

Reference & Online Services Meeting

April 1, 2026

Social Innovation Team Updates

Sarena shared:

- **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
 - Courses from Coursera – more advanced computer classes & certifications (e.g., AI, cybersecurity, etc.)
 - Will need to work out process for patrons to “borrow”
 - Sarena & Priscilla (emerging tech Vista) researching other libraries offering this program
 - **Sarena working on a [LibGuide](#) and will appreciate feedback**
 - **More details still to come!**
- Please contact Sarena.Deglin@lib.de.us, for feedback on the LibGuide and/or suggestions for a process for patrons to “borrow” a digital Coursera license
- 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:

- Finishing up adding the Seaford District schools into DLC
- Will be adding the rest of Christina Schools this summer
- Symphony upgrade at the end of April/beginning of May
- More 1st BlueCloud Analytics training to come; dates TBD
- For current info on school libraries, please see - [School Libraries - Delaware Libraries Project Planning FY2026 - LibGuides at Delaware Division of Libraries](#)

Michelle shared:

- As requested by libraries, the gender field was removed from patron registration in Symphony; updated forms for all counties on this webpage - [Library Card Applications - Delaware Libraries](https://lib.de.us/librarycardapplications/) (<https://lib.de.us/librarycardapplications/>) (Thank you, Audrey!)
- Questions or suggestions for the catalog? Please email dlc@lib.de.us or helpdesk@lib.de.us

Professional Development Team

No updates.

- 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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- Ongoing: **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/DDL to sponsor.

Public Services Team/Youth Services Updates

No updates.

- Please reach out if you have any questions – susanelizabethcordle@lib.de.us

Ask a Librarian Delaware Stats & Such



Here is an overview of the March 2026 statistics:

- **Number of tickets: 493;** (528 tickets from 2025!; 342 tickets in 2024)
- Text/SMS – 80 unique tickets; Voicemail messages - 9

Quality of Service Feedback/Survey: 74; 71 had excellent & good ratings!

Turnaround time (first response to ticket) – 13 hours and 16 minutes



"Bibli-Bot" Chatbot tickets created – 1 (out of 82 Chatbot "sessions"; 44 resources clicked)

Top 3 topics for March 2026:

1. Book purchase/Interlibrary loan requests/find a book request (Readers' Advisory) – 191
 - DLC Item Recommendation Form – 60
 - ILL requests via DLC ILL Form - 52
2. Account inquiries (library card/account/PIN/holds queue/returns/renewals) – 85
3. eMedia: hoopla/Libby/eBook questions + eMedia purchase requests – 67

Other topics of interest:

- Dolly Parton Imagination Library - 60 (increase due to ongoing project in resolving undeliverable books returned to DDL)
- Reference by Mail letters - 10 (thank you, Jaclyn, for managing the processing of letters in & out of AaLDE!)
- Activity passes (museums/zoo/etc.) - 6

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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:

- **Jennifer Atwood, Appoquinimink Library:** "Quick Response. Excellent Customer Service. Friendly and Knowledgeable. Professional and provided useful information."
- **Beth Borene, Kirkwood Library:** "I have been using Kirkwood branch of library system for at least twelve consecutive years. I wish all segments of society would function with the excellency exhibited over the years. I can honestly say that I have not had even one unpleasant experience while interacting with both paid and volunteer staff. Thank you, Kirkwood."
- **Scott Businsky, Route 9 Library:** "The answers and services provided far exceeded my wildest expectations."
- **Cheryl Clem, Hockessin Library:** "My communications with the Hockessin Library have always been productive and professional. I receive many benefits from my local library."
- **Lisa Frank, Brandywine Hundred Library:** "I am pleased that this service is available. More than that, I am pleased that the same person is still there who remembers my initial inquiry from January of 2021. "
- **Kristen Gramer, Lewes Library:** "Extremely accommodating and very pleasant to interact with, real pleasure dealing with the staff."
- **Kenny Kasarda, Claymont Library:** "Love the Claymont Library and all the staff! They are so helpful, kind and knowledgeable! :)"
- **Jessie Landwehr, Lewes Library:** "As I expected, your response was wonderful and timely and let me know my interests would be considered. I couldn't ask for anything other than that. You all seem so generous in your spirit. It makes it easy to want to join you and enjoy what you are offering. Thank you for all of that. In a world where that can seem scarce, it's so so wonderful."
- **Sandy Meyers, DDL:** "I was so pleased with the response time. I was getting differing comments from the Archives _ so I directed my question to the Library who 1) responded quickly, 2) contacted local genealogist who gave me the answer, 3.) provided links to local digitised resources. Thank you !!!"
- **Marissa Parker, Route 9 Library:** "Dear Route 9 Librarian, I am happy to rate your service a 4. Your quick response to my question regarding the Free Delaware Museum Pass enabled me to check available dates and try to secure passes for Winterthur or Longwood Gardens in a timely manner. Thank you for your respectful and very informative help."
- **Charles Silverman, Kirkwood Library:** "Thanks so much for your very helpful answer to my question!" and "Thank you so much! I'm thrilled with all the library does to support the community in reading needs!"

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- **Silver Zieber, Brandywine Hundred Library:** “Excellent - Silver responded to my request, followed up on any questions, and resolved the issue. Outstanding. Thank you for the help to close my account.”



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

- [The Art of the Reference Conversation](#) from Delaware Libraries Staff Academy (Niche Academy platform)
- Please remember to submit your library’s positive patron interactions here - [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.
- Blue Hen nominees for 2027 just released! Please see - [2027 Blue Hen Book Award Winners & Nominees - Blue Hen Book Award - LibGuides at Delaware Division of Libraries](#)
- DDL Position Available! For information and to apply, please see [Administrative Librarian - State of Delaware](#)

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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, May 6, 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 May 21, 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.

