

Reference & Online Services Meeting

August 5, 2026

DLC Team Updates



Information and updates from the
DLC Team

Vinny shared:

- Currently no school libraries or ILS updates – just moving along with getting school libraries ready for the new school year

Michelle shared:

- Reminder - please **do not** request materials from other libraries for your library's display
 - If you use the systemwide Display account to check out items, be aware that due date is NEVER
- For those libraries in the initial pilot program for the RFID project - end of life for some RFID self-checkout machines and will need replacement/upgraded units; project is underway!

Questions or suggestions for the DLC Team, please email - dlc@lib.de.us or helpdesk@lib.de.us

Professional Development Team

Sarena shared (please see PDF for more details):

- **AI Resources & Upcoming Trainings:**
 - [Niche Academy Webinar – Refusal as Instruction: Breaking Up with Big Tech](#)
 - [AI Safety & Literacy Training for Library Professionals - LibCal - Delaware Libraries](#)
 - [Home - Artificial Intelligence - LibGuides at Delaware Division of Libraries](#)
- Other AI Resources:
 - [ALA Council adopts Guidance on the Use of Artificial Intelligence in Libraries | ALA](#)
 - [Guidance on the Use of Artificial Intelligence in Libraries | ALA](#)
- **Info from Jaclyn on NovelList updated Readers' Advisory competencies and upcoming webinar:**
 - NovelList has an updated list of Readers' Advisory Competencies. The Competencies are freely available [HERE](#) and have also been saved on the Professional Development LibGuide under the Patron Assistance - 800 tab > [Readers' Advisory](#).
 - NovelList has a page of recommended learning sources [HERE](#), including books, articles, presentations, and more. This page is also linked on the Readers' Advisory tab on the Professional Development LibGuide.
 - There will be a free webinar on Wednesday, September 23rd at 2 pm discussing the new competencies. The webinar is titled "Building Better Reader Connections: Putting the New Readers' Advisory Competencies into Action." You can register for free here: https://ebSCO-novelist.zoom.us/webinar/register/WN_Zr8xTrRaRtGmhSG1Y3FXA#/registration.
 - Other [NovelList Resources](#)
 - [Library Staff Quick Start Guide-Novelist-Handout.pdf](#)
- Please check out the [Weekly list of Professional Development Opportunities](#) 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

Susan Elizabeth shared:

- **Summer Reading wrapping up.**
 - Last day for statewide performer, Ran'D Shine is tomorrow, August 6th
 - SLRP evaluations will be sent out within the next week. Due back Friday, September 18, 2026. One evaluation to be completed per library.
- **Next Youth Services drop-in meeting August 27th at 1pm**
- **[2026 National Book Festival | Events at the Library of Congress | Library of Congress-](#) August 22, 2026, from 9 a.m. to 8 p.m. Free to attend but registration is required to receive a ticket to enter.**
 - **Hosting "Festival Near You" with Great Reads from Great Places authors**
 - Elizabeth Traynor, illustrator of "F is for First State", Friday, August 14th, 6:30pm at Kent County Public Library
 - Josh Hitchens, author, "Haunted History of Delaware", Sunday, September 13th, 5pm at Lewes Public Library

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

Social Innovation Team Updates

Alta shared:

- **Summer associates for nineteen libraries are completing their service time on August 21st (with the exception of one leaving in September)**
 - Can assist in libraries and host AI classes!
- **Three new VISTAs started in July with focus on Family Literacy project, Legal & Financial, and Teleservices specialists' team and will be here for one year**
- **AI Emerging Tech VISTA will be here until January 2027**

Please contact Alta.Porterfield@lib.de.us, for general questions for the Social Innovation Team/Social Services in the libraries

Reminder (not mentioned in meeting) - [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).
- Please contact Sarena.Deglin@lib.de.us with any questions

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Anne Hiller-Clark announced her new role as the acting Director of Libraries/State Librarian and shared her gratitude for the Reference Librarians throughout the state! We are so thrilled to have Anne take the lead after Annie's retirement!

Ask a Librarian Delaware Stats & Such



Here is an overview of the July 2026 statistics:

- **Number of tickets: 459;** (425 tickets from 2025; 418 tickets in 2024)
- Text/SMS – 82 unique tickets; Voicemail messages - 13

Quality of Service Feedback/Survey: 90; 86 had excellent & good ratings!

Turnaround time (first response to ticket) – 13 hours and 25 minutes; of note, 157 of the 459 tickets were responded to within the first 10 minutes of receipt of the inquiry!



