Reference & Online Services Overview
Wednesday, March 25, 2020
1:00-2:00pm – zoom meeting

Reference & Online Services Overview

Ask a Librarian Delaware-Basic Info

- What is it? An online virtual reference platform for patrons/students to connect with the libraries any time via email. The majority of questions that are coming in right now are regarding library closures and how to access online resources.
- What it is not: Although patrons/students can send in a question 24/7, it is not a true 24/7 service. The system sends an automatic response that the question has been received, however, a personal response is only sent after an AaLDE liaison logs into their queue and checks for new tickets and composes a response. Our goal is to respond within 24 hours of the question, but oftentimes, this is not realistic since staff are not working even in normal circumstances during normal business hours. I try to check the queues throughout the day/evening/Saturdays, and respond when I know a library will not be open for regular business hours. However, it is a bit trickier now, since I do not know whether nor when liaisons will be checking their queues. If you are an AaLDE liaison for your location, please send me an email with that information (if you haven't already). I would greatly appreciate it!
- Ask a Librarian DE resources page: http://aalstaff.lib.de.us/resources/

DDL eMedia Resources

- Patrons first need a library card – direct them to the DDL website: https://lib.de.us/help/librarycard/
  - From the catalog > "New to Delaware Libraries? Register for a card here" >
    - Online library card registration

- eMedia https://delawarelibraries.org/emedia/
  - New to Delaware Libraries thanks to funding from New Castle County!
    - - **hoopla**: https://delawarelibraries.org/hoopla/
(Please promote and remind patrons of the 4 borrows a month are due to budget restrictions, if they ask)
  - More **OverDrive** materials (MacMillan Publishing lifted eBook restrictions) – Bob Wetherall has been busy ordering more copies of popular items within budget constraints, especially those previously unavailable from MacMillan.

- More eMedia
  - **Additional EBSCO products**: "*EBSCO eBooks* is partnering with publishers to waive simultaneous user limits wherever possible, ensuring unlimited access to e-books by Upgrading your existing holdings to Unlimited-User access until June 30 for a growing list of publishers. This upgrade went live on Monday, March 16."

To access these additional EBSCO eBooks - After logging in with a library card number & PIN > Choose Databases for more options – Click on whichever collection and then start searching (it's a little clunky if you are unfamiliar with the EBSCO platform and requires you to download the content, usually in a PDF).

Examples of new collections:

- ☐ eBook Subscription Cricket Media Collection
- ☐ eBook Public Library Collection
- ☐ eBook High School Collection
- ☐ eBook K-8 Collection

  - **Tumblebook Library** – is an online collection for kids of all ages. This is a free trial until August 31st, so promote it and enjoy it while we have it!
    - Although listed, I haven't had to use the login or password.
    - Please note that the site recommends using the Chrome browser. It works great on an iPhone, too!
      - Username: **detumbles**
        Password: **trial**
      - www.TumbleBookLibrary.com – K-6 children's ebook database
      - www.TumbleMath.com – K-6 math ebook database
      - www.TeenBookCloud.com – gr 7-12 ebook database
      - www.AudioBookCloud.com – all ages audio book database
      - www.RomanceBookCloud.com – a huge collection of steamy Romance novels for the older crowd!

Bonus free eMedia Resource (not on the DDL website)

- Audible is offering free books for children, teen, and a little over two dozen classics
  - https://stories.audible.com/start-listen

- Internet Archive – non-profit online library of millions of free books, movies, software, music, websites, and more!
  - https://archive.org/index.php

More Online Resources

- Dolly Parton's Imagination Library https://lib.de.us/imagination/
  - Children ages birth up to 5 receive a book in the mail each month.

- Coronavirus LibGuide, includes links to DPH:

  - LibGuide for patrons https://guides.lib.de.us/coronavirus

  - LibGuide for staff https://guides.lib.de.us/delibraries/COVID-19

- Census 2020:
  - LibGuide for patrons https://guides.lib.de.us/census

  - LibGuide for staff https://guides.lib.de.us/profdev/2020Census

Consortium Site – Staff

For many resources, including marketing materials, visit the DLC Consortium website:

- https://consortium.lib.de.us/
  - All consortium logins were set up with your library location's CIRC user and password is CIRC in all caps

New!!! UniteUS – Delaware:

- https://delaware.uniteus.com/

What is it? An online cloud-based platform that brings partner organizations together by providing an electronic referral management system. Delaware Libraries has joined in an effort to promote collaboration with other local and state entities to promote the services we offer. So far, we've added Delaware Health & Social Services (DHSS) Medical Library, Delaware Library Access Services (DLAS), Employment Services Specialists at the Library, and Social Workers at the Libraries as partners. It's still in the really early implementation phase. Please contact me or Alta Porterfield if you have any questions: alta.porterfield@lib.de.us

Professional Development:

For information on upcoming and archived trainings, please visit the Delaware Libraries Professional Development LibGuide https://guides.lib.de.us/profdev

Katie, our Delaware Libraries' training coordinator, keeps this up to date.

Don't forget to log your training on the Professional Development Achievement Tracker form: https://www.surveymonkey.com/r/ProfDevTracker

Q&A

Please feel free to email me anytime and I'll get back to you as soon as possible!

missy.williams@lib.de.us

Other Ideas & Open Mic

- Virtual Storytimes – via zoom or other platforms
  - Copyright Concerns-

  https://programminglibrarian.org/articles/online-story-time-coronavirus-it's-fair-use-folks

  https://www.slj.com/?detailStory=tackling-copyright-concerns-when-taking-storytime-online
- Other Virtual Programming – via zoom or other platforms.

  * New today! Please enter all programming into LibCal using the "Virtual Library Events" calendar - https://delawarelibraries.libcal.com/admin/calendar/9904 (Please make sure to select your library from the drop down menu under Event Details). Email Sarena Deglin if you need assistance: sarena.deglin@lib.de.us