

Reference & Online Services Meeting

September 2, 2026

DLC Team Updates



Information and updates from the
DLC Team

Vinny shared:

- Progress with “A Tale of Two Catalogs” – separating out the libraries who participate in transit and those that do not (basically having a school library catalog and “public” library catalog).
 - Issue with Kids Catalog since there isn’t a search limit in there; working on fixing
 - Special libraries’ collections are still discoverable in the default catalog
- Completed Cohort 8 that included adding 10 new schools to the DLC (6 of the remaining schools in the Christina school district and 2 in the Seaford District)
 - All schools in 4 school districts - Capital, Christina, Colonial, and Seaford!
 - Total of 69 schools in DLC now!
 - Only 9 schools currently in transit

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

Professional Development Team

Jaclyn shared:

- DLA mentorship program is currently open for mentors or mentees. Kaitlyn Tanis from UD is the coordinator (kltanis@udel.edu). Great opportunity for newer staff or those looking to change their role in libraries to be a mentee and those with extensive experience to share their knowledge as a mentor.
 - [DLA Mentee Application Form 2026-2027](#)
 - [DLA Mentor Application Form 2026-2027](#)
 - Applications due by September 18th
- AI Resources & Upcoming Trainings:
 - September 8th & 9th - [AI Safety & Literacy Training for Library Professionals - LibCal - Delaware Libraries](#)
 - [Niche Academy Webinar – Refusal as Instruction: Breaking Up with Big Tech](#)
 - [Home - Artificial Intelligence - LibGuides at Delaware Division of Libraries](#)
- **Info from Hilary Weliver, KCPL:**
 - The [Law Library of Congress](#) offers free online classes through its Legal Research Institute to help the public learn how to find and use U.S. legal materials. These virtual sessions run throughout the year. Legal reference librarians teach the classes.
 - Main Webinar Series
 - Orientation to Legal Research: Covers basic research steps. Topics include U.S. federal statutes, case law, federal legislative history, and tracing federal regulations.

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- Orientation to Law Library Collections: Shows users how to navigate digital tools and collections on the official library website.
 - Lunch and Learn Sessions: Explores specific topics like the U.S. Congressional Serial Set or secondary legal resources.
 - Special Events: Features presentations like the annual Law Day lecture on the rule of law.
 - You can watch past event videos and check current schedules on the [Legal Research Institute Webinars](#) page.
- 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

Susan Elizabeth shared:

- Performer survey was due this past Friday
- Also due, tally sheet for Nemours free books; need stats on how many have been given out
- SLRP evaluation due September 18
- [Fall Youth Services meeting](#) - October 15th - Reminder: this is an in-person meeting only at the Dover Public Library, there is no hybrid option. Thank you for understanding.
- “Festival Near You” Event (National Book Festival) - [Ghosts of the First State: An Evening with Josh Hitchens - LibCal - Delaware Libraries](#)- Josh Hitchens, author, “Haunted History of Delaware”, Sunday, September 13th, 5pm at **Lewes Public Library**
- [A Book Conversation with New York Times Bestselling Author Dr. Dana Suskind - LibCal - Delaware Libraries](#) – Tuesday, September 8th at 3pm

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

Social Innovation Team Updates

No updates.

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

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Ask a Librarian Delaware Stats & Such



Ask a Librarian Delaware Statistics – Fiscal year comparisons: FY24, FY25, FY26:

Fiscal Years	Fiscal Year Total Transactions/Unique Questions
2024	11,468/4,515
2025	15,662/5,059
2026	17,204/5,564

Comparison	Numeric increase	Percentage increase
11,468 FY24 to 15,662 FY25	4,194	36.57%
15,662 FY25 to 17,204 FY26	1,542	9.84%
11,468 to 17,204 overall FY24-FY26	5,736	50.02%

Here is an overview of the August 2026 statistics:

- Number of tickets: **608/1805** transactions!! Most tickets in one month, even surpassing COVID numbers; (462 tickets from 2025; 365 tickets in 2024)
- Text/SMS – 117 unique tickets; Voicemail messages - 15

Quality of Service Feedback/Survey: **71; 66** had excellent & good ratings!

