Reference & Online Services Meeting

November 4, 2026

DLC Team Updates

Michelle shared:

- BlueCloud environments are migrating today
  - Reports will not run today
  - Potentially affecting eMedia
  - Mobile app not functioning properly

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

Professional Development Team

Jaclyn shared:

- EveryLibrary's Library Advisory & Funding Conference (LAFCON) - January 13 – 15, 2027
  - Virtual conference – free to Delaware Libraries' staff
  - Registration: https://delawarelibraries.libcal.com/event/17819020
  - Mix of live and asynchronous sessions
  - Please share with your Friends, Board, etc.!
- 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:

- Youth Services Directory sent out – please send any edits by Friday, November 13, 2027
- Watch party for during (or after) the 2027 CSLP Summer Symposium, the official virtual kick-off for our summer theme, Mysteries Await at Your Library™!
  - Thursday, December 3, 2026 (same days as Delaware Libraries' Town Meeting
  - More info to come…
- Please reach out if you have any questions – susanelizabethcordle@lib.de.us

Social Innovation Team Updates

Alta shared:

- ARPA grant ending 12/24/26 - which effects social services in the libraries and resources such as Talkspace

- Talkspace 24/7 texting and video therapy session vouchers are being used;
  - Will let staff know when there are no more vouchers left
  - Patrons using the vouchers will not lose their times
- Transitioning from specialists in the libraries in the middle of January 2027
- Rural grants for 9 libraries will be happening in January/February 2027

Anne shared:

- Rest assured DDL is looking for a different way to continue providing social services in the libraries during this time of transition

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**
- **FY27 1st Quarter Stats (7/1-9/30/2026) – 1675 unique tickets received**

Here is an overview of the OCTOBER 2026 statistics:

- **Number of tickets: 1781 (record high!)/!!** (479 tickets from 2025; 401 tickets in 2024)
- Text/SMS –671 unique tickets; Voicemail messages – 65
- How to reset or retrieve a PIN - Ask a Librarian Delaware FAQ views – **13,558!**

Quality of Service Feedback/Survey: 268 (as of 11/3/26); 256 had excellent & good ratings! A comment from one grateful patron: "I was so pleased to have found this handy service and the librarian answered quickly and accurately."

Turnaround time (first response to ticket) – 5.6 hours!* (Please note the new Turnaround Statistics report)

"Bibli-Bot" Chatbot tickets created – **15** (out of **590 Chatbot "sessions**"; **401** resources clicked)

Top 3 topics for October 2026:

1. Account inquiries (mostly library card number & PIN requests; others for holds queue/returns/renewals) – **1316**
2. eMedia: hoopla/Libby/eBook questions + eMedia purchase requests - 309
3. Book purchase/Interlibrary loan requests/find a book request (Readers' Advisory) – 209

- DLC Item Recommendation Form – 69
- ILL requests via DLC ILL Form – 71

Other topics of interest:

- Dolly Parton Imagination Library - 54
  - Imagination Library Donations – 5
- Reference by Mail letters - 8 (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:

- **Tyler Antoine, New Castle Public Library**: "Very quick response and helpful. Best of the best."
- **Jennifer Atwood, Appoquinimink Library:** "While it was annoying to have to sign in to Libby while I had a book become available that I have waited months for, the Appoquinimink library got back to me in a timely manner and gave me the steps I needed to complete. I am happily reading my long awaited book and appreciate their help through email."
- **Mary Brittingham, Millsboro Library:** "Mary really answered all my questions and got me everything I needed. Thank you Mary for your help."
- **Lisa Frank, Brandywine Hundred Library:** "So fast, helpful, and responsive ! Give the librarians a raise!"
- **Kristen Gramer, Lewes Library**: "very prompt, very helpful"
- **James Idsardi, Elsmere Library**: "I couldn't believe how easy it was to get the information I needed."
- **Terri Jones, Hockessin Library**: "They were super helpful, very responsive, and I will be getting the book soon once it's ordered and processed. No complaints!"
- **Jessie Landwehr, Lewes Library:** "I received an answer to my questions very quickly! Thank you !"
- **Michele Lapinski, Kent County Library:** "Customer Service Outstanding"
- **Sandy Meyers, DDL:** "Librarian was very responsive and knowledgeable. She resolved my issue quickly."
- **Jamie Morris, Dover Public Library:** "Request was reviewed and appeared within a day. I believe the total library system and their policies are the best I've seen. Thanks."
- **Tanya Moye, Woodlawn Library:** "Librarian Tanya was super helpful and responded quickly to my inquiry! Thank you!"
- **Rosie Mujica, Dover Public Library: "**I love the verification process— got a response an hour later."
- **Lisa Naldzin, Milton Library:** "Appreciated the timely response."
- **Carol Reuben, Duck Creek Regional Library:** "Thank you for getting back to me quickly"
- **Isabella Ross Schneiderhan**, Kent County Public Library: " Response time was quick, they even followed up when I took a while to respond. Very helpful and professional."
- **Maria Santopietro, Brandywine Hundred Library:** "Timely response and very helpful."

- **Kristin Swafford, South Coastal Library: "Wow, super fast reply with even more detail than I expected. Superb service. Thank you."**
- **Jean Wakefield, Wilmington Library:** "My questions were answered immediately with clarity. Thank you I looked for some way to express my gratitude when I received the answers but couldn't figure out how to respond. I'm happy you sent a way to give feedback. Thank you!"
- **Kimberly Ward, Brandywine Hundred Library:** "Thank you. Once I realized I could fill out the attached questions it was easy and wonderful."
- **Chelsea West, Greenwood Public Library:** "everything is fine".
- **Rachel West, Hockessin Library: "**I received quick responses and was able to resolve my issue with help of the librarian. Excellent service!"
- **Greta White, Brandywine Hundred Library:** "Brandywine Hundred Library is a beautiful facility in a wonderful, convenient location. The staff is always welcoming, accommodating, helpful, and informative. It's a great space for our meetings, and we truly appreciate the hospitality and excellent service provided by the staff"
- **Michelle Wynne-Feigin, Kent County Public Library:** "Your staff were knowledgeable, courteous, and provided a prompt resolution to my issue. We wouldn't know what to do without our Delaware Public Libraries and Librarians. Thank you for everything you do, always!"



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 10th 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 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 16| Ask a Librarian Delaware | Staff Support

Reference & Online Services Meeting

RESOURCES REVIEW (Recording paused for patron privacy)

- Steps for duplicate cards/upgrading to new card number – DO NOT DELETE old card - example – 23314000287977 (Mark as LOSTCARD)
- Example of patron with inactive cards/previous ID – 23910005269843
  - Found under Modify User >Extended Info
- Please reach out for a refresher on these processes!
- **OverDrive/Libby/Kanopy PIN requirement review**
  - **Please take this opportunity to carefully review patron 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/when 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.**

Miscellaneous Updates/Reminder

- I Love My Librarian - I Love Libraries – Submissions accepted through December 18, 2026
  2027 I Love My Librarian Award Nomination - Airtable
- **AI Content Controls are available in Libby**
- 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.
- **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, December 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.
- 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.

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.