"Bibli-Bot" Chatbot tickets created – **6 (our most yet!** out of 92 Chatbot "sessions"; 37 resources clicked)

Top 3 topics for July 2026:

1. Book purchase/Interlibrary loan requests/find a book request (Readers' Advisory) – 176
 - DLC Item Recommendation Form – 79
 - ILL requests via DLC ILL Form - 39
2. Account inquiries (library card/account/PIN/holds queue/returns/renewals) – 99
3. eMedia: hoopla/Libby/eBook questions + eMedia purchase requests - 93

Other topics of interest:

- Dolly Parton Imagination Library - 44
- Reference by Mail letters - 18 (highest number in one month! Thank you, as always, Jaclyn, for managing the processing of letters in & out of AaLDE! It's a lot of work!)
- Museum passes - 7

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

- **James Argot, Milford Library:** "My librarian did a wonderful job helping me take care of a book that was not in their Library system. Very pleasant and helpful!" **And** "Responses came much sooner than I

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expected!" **AND** "Thank you to Mr. James Argot! He answered my request quickly and I signed up immediately. After a small bit of computer confusion ; I am now the proud owner of a library card number! Today I am listening to The Power of Myth interviews with Bill Moyers and Joseph Campbell ❤️ I truly appreciate this wonderful service from the library; it makes my life better!"

- **Kathy Cephas, Appoquinimink Library:** "I always appreciate the quick response."
- **Loree Elton, Delaware City Library:** "Very quick and helpful response!"
- **Lisa Frank, Brandywine Hundred Library:** "Lisa Frank was very helpful and even provided links to help me get what I needed." **AND** "Perfect service - very professional" **AND** "Finest customer service !!"
- **Brad Glassco, Woodlawn Library:** "First time using this service and it was quite easy."
- **Kristen Gramer, Lewes Library:** "Response and follow up responses were prompt and very helpful!"
- **Sandy Meyers, DDL:** "There was a quick response, and the issue was resolved! I am glad I could handle this through email too." **And** "Sandy was amazing! She was very helpful and kind."
- **Eden Morgan, Brandywine Hundred Library:** "The librarian was pleasant, knowledgeable, and extremely helpful. She was also compassionate in dealing with a senior citizen who was having difficulty with the online "hold" system." **And** "I've been a BHL patron since its 2003 opening. The library is an absolute treasure!"
- **Jamie Morris, Dover Public Library:** "The librarian found my answer."
- **Lisa Naldzin, Milton Library:** "Timely help - very professional!"
- **Charles Silverman, Kirkwood Library:** "I appreciate the librarians work on purchasing suggestions from patrons and their work on getting Interlibrary books."
- **Shelley Stein, Hockessin Library:** "Very quick response and request was forwarded to department."
- **Jean Wakefield, Wilmington Library:** "Jean is always helpful. She runs her department very well." **AND** "Jean has been very helpful with her comments and recommendations. Thanks!"
- **Kimberly Ward, Brandywine Hundred Library:** "We appreciate this service"
- **Cody Wilson, Hockessin Library:** "I have used your services multiple times in the last few years. My needs have always been met in a very timely fashion. Thanks for your service!"



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.

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Reference Tracker REMINDER for FY27 Statistics – IMPORTANT NOTE: For those of you who enter the in-person/non-Ask a Librarian Delaware reference statistics for your location into the [Counting Opinions](#) platform, please note FY27 is not yet set up at this time. We have contacted our account manager to find out when it will be ready. I will send out an update as soon as I have more information. Thank you for your patience! Please do not enter any data into the FY2026 section!

(Please enter reference statistics for FY27 by inputting data directly into the Counting Opinions/LibPas platform at the beginning of each month by the 10th 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 – See more info under Prof Dev Updates

- **Novelist Learning** (see more info under Prof Dev Updates)
- **AI Tutorials on [Delaware Libraries Staff Academy](#)** (Niche Academy platform)

Miscellaneous Updates/Reminder

- LearningExpress platform redesign – effective **TOMORROW, August 6th**. [EBSCOlearning Platform Redesign FAQs](#)
- Please remember to submit your library's positive patron interactions here - [Delaware Libraries Stories Journal](#)
- Kanopy "tickets" reduced from 12 to 8 due to increased costs to maintain the subscription. Rather than cancel completely, the decision to reduce the number of "tickets" for patrons to access content was made and agreed upon by library directors to continue the service.
- 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, September 2, 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.

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- 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. We meet every other month. These meetings are informal and mostly brainstorming sessions. **Next meeting is scheduled for Thursday, August 20, 2026, at 2pm.** Please register here: [Professional Development Reference Team Meeting - LibCal - Delaware Libraries](#)
- We'd love to have your creativity and expertise! If you are interested in joining our team, please email Missy Williams.
- 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.