Turnaround time (first response to ticket) – **11 hours!**



“Bibli-Bot” Chatbot tickets created – **3** (out of 87 Chatbot “sessions”; 39 resources clicked)

Top 3 topics for August 2026:

1. Book purchase/Interlibrary loan requests/find a book request (Readers' Advisory) – 192
 - DLC Item Recommendation Form – 91

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- ILL requests via DLC ILL Form - 59
- 2. **Dolly Parton Imagination Library - 147! (107 of which came through between 8/25-8/31/2026)**
 - **Imagination Library Donations – 74 (67 came through between 8/25-8/31/2026)**
- 3. Account inquiries (library card/account/PIN/holds queue/returns/renewals) – 138

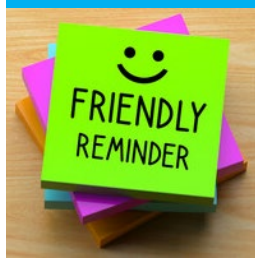
Other topics of interest:

- eMedia: hoopla/Libby/eBook questions + eMedia purchase requests - 88
- Reference by Mail letters - 12 (Thank you, Jaclyn, for managing the processing of letters in & out of AaLDE!)
- Museum passes - 3

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

- **Tyler Antoine, New Castle Public Library:** “five stars!”
- **James Argot, Milford Public Library:** “I was surprised the request was sent so quickly. It will be good to know my options.”
- **Mary Brittingham, Millsboro Library:** “Was a pleasure dealing with library staff. Was very helpful and informative in addition to the staff responding quickly to my email.”
- **Gail Bruce, Laurel Public Library:** “Just the best Library with incredible community support and commitment. Grateful.”
- **Amy Canady, Kirkwood Library:** “I requested a book that I was unable to find during a search using the Delaware Libraries app. I received a response very soon after, letting me know that the book had been requested and I would be hearing from my local Library when it was ready for pick up. It was a very easy process for me. A huge thank you to Amy Canady!”
- **Sarena Deglin, DDL:** “very nice”
- **Lisa Frank, Brandywine Hundred Library:** “Thank you, got the info I needed promptly!”
- **Brad Glassco, Woodlawn Library:** “I was happily surprised get an acknowledgment of my request so quickly.”
- **Kirsten Isakoff, Delaware City Library:** “Excellent service, fast, friendly”
- **Sandy Meyers, DDL:** “I was well pleased that within a day my virtual card was reactivated who I believe was handled by “Sandy”. Thank you!”
- **Lisa Naldzin, Milton Library:** “The process to secure the requested title was quickly started.”
- **Marissa Parker, Route 9 Library:** “I received a prompt response and the information I wanted to share with community members was received well. The librarian was grateful for the event information.”
- **Charles Silverman, Kirkwood Library:** “This is an invaluable service which greatly enhances the resources of the library. I use it often.”
- **Shelley Stein, Hockessin Library:** “Thanks for replying so fast!”
- **Kristin Swafford, South Coastal Library:** “Very fast reply. 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 **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 FY27 Statistics – 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](#)

Miscellaneous Updates/Reminder

- **Coming Soon this Fall! OverDrive, Libby, Kanopy Secure Login Update-PIN will be required.**
 - DDL has added the note below on the [eMedia page](#) and will be pushing out social media posts.
 - “As part of our ongoing commitment to providing secure access to your library’s digital resources, OverDrive will soon require users to enter a PIN or password in addition to a library card. This will apply when signing in to Libby, your OverDrive digital library website, or Kanopy.”
- Speaking of **Kanopy** - REMINDER: 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.
- **Flipster Update:** US Weekly changed to US Magazine and is now bi-weekly rather than weekly.
 - Titles offered in Flipster are set at the beginning of each fiscal year with the subscription renewal.
 - Patrons are welcome to recommend titles by using the [Item Recommendation](#) form on the [Delaware Library Catalog](#) home page and choosing “Other”. I collect these

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requests throughout the year, and then recommend they are added to the subscription for the following fiscal year, if available and if the budget allows.

- 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.
- Please remember to submit your library's positive patron interactions here - **Delaware Libraries Stories Journal**

Reference meetings – The next Reference & Online Services meeting is scheduled for **Wednesday, October 7, 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-on hiatus

- The original purpose of the Professional Development Reference Team was to bring together staff from across the state to contribute to the development, review, and improvement of training materials. Moving forward, it makes the most sense to convene only when there is a specific project that would benefit from the group's input—for example, updating a reference-related Delaware Libraries Staff Academy (DLSA/Niche Academy platform) tutorial or reviewing new training content.
 - We may also reach out in the future for assistance with artificial intelligence training materials. Reference staff are on the front lines of helping patrons navigate AI-related questions, and your perspectives will be especially valuable in developing practical, relevant guidance.
 - Thank you for your past participation and willingness to share your expertise. We appreciate your support and will send out an email when a project arises that would benefit from
- Please email profdev@lib.de.us with any training questions or issues.

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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.

