

Reference & Online Services Meeting

March 4, 2026

Social Innovation Team Updates

- **Coming Soon - Grow with Google pilot program!**
 - Dept. of Labor partnership – will share 500 licenses with DDL to share with public to take computer classes & certifications (Coursera)
 - Will need to work out process for patrons to “borrow”
 - **More details to come!**
- **Received Rural Transformation Grant - 2 million in funds for the first year!**
 - Libraries in rural areas will benefit
 - Please refer partners who are interested in applying as a sub-grantee to Alta.Porterfield@lib.de.us
- **Reminder of helpful websites –**
 - [Prevent. Treat. Recover. | Help is Here Delaware](https://www.preventtreatrecover.com/) or helpisherede.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

DLC Team Updates



Vinny shared:

- 1st BlueCloud Analytics training was successful
 - Reach out if interested
 - Best done in person, so trying to coordinate dates/times/locations
- Working with SirsiDynix to update the carousel and quick links to curated lists (e.g., Blue Hen Award, most checked out, etc.) in Enterprise for more user-friendly searching
- More schools added – for current info/please see - [School Libraries - Delaware Libraries Project Planning FY2026 - LibGuides at Delaware Division of Libraries](#)

Michelle shared:

- DLC Team has been testing out different RFID-enabled inventory and will be showing at next [Statewide Circ](#) meeting at Dover Public Library on Wednesday, March 11, 2026.
 - Created a training video
 - Updates date inventory field in WorkFlows
 - DDL will provide to libraries on a shared basis due to cost
- New service with SirsiDynix called OSAS
 - System administrator assistance
 - Reviewing inventory reports to help streamline
- Questions or suggestions for the catalog? Please email dlc@lib.de.us or helpdesk@lib.de.us

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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
 - **March 24, 2026 (rescheduled from 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>)**
- 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

Susan Elizabeth shared:

- **Spring Youth Services Meeting scheduled for Friday, March 6, 2026, at Milford Library**
 - Planning for Summer Reading
 - Very important training regarding how to report data collection for Summer Reading - please share with youth services librarians at your location. **Please reach out to susanelizabethcordle@lib.de.us for the link to register.**
- Please reach out if you have any questions – susanelizabethcordle@lib.de.us

Ask a Librarian Delaware Stats & Such



Here is an overview of the February 2026 statistics:

- **Number of tickets: 502;** (479 tickets from 2025; 399 tickets in 2024)
- Text/SMS – 80 unique tickets; Voicemail messages - 9

Quality of Service Feedback/Survey: 89; 86 had excellent & good ratings!

Turnaround time (first response to ticket) – 14 hours and 19 minutes

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"Bibli-Bot" Chatbot tickets created - 2 (out of 74 Chatbot "sessions"; 33 resources clicked)

Top 3 topics for February 2026:

1. Book purchase/Interlibrary loan requests/find a book request (Readers' Advisory) – 174
 - DLC Item Recommendation Form – 79
 - ILL requests via DLC ILL Form - 34
2. Account inquiries (library card/account/PIN/holds queue/returns/renewals) – 90
3. Dolly Parton Imagination Library - 62 (increase due to project in resolving undeliverable books returned to DDL)

Other topics of interest:

- eMedia: hoopla/Libby/eBook questions + eMedia purchase requests – 59
- Reference by Mail letters - 8 (thank you, Jaclyn, for managing the processing of letters in & out of AaLDE!)
- Activity passes (museums/zoo/etc.) - 6
- Virtual cards marked as LOST - 3

General love for Ask a Librarian Delaware! 

"Thank you so much for "Ask a Librarian." They have been so helpful over the years"

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

- **Tyler Antoine, New Castle Public Library:** "Hello, you have responded to my questions in a prompt a manner. I truly appreciate it."
- **Pam Batten, Milton Library:** "Received very prompt response. Answered my question as well as provided useful information. Very much appreciated."
- **Beth Borene, Kirkwood Library:** "Excited to hear back so quickly and so positive !"
- **Mary Brittingham, Millsboro Library:** "Very helpful and professional"
- **Dave Giglio, Dover Public Library:** "Thank you for quick response and finding what I had requested!"
- **Jessie Landwehr, Lewes Library:** "Always lovely service."
- **Rebecca Maron-Ryan, Claymont Library:** "My Question was answered completely. Thanks."
- **Lauren McCauley, Rehoboth Beach Library:** "Very timely responsiveness; highly accurate guidance provided very efficiently."
- **Sandy Meyers, DDL:** "I don't think I've ever gotten such a rapid response and correction from a business in my life! And not only that, but 2 people responded (Sandra Meyers and Missy Williams). They were both so kind and didn't even show frustration at my mistake in trying to fix my issue. The email team here

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should set up virtual learning in customer service. These 2 ladies deserve recognition!!!! Thank you again!!”

- **Rebecca Mindock, Woodlawn Library:** “Very quick to reply and helped me to find an answer to my problem.”
- **Eden Morgan, Brandywine Hundred Library:** “Prompt and helpful response that answered my question. Thanks so much!!”
- **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.”
- **Renee O’Donnell, Brandywine Hundred Library:** “The Brandywine library staff are always super helpful!”
- **Marissa Parker, Route 9 Library:** “Route 9 Library is amazing!”
- **Claire Petrie, Woodlawn Library:** “Wonderful, detailed response. Thanks for the bonus hold links!”
- **Charles Silverman, Kirkwood Library:** “Whenever I find the need to communicate with Kirkwood Library, it seems like Mr. Silverman is the staff member who replies. Each time he is knowledgeable, quick to respond, always offers a follow up, and in my opinion, he is an absolutely “perfect” staff member. Thank you for Mr. Silverman!!!
- **Shelley Stein, Hockessin Library:** “I received a quick positive response to my request.”
- **Jean Wakefield, Wilmington Library:** “I think it's wonderful that I can reach out to a local library with questions I may have in regards to certain areas which I may not be able to get an accurate picture from general information. Libraries should always be available to the public because they're a valuable resource and as each new generation learns this, they too will come to hold libraries as safe places to learn and respect. Thank you.”
- **Greta White, Brandywine Hundred Library:** “the librarian got back to me promptly and outlined the alternatives”
- **Cody Wilson, Hockessin Library:** “Love this service”



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.

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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

- **From March 26 - April 9, 2026**, readers worldwide can check out [Meet the Neighbors by Brandon Keim](#) with no waitlists or holds through [Delaware Libraries - OverDrive](#) or in the Libby app.
- 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, April 1, 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](#).

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- 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.

