



Reference & Online Services Overview

Wednesday, April 1, 2020

11:00am-12:00pm – zoom meeting

APRIL 1

#WECOUNT2020



Reference & Online Services Overview

[Ask a Librarian Delaware Updates](#)

- Monthly statistics – total of **354** tickets! That's up from last year's total of 213 for March.
 - The full breakdown of the [monthly statistics](#) are uploaded to the Ask a Librarian Delaware Staff Support Site.
- We've recently reinstated the SMS/text feature so patrons have another way to reach out to us.
 - We are also working on adding a phone line to receive voicemail messages that route through Ask a Librarian email and then we can call the patron back.
 - [Please email me](#) if you have a work phone and would be willing to help with this option.
- Please remember to follow up with patrons, especially if you've responded to their initial question and a few days have gone by and you haven't heard back from them.
- For difficult questions that require detailed instructions, such as troubleshooting an eBook downloading issue, suggest a zoom meeting to the patron, if you are comfortable doing so. Otherwise, please feel free to transfer the ticket to me.
- Please remember to add tags to tickets and the Reference Analytics. If you need refresher training on how to do this, please visit this [Ask a Librarian Delaware Support Site page](#) or [email me](#) to set up 1:1 training.
- It has come to my attention that perhaps some patrons are unable to use our Ask a Librarian service due to language barriers. If you are bilingual or multilingual, [please email me](#) and let me know if you would be available to assist if necessary. This would be a great opportunity for us to provide that added service to patrons who are non-native English speakers.

Training/Professional Development

- There are many training resources available on the [Professional Development LibGuide specifically for Reference staff](#). You'll find tutorials for Ask a Librarian Delaware here, too.
- Katie, statewide training coordinator - Reviewed more of the Professional Development LibGuide - <https://guides.lib.de.us/profdev>.
 - We have a membership with WebJunction, so please take advantage of training opportunities hosted through them.
 - Please email events@lib.de.us with any training questions.
 - Don't forget to log your training on the Professional Development Achievement Tracker form: <https://www.surveymonkey.com/r/ProfDevTracker>

Other Updates & Open Mic

- Rose shared updates on due dates and holds suspensions.
 - Google spreadsheet with closure information <https://tinyurl.com/DLC-C19>
- Please feel free to use the Reference listserv distribution email to share information
 - reference@listserv.lib.de.us

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

Next week's meeting will be Wednesday, April 8th at 11:30am.
Please register through LibCal:

<https://delawarelibraries.libcal.com/event/6638373>