for general questions for the Social Innovation Team/Social Services in the libraries

Ask a Librarian Delaware Stats & Such



Here is an overview of the January 2026 statistics:

- **Number of tickets: 510! (most in FY26 so far!);** (472 tickets from 2025; 476 tickets in 2024)
 - Text/SMS – 92 unique tickets; Voicemail messages – 9
- **Quality of Service Feedback/Survey: 91; 86** had excellent & good
- **Turnaround time (first response to ticket) – 18 hours and 54 minutes**



“Bibli-Bot” Chatbot tickets created - 6 (out of 85 Chatbot “sessions”; 41 resources clicked)

Top 3 topics for February 2026:

1. Book purchase/Interlibrary loan requests/find a book request (Readers' Advisory) – 190
 - DLC Item Recommendation Form – 80
 - ILL requests via DLC ILL Form - 52
2. Account inquiries (library card/account/PIN/holds queue/returns/renewals) – 79

[DelawareLibraries.org](https://www.delawarelibraries.org)



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3. Dolly Parton Imagination Library - 66 (increase due to project in resolving undeliverable books returned to DDL)

Other topics of interest:

- eMedia: hoopla/Libby/eBook questions + eMedia purchase requests – 41
- Reference by Mail letters - 7 (thank you, Jaclyn, for managing the processing of letters in & out of AaLDE!)
- Virtual cards marked as LOST - 2

General love for Ask a Librarian Delaware!

“My experience with ask a librarian was absolutely amazing.”

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

- **Jennifer Atwood, Appoquinimink Library:** “I love my local library! When we moved here a few years ago, I was so excited to see that our closest library was such a beautiful facility, amazing selection of books, and friendly staff. In these crazy times, I’m glad there are people protecting my right to read. Thank you!”
- **Tyler Antoine, New Castle Public Library:** “I’m grateful to have a beautiful library in Old New Castle. They have a pleasant and helpful staff.”
- **Beth Borene, Kirkwood Library:** “I appreciate the quick communication and request to interlibrary loan for this book!”
- **Mary Brittingham, Millboro Library:** “Received a quick response from my local library and was offered personal help. As I am disabled and not able to get to the library anymore, the Librarian graciously offered to come to my home to help with the problem. I appreciate the service.”
- **Scott Businsky, Route 9 Library:** “Scott Businsky provided immediate support and collaborated with our breast cancer mammogram screening program, helping us share lifesaving resources with women in the community.”
- **Steve Davis, Appoquinimink Library:** “I appreciated the quick response and assurance that I had some extra time to return the book (although I am still trapped due to an ice bank at the end of my driveway).”
- **Lisa Frank, Brandywine Hundred Library:** “My concern was addressed and solved very quickly. I can't imagine how it could have been better!”
- **Kristen Gramer, Lewes Library:** “The staff of Lewes Library is superb. I love the library!”
- **Rebecca Maron-Ryan, Claymont Library:** “My Question was answered completely. Thanks.”
- **Sandy Meyers, DDL:** “Timely and professional response from Sandy, a live person. I appreciate the information she provided.” & “Despite the library being closed I still received the answer I needed. Great service!”
- **Eden Morgan, Brandywine Hundred Library:** “Prompt and helpful response that answered my question. Thanks so much!!”

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- **Jamie Morris, Dover Library:** “The response was great. Frankly I was not expecting to get an answer. I'm looking forward to receiving the books and I will use this inter-library interstate option more often.”
- **Charles Silverman, Kirkwood Library:** “all my library contacts are excellent !!”
- **Kristin Swafford, South Coastal Library:** “The girl on the phone went” the extra mile” when I called to renew my card! Great customer service!”
- **Jean Wakefield, Wilmington Library:** “Jean went beyond my request to check other sources in the vicinity of the specific source that I had previously identified. She found new useful information in the process. Thanks!”
- **Rachel West, Hockessin Library:** “I was very happy with the quick response!”



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**

*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

- [Where can I get tax help? - Ask a Librarian Delaware](#)
 - [Request Federal Forms - Tax Forms Outlet Program \(TFOP\) | Internal Revenue Service](#)
- [Delaware Libraries Stories Journal](#)

Miscellaneous Updates/Reminder

- [Northstar Digital Literacy](#) has planned downtime for maintenance and improvements starting this Sunday, February 8, 2026, at 6pm ET. They anticipate being back online by Monday, February 9, 2026, at 1am ET. The website will be unavailable for use during this time, including for assessments and Northstar Online Learning.

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- 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, March 4, 2026, at 11:30 am**. Please register [via LibCal](#). Please let me know of any topics to add to the agenda.

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.

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 March 19, 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. 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.

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.