

## Reference & Online Services Meeting

**October 7, 2026**

### **It's Banned Books Week! What's your favorite Banned Book?**

<https://presenter.ahaslides.com/survey/s/9i5hi05>

#### **Partner Presentation**

Joel Rudnick, Legislative Library ([Joel.Rudnick@delaware.gov](mailto:Joel.Rudnick@delaware.gov)) & Meryem Dede, Tide Shift Justice Project ([mdede@tideshiftjustice.org](mailto:mdede@tideshiftjustice.org))

Wonderful presentation with such helpful resources and valuable information! Separate PDF of their presentation will be posted/emailed.

#### **DLC Team Updates**



##### **Vinny shared:**

- Default catalog – search results will show only titles available for transit. Waiting for final okay from Directors to go live.
- ILS Policy Review Taskforce is meeting up again. These meetings are scheduled on Tuesdays.
  - Meeting Times:
    - 9-10am – Technical Services policy issues
    - 11am–noon – Patron services policy issues
    - 4-5pm – Patron services policy issues (same topics as the 11 a.m. meeting)
  - The 4 pm meeting will accommodate K-12 school librarians unable to attend during their regular workday, but anyone may attend.

Policy Task Force information will be added to the DLC Staff Resources page:

<https://hslc.org/services/consulting/delaware/>

##### **Zoom link (for all meetings):**

<https://us02web.zoom.us/j/86475291732?pwd=7OzDra1zr3oyO3lqvrJN6zKiCZ4uJC.1>

##### **Updates from Michelle:**

- We're still under a partial database freeze until Sunday, 10/11. Do not delete items. Check items out to your libraries' Discard account.
- If a library needs to order more item barcodes please email her by this Friday, 10/9/2026.

**Questions or suggestions** for the DLC Team, please email - [dlc@lib.de.us](mailto:dlc@lib.de.us) or [helpdesk@lib.de.us](mailto:helpdesk@lib.de.us)

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### Professional Development Team

Jaclyn shared:

- **LiFT: Community Engagement Series – WebJunction** - [All courses | WebJunction Course Catalog](#)
- 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](mailto: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:

- **Statewide Youth Services meeting at Dover Public Library-Thursday, October 15, 2026.**
  - Please register through LibCal - [Fall Youth Services meeting - LibCal - Delaware Libraries](#)
- Please complete survey sent out to request library's contact for Summer Reading - [Summer Reading Contact 2027](#).
- Please reach out if you have any questions – [susanelizabethcordle@lib.de.us](mailto:susanelizabethcordle@lib.de.us)

### Social Innovation Team Updates

Please contact [Alta.Porterfield@lib.de.us](mailto:Alta.Porterfield@lib.de.us), for general questions for the Social Innovation Team/Social Services in the libraries.



**UPDATES coming soon to the LibAnswers dashboard! Stay tuned...**  
**The public page has already been updated –**  
**[We are happy to help! - Ask a Librarian Delaware](#)**

- [Ask a Librarian Delaware Stats & Such](#)

Here is an overview of the September 2026 statistics:

- **Number of tickets: 608 (again!)/1712 transactions!!** (492 tickets from 2025; 288 tickets in 2024)
- Text/SMS – 131 unique tickets; Voicemail messages – 19

**Quality of Service Feedback/Survey: 80; 74** had excellent & good ratings!

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**Turnaround time (first response to ticket) – 15.6 hours!\* (Please note the new Turnaround Statistics report)**



“Bibli-Bot” Chatbot tickets created – **3** (out of 63 Chatbot “sessions”; 29 resources clicked)

### **Top 3 topics for September 2026:**

1. Book purchase/Interlibrary loan requests/find a book request (Readers' Advisory) – 192
  - DLC Item Recommendation Form – 91
  - ILL requests via DLC ILL Form - 59
2. **Dolly Parton Imagination Library - 125!**
  - **Imagination Library Donations – 49 (28 came through on “Dolly Day” 9/25)**
3. Account inquiries (library card/account/PIN/holds queue/returns/renewals) – 124

### **Other topics of interest:**

- eMedia: hoopla/Libby/eBook questions + eMedia purchase requests - 56
- Reference by Mail letters - 9 (Thank you, Jaclyn, for managing the processing of letters in & out of AaLDE!)
- Museum passes - 5

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

- **Jennifer Atwood, Appoquinimink Library:** “Totally appreciate our local library. Everyone there is the BEST!!!”
- **Lisa Frank, Brandywine Hundred Library:** “My experience was absolutely wonderful! Super fast, easy and friendly!”
- **Dave Giglio, Dover/Kent County Library:** “Pleasant surprise I’ll be able to get the book!”
- **Kristen Gramer, Lewes Library:** “I requested this new publication not listed as available in the Delaware library system. I was surprised that it was obtained so quickly after submitting a form. Great service!”
- **Jessie Landwehr, Lewes Library:** “Very prompt and thorough response Thank you.”
- **Michele Lapinski, Kent County Library:** “It was top tier serves you guys got back with me so fast.”
- **Sandy Meyers, DDL:** “Very prompt and accurate response. Highly impressed!”
- **Lisa Naldzin, Milton Library:** “The Milton Library called me and explained what I need to do. The answer was quick and very helpful.”
- **Charles Silverman, Kirkwood Library:** “The Interlibrary Loan service is relatively new to me, and I have used it a couple of times at the Kirkwood Library with wonderful results. I was somewhat disappointed

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with other libraries where I submitted similar requests and received no response. However, the Kirkwood librarians have been exceptionally attentive and helpful in securing my books. I truly appreciate all their hard work.”

- **Kimberly Ward, Brandywine Hundred Library:** “Kimberly has been very helpful and resourceful in finding the requested ILL books from other libraries. I am really appreciative of her efforts in completing the ILL requests in a timely manner.”
- **Rachel West, Hockessin Library:** “Not only did I get the information I needed right away but it also arrived very shortly after I asked my question via email. Thank you for your help!”



**Please remember to 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 your in-library reference statistics into the [Counting Opinions](#) platform by the 10<sup>th</sup> of the current month for the previous month. Please make sure to use the drop-down arrow to choose the correct month.

Please reach out via [helpdesk@lib.de.us](mailto: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](#)**

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### Miscellaneous Updates/Reminder

- Effective this past Monday, October 5<sup>th</sup> – **PIN is required** for patrons to login to **OverDrive, Libby, Kanopy**, along with their library card number to authenticate.
- We are receiving a huge influx of inquiries through Ask a Librarian Delaware
  - Please take this opportunity to review the patron's accounts and make sure their contact information is current and account is up to date.
  - Patrons should only have to login with the PIN one time
  - Thereafter, they will only need to enter their PIN if their device has a software update.
  - There is a note in the Libby app, on the [Delaware Libraries - OverDrive](#) webpage, and the [eMedia page](#) regarding this requirement.
- October is Health Literacy Month! [HEALTH Ready! - Delaware Libraries](#)
- Please remember to submit your library's positive patron interactions here - [Delaware Libraries Stories Journal](#). The form has been recently updated.
- 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](mailto: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, November 4, 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](mailto: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](mailto: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-

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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](mailto:profdev@lib.de.us) with any training questions or issues.

### **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.



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