

DelawareLibraries.org



Reference & Online Services Overview

Wednesday, April 8, 2020

11:35am-12:30pm – zoom meeting

Reference & Online Services Overview

Ask a Librarian Delaware Updates

- Weekly statistics (3/31-4/6/2020) – 104 new tickets!
- Since the SMS/text feature has been reinstated, there have been 17 new tickets submitted via text.
- Reviewed how to determine what types of questions are being asked using the *Tickets* and *Analyze Metadata* (under Reference Analytics > Statistics) features on [LibAnswers](#).
- Reminder: Thank you for answering tickets that come in to the main Ask a Librarian Delaware queue. When answering these tickets, please direct patrons to the main DDL website (<https://delawarelibraries.org>), for information and resources (such as [eMedia](#)).
- If your library has a Facebook page and would like to link it to AaLDE, please email me at missy.williams@lib.de.us
- We are still 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, if you haven't already done so.

Consortium Site Overview

- Christine Karpovage (christine.karpovage@delaware.gov), DDL graphic designer: Presented an overview of the [Consortium site](#) and the marketing materials, in particular. Login is your library's circulation login; password CIRC (example: elsmerecirc; CIRC). The design team is working on a document that will have all the resources, login requirements and contact information listed as a "one-stop" guide.

Small Business COVID-19 Programs

- Janet Wurtzel (Janet.Wurtzel@lib.de.us), DDL Micro Business Consultant/[Inspiration Space](#): Discussed small business COVID-19 programs and the Business & Entrepreneurship LibGuide. <https://guides.lib.de.us/business>. Also discussed where to find information on unemployment resources from the Jobseekers LibGuide (<https://guides.lib.de.us/jobs>) and the Delaware Department of Labor website (<https://dol.delaware.gov/>)

Other Updates & Open Mic

- Alta shared that DE Libraries is working with several of the larger programming Partners to create zoom programming. Looking at what programs make the most sense for this time period. University of DE co-operative extension and Money School (DCRAC) are working with us on this programming. They will facilitate the zoom programs through their accounts and run the registration. They will share with us the statistics and involve us in the programming. We are looking at doing the same thing with our larger business partners- Janet is also looking at different ideas for programming. We are doing this to make things easier for all of us and make the Calendar and our marketing more cohesive. Please share with any ideas you have (alta.porterfield@lib.de.us).
- Annie responded to a question regarding DDL obtaining more zoom licenses. We are in the process of adding 2 more paid licensed accounts to share with libraries and partners. We still need to sort out the details for these shared accounts. Please email zoom@lib.de.us if your library does not already have a zoom account and will need to use one. In addition, Annie raised concerns about libraries competing for virtual time and would like for library patrons to be able to join any of the virtual programs, so it's more important than ever to use a combined/shared calendar to keep track of these events.
- Rose thanked everyone who has participated in testing the Enterprise test site yesterday and submitting the survey. She also reminded everyone of the Google spreadsheet with information regarding library closures during this time (<https://tinyurl.com/DLC-C19>) If you have any changes or updates regarding your library for this document, please email the [helpdesk](#).
- OverDrive donated a health collection composed of 35 titles (mostly children's). They appear on the opening page of our [OverDrive website](#) (scroll down past the Big Library Read).

(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 via a zoom meeting.
- 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>
- Check out all the training tutorials on the [Delaware Libraries' Staff Academy](#) via the Niche Academy platform. Login with your work email.

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 15th at 11:30am.
Please register through LibCal:

<https://delawarelibraries.libcal.com/event/6638692>

**Everyone who registers through LibCal will receive a reminder email with the meeting link and password on Tuesday, April 14th.