



Reference & Online Services Overview

Wednesday, April 15, 2020

11:30am-12:30pm – zoom meeting

## Reference & Online Services Overview

### Ask a Librarian Delaware Updates

- Weekly statistics – **75** new tickets! Slowing down a little...but still up from last year (35)
- Reviewed again how to choose and add tags.
- Phone line update: finalizing a dedicated number for patrons to call and leave a voicemail message that routes through the main Ask a Librarian email and then we can call the patron back.
  - Liaisons with library work phones, [please email me](#) so we know who will be able to assist with this added service.
  - We'll have a separate meeting to work out all the details when it's ready to go live.

### LIBGuide Overview

- Patty Langley ([patty.langley@delaware.gov](mailto:patty.langley@delaware.gov)), Administrative Librarian, Delaware Center for the Book reviewed [LIBGuide](#) and showed some that were created specifically for patrons. They are typically created through partnerships, such as with DHSS, and out of inspiration from current events or recommendations, so please email her if you have any ideas for a new one (and feel free to create one yourself if you have experience in doing so!). Please also email her if you find any broken links.
  - Some favorite LIBGuide mentioned by Patty & in the chat box:
    - [Reading Recommendations](#)
    - [Books to the Big & Small Screens](#)
    - [Garden Therapy](#)
    - [Genealogy](#)

## Other Updates & Open Mic

- Annie spoke on the [Virtual Events Calendar](#) and the need for strategic planning of events and working together with a shared schedule so programs won't overlap. While libraries are closed it's important to reach patrons statewide and offer a variety of programming. Virtual programs are going to be important from now on, even after libraries reopen. We need to be more efficient and effective in planning so we can reach the widest audiences.
- Annie also discussed the need for masks for staff once libraries reopen and shared the one that Christine made using an old passion t-shirt. Christine has been in touch with the vendor and they've responded that they can't make masks. There are many boxes of these t-shirts that could be converted to masks. The idea to use iron-on decals was also proposed as a possibility.
  - Route 9 shared that they've been making masks (100s!)
  - The DHSS Library's COVID page has guidelines and instructions for DIY face masks:  
<https://guides.lib.de.us/c.php?g=400219&p=7325187>
  - Julia from Claymont mentioned a tutorial that she shared to the Reference listserv



Christine ☺

- Rose answered the question from last week: is hoopla driving new online card registrations? by sharing information from statistics she pulled together. (Thank you, Rose!!) One interesting statistic is that only 65% of registered users have borrowed items. Please see additional document with the complete data. She also shared how to access the hoopla "Bonus Borrows" that are available until April 30<sup>th</sup> (unless hoopla generously extends the date).
  - A question came up of how hoopla borrows compare to OverDrive borrows. Will have to look into culling that data to share at another time/meeting.
- Rose also had a question about which book drops were open (Dover is one of them), so she shared the Google spreadsheet again: <https://tinyurl.com/DLC-C19>. Please email [helpdesk@lib.de.us](mailto:helpdesk@lib.de.us) if there are updates for your location.
  - If there is a staff member at Dover willing to share how they are handling their book drop right now, please email <mailto:reference@listserv.lib.de.us>.

- [Unite Delaware](#) reminder – [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. Unite Delaware is sponsored by Christiana Care.
  - 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. [Alta Porterfield](#) will discuss more at the next Reference meeting, along with a few other topics.
  - **[Unite Delaware](#) offers training webinars of the platform every Wednesday at 1pm. Please use this [link](#) to sign up to learn more about how Delaware Libraries can work as a partner to refer patrons to the proper organizations that provide specific services who are also partners of Unite Delaware. This will be especially beneficial once libraries are able to reopen again.**

### (Broken Record) Reminders

- Please feel free to use the [Reference listserv distribution email](#) to reach out to your colleagues, share information, or ask for assistance.

### Training/Professional Development

- There are many training resources available on the [Professional Development LibGuide specifically for Reference staff](#). Please review them.
- For specific Ask a Librarian training, visit the [Ask a Librarian Delaware Support Site page](#) or [email me](#) to set up 1:1 training.
- Please remember to email [events@lib.de.us](mailto:events@lib.de.us) with any training questions and don't forget to log your training on the Professional Development Achievement Tracker form:  
<https://www.surveymonkey.com/r/ProfDevTracker>
- Check out all the training tutorials on the [Delaware Libraries' Staff Academy](#) via the Niche Academy platform.

### Q&A

Please feel free to [email me](#) anytime and I'll get back to you as soon as possible!

**Next week's meeting will be Wednesday, April 22nd at 11:30am.  
Please register through Local:**

<https://delawarelibraries.libcal.com/event/6638695>