

Reference & Online Services Meeting

June 3, 2026

DLC Team Updates



Vinny & Michelle shared:

- Finishing up with adding schools into the DLC
- Questions about Tonieboxes
 - Holds – setting was changed with the upgrade last month so that patrons can place a hold on a Toniebox for pick up at the owning library (only) – no transit.
 - Auto renew? One library has expressed concern that these (and other LoT items) auto renew, with some patrons keeping the items for three weeks rather than just the one week.
 - Will also discuss at the next Statewide Circ meeting
- Training on BlueCloud Analytics platform next week, June 11th at Appoquinimink
 - [Introduction to BLUEcloud Analytics - LibCal - Delaware Libraries](#)
 - Question about which platform gives the most accurate usage data, Directors Station, BlueCloud Analytics (BCA), or LibraryIQ? DLC Team uses BCA; recommends using the one that gives the highest number 😊 (with the caveat that Directors Station will eventually be phased out).
- **Questions or suggestions** for the catalog, please email - dlc@lib.de.us or helpdesk@lib.de.us

Professional Development Team

- No updates. Please check out the [Weekly list of Professional Development Opportunities 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.

Public Services Team/Youth Services Updates

It's Summer Library Reading Program time!

- **Nemours donated books for SLRP giveaways went out to libraries.**
- Please reach out if you have any questions – susanelizabethcordle@lib.de.us

Social Innovation Team Updates

No updates. Reminder - [Grow with Google](#) pilot program is live.

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

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- 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

Ask a Librarian Delaware Stats & Such



Here is an overview of the May 2026 statistics:

- **Number of tickets: 423;** (510 tickets from 2025; 357 tickets in 2024)
- Text/SMS – 60 unique tickets; Voicemail messages - 11

Quality of Service Feedback/Survey: 54; 52 had excellent & good ratings!

Turnaround time (first response to ticket) – 15 hours and 48 minutes



“Bibli-Bot” Chatbot tickets created – 1 (out of 79 Chatbot “sessions”; 26 resources clicked)

Top 3 topics for May 2026:

1. Book purchase/Interlibrary loan requests/find a book request (Readers' Advisory) – 217
 - DLC Item Recommendation Form – 88
 - ILL requests via DLC ILL Form - 60
2. eMedia: hoopla/Libby/eBook questions + eMedia purchase requests - 88
3. Account inquiries (library card/account/PIN/holds queue/returns/renewals) – 85

Other topics of interest:

- Dolly Parton Imagination Library - 39
- Reference by Mail letters - 12 (thank you, Jaclyn, for managing the processing of letters in & out of AaLDE!)
- Meeting room requests - 6

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

- **Jennifer Atwood, Appoquinimink Library:** “Prompt response and very helpful.”
- **Cheryl Clem, Hockessin Library:** “Excellent interaction with the library staff. They are informed and professional. Always give helpful guidance.”
- **Kristen Gramer, Lewes Library:** “The staff are always a pleasure to work with and are always accommodating.”
- **Michele Lapinski, Kent County Public Library:** “The librarian was very helpful and knowledgeable.”

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- **Kathy Lee, Dover Public Library:** “I wanted to express my heartfelt thanks for your generosity in sharing your library card for our display. Your contribution will undoubtedly enrich our collection and provide great insight for all who visit. I am eagerly anticipating its arrival and am excited to see how it enhances our display. Thank you once again for your kindness and support. Wishing you a wonderful day ahead.”
- **Rebecca Maron-Ryan, Claymont Library:** “Ms. Rebecca was wonderful and really engaged with the kids and hopefully we got some new library users.”
- **Sandy Meyers, DDL:** “Quick turnaround and very helpful! Thank you!”
- **Rebecca Mindock, Woodlawn:** “They always respond promptly. And answer my question exactly. They are great. Thank them for me.”
- **Eden Morgan, Brandywine Hundred Library:** “Very thoughtful and timely.”
- **Jamie Morris, Dover Public Library:** “It was great! thank you!!!”
- **Marissa Parker, Route 9 Library:** “Thank you for hiring the best people there. With a lot of admiration...”
- **Shelley Stein, Hockessin Library:** “Response was very quick.”
- **Jean Wakefield, Wilmington Library:** “Jean was very helpful and efficient fixed a system error for me and gave me an update on a book I requested; no complaints!”
- **Silver Zeiber, Brandywine Hundred Library:** “I’ve had several responses regarding my request, and they all have been very helpful and supportive. Thank you.”



Please tag your tickets! Tagging tickets assists in compiling the above monthly statistics and monitoring trends. Please limit to **1-3 tags 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

- [My Jobs Library Reference Solutions](#) – new resource
- [AI Tutorials on Delaware Libraries Staff Academy](#) (Niche Academy platform)

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Miscellaneous Updates/Reminder

- **Library Town Meeting – TOMORROW - June 4, 2026, 9:30am-2pm; in person at Duck Creek Regional Library or virtual via zoom. Please register through [LibCal](#).**
- **Effective May 20, 2026** - Amazon ended 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.
- Please remember to submit your library's positive patron interactions here - [Delaware Libraries Stories Journal](#) (thank you Woodlawn & Route 9 for submitting stories in May!)
- 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 – NO Meeting in July! The next Reference & Online Services meeting is scheduled for **Wednesday, August 5, 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 July 16, 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

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- 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.



