



Reference & Online Services Overview

Wednesday, May 13, 2020

11:35am-12:30pm – zoom meeting

Reference & Online Services Overview

NOTE-Sadly, the recording for this meeting was corrupted during the download process and is unable to view.

Ask a Librarian Delaware Updates

- Weekly statistics – 66 new tickets (up from 40 same time last year). Thank you for responding to patrons in a timely manner! Dedicated AaLDE phone line - 6 calls in the past week.
- Shout-out to Lisa Frank at Brandywine Hundred for her superb answering skills!
- Please pass along any hoopla questions to me if you are uncertain how to answer a patron's inquiry.
- Linking Facebook to AaLDE queues: 6 libraries are now linked. Please [email me](#) to set this up for your library, if interested.

Professional Development Opportunities

- Katie McDonough, Statewide Training Coordinator (katie.mcdonough@lib.de.us) shared professional development statistics – 555 total trainings for April! Congratulations for all the training you've taken/completed!
 - Reviewed professional development FAQs, uploaded to the [Professional Development LibGuide for staff](#).
 - Upcoming and ongoing training opportunities (also on PDLG).
 - Check out all the training tutorials on the [Delaware Libraries' Staff Academy](#) via the Niche Academy platform.
 - Alta will also be facilitating upcoming training sessions on: *Time Saving Tips for Library Staff to help patrons with job, business, and basic need questions*, May 19th, 21st, 26th, & 28th (choose one session). For more information and to register, visit [LibCal](#). Jeannie is working on tutorials for Niche Academy based on these tips.
 - Working with Adam Smith on access services – upcoming training on Closed Captioning.
- Please remember to email events@lib.de.us with any training questions or issues. Katie will respond as quickly as possible.
- Don't forget to log your training on the Professional Development Achievement Tracker form: <https://www.surveymonkey.com/r/ProfDevTracker>

Other Updates & “Open Mic”/Chat Comments

- ❖ Unite Us Delaware – new procedure for onboarding/training:
 1. Email me to request participation in Unite Us Delaware
 2. Wait for the training invitation from Unite Us
 3. Register for the free training from the invitation link:
 - For the following fields, please add the default information:
 - Organization: **Delaware Libraries** (not separate libraries)
 - Unite Us primary network: **Unite Delaware**
 - Who provided you the link to register for Unite Us training: **Unite Us**
 - (Remember, there is no cost for this training!)
 - Fill out your information
 4. That’s it! Once libraries reopen, we’ll be able to actively utilize the platform and start referring patrons to appropriate partner organizations.

*Please email me if you’ve previously signed up for an upcoming training session so I can follow up with the proper form Unite Us needs from DDL. Thank you!

- ❖ Annie shared information on behind the scenes work, such as Sarena’s work on defining programming procedures/LibCal process; Marie working with delivery system; Patty working on Summer Reading Program; and many other behind the scenes work going on.
 - Want libraries to work together strategically with SRP performers and virtual programs. Share performers/statistics for virtual attendance.
 - Virtual Library Events calendar is chaotic. 287 virtual programs have been already scheduled and more is being added.
 - There have been weekly meetings with library directors planning for reopening. Looking at how other states are approaching the huge task of reopening in phases with all the safety precautions in place. Do not want to reinvent the wheel. Brainstorming to work together for consistency, but ultimately up to local governance. June 1st is the tentative date for Phase I when curbside pickup will be allowed but not required. Please see these resources for information:
 - [Reopening LibGuide](#)
 - [COVID-19 LibGuide](#) for staff

- ❖ Pat Birchenall shared that New Castle County has a Virtual Programming Best Practices committee which has started working on some of the issues that Annie mentioned, and they look forward to coordinating with others around the state.

Quote of the Meeting

~Annie Norman: “*Work smarter, not harder*”.

(Broken Record) Reminders

- Please [email me](#) any topics you’d like presented at a future Reference meeting.
- Please feel free to use the [Reference listserv distribution email](#) to reach out to your colleagues, share information, or ask for assistance

Reference 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.

Afterthoughts

Please feel free to [email me](#) anytime you have any questions or concerns and I’ll get back to you as soon as possible!

Next week’s meeting will be Wednesday, May 20th at 11:30am.

***Please register through LibCal:**

<https://delawarelibraries.libcal.com/event/6673827>

- Janet will be reviewing ReferenceUSA
 - Please be prepared to share your story of how you use ReferenceUSA in your library.
- Sarena will be presenting on Programming protocol and best practices for entering events in the Virtual Library Events calendar (LibCal)

***Note - If you do not register for the event, you will not receive a reminder email nor possibly the meeting notes**.**

**meeting notes are sent out to all registered participants and those on the Reference Listserv email distribution list.