

Reference & Online Services Meeting

May 6, 2026



Peggy Griffith, DSCYF Librarian! She has been named a Library Journal Mover & Shaker! Well-deserved!

DLC Team Updates



Vinny shared:

- Finished adding the Seaford District schools into DLC
- Next cohort will be added; 8 Christina Schools this summer - going live in next school year
- Experimenting with [test server](#) to update carousel (mainly NYTimes)
- WorkFlows/Symphony upgrade completed this past Sunday/Monday
 - Some glitches
 - Working with SirsiDynix to fix
 - Please submit a ticket to the Help Desk if you come across any - helpdesk@lib.de.us
- For current info on school libraries, please see - [School Libraries - Delaware Libraries Project Planning FY2026 - LibGuides at Delaware Division of Libraries](#)
- **Questions or suggestions** for the catalog? **Check out the catalog on the [test server](#) and provide input to the DLC Team** - dlc@lib.de.us or helpdesk@lib.de.us
(Please do not share test server link with patrons)

Professional Development Team

- **No updates.** [MLA/DLA Annual Conference is](#) happening now through May 8th!
- 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](#).
- 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>)
- Please reach out to profdev@lib.de.us with any questions or webinars/ eCourses you are interested in attending/DDL to sponsor.

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Public Services Team/Youth Services Updates

No updates. Reminder [Youth Service check-in - LibCal - Delaware Libraries](#) on Thursday, May 21st; 1-2pm.

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

Social Innovation Team Updates

No updates. Reminder that [Grow with Google](#) pilot program starting as soon as Dept. of Labor sends out the media release.

- You can find promotional material on the Consortium site: <https://consortium.lib.de.us/2026/04/24/grow-with-google/> (login required).
- 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

And ANOTHER well-deserved award recipient:



Ask a Librarian Delaware Stats & Such



Here is an overview of the April 2026 statistics:

- **Number of tickets: 377;** (436 tickets from 2025; 346 tickets in 2024)
- Text/SMS – 76 unique tickets; Voicemail messages - 6

Quality of Service Feedback/Survey: 60; 59 had excellent & good ratings!

Turnaround time (first response to ticket) – 14 hours and 29 minutes



“Bibli-Bot” Chatbot tickets created – 0 (out of 42 Chatbot “sessions”; 20 resources clicked)

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Top 3 topics for April 2026:

1. Book purchase/Interlibrary loan requests/find a book request (Readers' Advisory) – 161
 - DLC Item Recommendation Form – 64
 - ILL requests via DLC ILL Form - 45
2. Account inquiries (library card/account/PIN/holds queue/returns/renewals) – 78
3. Dolly Parton Imagination Library - 39

Other topics of interest:

- eMedia: hoopla/Libby/eBook questions + eMedia purchase requests - 34
- Reference by Mail letters - 8 (thank you, Jaclyn, for managing the processing of letters in & out of AaLDE!)
- Activity passes (museums/zoo/etc.) – 3

➤ **Sandy will be on vacation from May 20th-28th – please feel free to grab any tickets that come through to the main Ask a Librarian Delaware queue**

General  for Delaware Libraries!

“So nice to live in a state with a first-rate library system!”

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

- **Dave Giglio, Dover Public Library:** “I have always received a prompt, courteous and informative response from the librarians.”
- **Sandy Meyers, DDL:** “So happy with their response and understood my question. Great communication.”
- **Rebecca Mindock, Woodlawn:** “Cordial and friendly response. Very prompt reply.”
- **Eden Morgan, Brandywine Hundred Library:** “Absolutely a 4, excellent!”
- **Maria Santopietro, Brandywine Hundred Library:** “Very clear answer to the question I asked. And very prompt reply.”
- **Charles Silverman, Kirkwood Library:** “I got a quick answer to my question. And when I went to Kirkwood to get a new card, they were quick and efficient to process a new card for me.”
- **Shelley Stein, Hockessin Library:** “I was surprised and pleased by the quick, positive response to my request to acquire a new book. The online request process is super.”
- **Kristin Swafford, South Coastal Library:** “All the people at the South Coastal library and the online staff have always been great! You all do a wonderful job and I appreciate what you do. Thank you!”

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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 - once per ticket**

***Please note:** Newark Library 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.

[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

- Does your library subscribe to local newspapers and offer online access to library patrons?
 - James at Milford Library shared they have access to NewsBank
- [Reference - CORE - Professional Development for Delaware Library Staff - LibGuides at Delaware Division of Libraries](#)
- Please remember to submit your library’s positive patron interactions here - [Delaware Libraries Stories Journal](#)

Miscellaneous Updates/Reminder

- *Familia* by Lauren E. Rico is available in [Delaware Libraries - OverDrive](#)/Libby with unlimited access to the eBook and eAudiobook through May 7th
- **May 9th at Woodbridge High School – Festival of Words – 9am-3pm**
- **Effective May 20, 2026** - Amazon has announced it will end support for Kindle e-readers and Kindle Fire tablets released in 2012 or earlier. Please see this FAQ - [Amazon Update for Kindle Device users - Ask a Librarian Delaware](#), the announcement on the [eMedia - Delaware Libraries](#), and on the [Libby App - Delaware Libraries](#) help page.
- [Library Town Meeting – June 4, 2026, 9:30am-2pm](#); in person at Duck Creek Regional Library or virtual via zoom. Please register through [LibCal](#).
- 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.

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- **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, June 3, 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.
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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.