



Reference & Online Services Overview

Wednesday, April 22, 2020

11:35am-12:30pm – zoom meeting

Reference & Online Services Overview

Ask a Librarian Delaware Updates

- Weekly statistics – 97 new tickets!
- Linking Facebook pages – several libraries are set up. [Please email me](#) if you want to link your library's Facebook page to AaLDE. (Thank you, Sarena, for helping with this!)
- Using zoom to assist patrons – after multiple back and forth emails and the patron asking if there was someone she could speak to on the phone about her issue (logging into Universal Class), I offered to meet with her via zoom. We resolved her issue in 5 minutes! Please feel free to offer that to patrons, if you are comfortable doing so.
- The dedicated phone number for patrons to call and leave a voicemail message that routes through the main Ask a Librarian queue is set up now! The number is (302) 257-3030! When we receive the voicemail message, it is routed to my email and I'll forward it to AaLDE to generate the ticket. We will then be able to listen to the voicemail message and return the patron's call. I set up a Google Voice number so I can respond to patrons on my personal cell, but not give out my personal number.
 - Liaisons with access to library work phones or who are interested and willing to set up a Google Voice number to use during library closures, [please email me](#) so we know who will be able to assist with this added service.
 - I have scheduled a meeting for this Friday, April 24th at 2pm to review the procedure for these tickets. I'll send out an email invite to the Reference Listserv.

Vocational Resources & Unite Delaware

- Alta Porterfield, Statewide Social Innovator (alta.porterfield@lib.de.us) discussed vocational resources that are available to patrons accessible from the [library website](#). From [Delaware Libraries' home page](#) > Programs > [Social Workers at the Library](#), [Employment Services Specialists](#) and/or [Job Seeker Resources](#) (LibGuide).
 - [Employment Services Specialists](#) page has listings of when the [Department of Labor](#) staff or Alta/library staff will be available to assist patrons at various library locations.
 - [Job Seeker Resources LibGuide](#)-many valuable resources on this LibGuide.
 - Alta & Jean Pepper plan on offering classes in the near future to library staff on how to help patrons find jobs before libraries reopen.

- [Delaware VOCAL](#) is where patrons can find and apply for jobs, etc., and get help doing so by using the live chat feature offered during normal business hours.
- Alta, Jean and AmeriCorp VISTAS working on setting up a schedule to conduct virtual appointments for job coaching that they can continue even after libraries reopen.
- [COVID-19 Jobs](#) – employers are desperate for help!

Alta's responses to questions:

- Most places want online applications, but can contact company directly to ask for paper applications. DelTech in Sussex and Kent Counties exploring the possibility of opening various labs for people to have access to Internet.
- Brief discussion on the use of resume builder software; please use the recommended templates on the [LibGuide](#), preferably the one on [Delaware JobLink](#) (though it's ugly and a hybrid ☺).
- Alta also discussed [Unite Delaware](#), sponsored by Christiana Care, and how important it will be once libraries reopen. The platform brings partner organizations together by providing an electronic referral management system. Patrons will be able to enter their own needs requests at designated computer stations or trained staff, such as Alta and the VISTAS, can do it for them so they can follow up. Each library will need to discuss and decide for themselves how to help patrons using Unite Delaware.
- Ask a Librarian Delaware can also make referrals through Unite Delaware.
- Most agencies already involved are in New Castle County. Would like to see more participation in Sussex & Kent Counties.
- **Please sign up for one of the free training webinars that are held every Wednesday at 1pm to learn more about it. Use this [link](#) to register.**

[LibCal & Virtual Events Calendar](#)

- Sarena Deglin, Administrative Librarian, (sarena.deglin@lib.de.us) reviewed the procedure to add [virtual events in LibCal](#). All libraries have access to add new events and modify.
 - Please check the calendar before you schedule a program to see if another library location is already hosting a program at the same time. Would like libraries to support one another and promote each other's programs, not compete for virtual "space"/time.
 - Public calendar view is set to default to the weekly calendar, but you can adjust your view according to your preference (monthly, daily list view).
 - **Please remember to enter the direct link to your event so patrons can easily click and attend.**

- Statistics – Click on program in calendar (on the admin side) and enter actual attendance into the “actual attendance” square in the pop-out program summary box.
- Sarena realized that libraries are using various platforms to host programs: Facebook Video, Live, Groups, etc.; gaming sites, Instagram Live, YouTube, zoom, etc. & that there are different ways to monitor attendance. Please see the document in the Professional Development LibGuide > [Patron Assistance 000](#) > [Programming CORE](#) > [middle column "LibCal Training" box](#) > **Guidelines for Counting Virtual Programs** for recommended ways to count attendance.
 - Let Sarena know if you have a different platform and have questions on how to capture the attendance.

Sarena’s response to questions:

- Best practices on social media – will look into finding documentation & share. One main tip - if you create an event in Facebook, invite Delaware Libraries Facebook page as cohost to reach more viewers.
- Live vs. other views – on Facebook, these are two different statistics and want to keep those separately.
- Storytimes – doubling peak live viewers for one adult and one child. Worthy of further discussion for libraries to decide one way or another for consistency.
- Please do enter past events into LibCal! There will be a prompt in LibCal, but continue with the process to add the event.

Other Updates & Open Mic (or shared in chat during meeting)

- ❖ A question came up last week of how hoopla borrows compare to OverDrive borrows. It’s hard to really determine, since they are two different platforms. According to Bob Wetherall’s eBook stats last month (roughly the same timeframe of the hoopla soft launch & the stay at home orders), OverDrive usage was up 24% compared to the same time last year.
- ❖ Tyler from Rehoboth Beach shared information on the free ALA webinar 2pm on Friday, **“Looking Ahead, Planning for Reopening”**
https://zoom.us/webinar/register/WN_BnbqUzMTTrSpCEOZpkHiqA
- ❖ DDL has two additional zoom licenses to share with public libraries and partners who may need for meetings or programs. Stay tuned for more information on how to reserve use of the zoom account login.

(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

- Check out all the training tutorials on the [Delaware Libraries' Staff Academy](#) via the Niche Academy platform. There has been new content added recently.
- 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 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>

Afterthoughts

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 29th at 11:30am.
Please register through LibCal:

<https://delawarelibraries.libcal.com/event/6638696>