



Reference & Online Services Overview

Wednesday, May 20, 2020

11:35am-12:30pm – zoom meeting

Reference & Online Services Overview

***LibCal email meeting reminder snafu—apologies for the confusion! Thank you, Sarena, for figuring out the issue and fixing it!**

Ask a Librarian Delaware Updates

- Weekly statistics – 94 new tickets (up from 40 same time last year). Thank you for responding to patrons in a timely manner! Dedicated AaLDE phone line/voicemail messages – 8 calls in the past week. We had more text messages than usual, 16 to be exact! I think the social media posts have helped get the word out about AaLDE!
- Answerer Statistics – thanks again to Lisa Frank at Brandywine Hundred for assisting with the tickets from their queue and the main AaLDE queue! Shout out to Steve Davis, for taking one of the AaLDE tickets, too!
- Linking Facebook to AaLDE queues: 6 libraries are now linked. Please [email me](#) to set this up for your library!

Professional Development Opportunities

- Janet Wurtzel, Micro Business Consultant (janet.wurtzel@lib.de.us) – shared information on 211 Counts & ReferenceUSA.
 - 211 Counts (<https://de.211counts.org/>) – United Way program where people can reach out to get connected to resources to help with basic needs. Shared statistics on this valuable tool.
 - ReferenceUSA: must access through the [eMedia](#) page on the [Delaware Libraries web portal](#) (which is also the quickest way to get to this resource). US Businesses is the most frequently used database. Use Advanced Search feature for best results and use filters. Shared two scenarios and how to search and create an excel file to share with patrons. See video recording for more details!

- Sarena Deglin, Administrative Librarian (sarena.deglin@lib.de.us) – Reviewed programming protocol and updated best practices for entering events in the Virtual Library Events calendar (LibCal). Please see this [LibGuide](#) accessible through the Professional Development [LibGuide](#) > 000 Patron Assistance > Programming Core > LibCal Training Documents box for instructions/information.
 - [How to Create a One Time Event in LibCal](#)
 - Created a [zoom instructions LibGuide](#) to add link in event description on LibCal (Thanks Amanda, design team, for adding graphics & making it look so nice!). Will direct patrons right to the LibGuide for instructions on how to use zoom
 - When creating an event in LibCal: do not check the box “online event in zoom” location; does not work properly with multiple zoom licensed accounts
 - Use “Zoom Meetings” or Facebook & add Facebook url
 - Choose Library, audience, category, internal tag, under event details
 - Event Registration: Best practice is to set up event to require registration and then use the email reminder feature to send out the email with meeting links after registration closes to registered participants. Please do not add zoom url and password in description, for security reasons & avoid “[zoom-bombings](#)”.
 - Can only schedule one reminder email to send out the meeting links.
 - Can manually send a reminder email through Manage Event.
 - Would like to standardize across the state. Please read the documents on the [LibGuide](#).
 - Statistics still counted for unpublished events. Can add previous events in LibCal and add statistics retroactively.
 - Please send Sarena feedback, suggestions, or questions. (sarena.deglin@lib.de.us)

❖ Links to helpful Resources/LibGuides:

- <https://consortium.lib.de.us/>
- [Reopening LibGuide](#)
- [COVID-19 LibGuide](#) for staff

Meeting “Chat-ter”

Many, many thanks to Sarena for creating LibCal instructions!

Next week’s meeting will be Wednesday, May 27th at 11:30am.

*Please register through LibCal:

<https://delawarelibraries.libcal.com/event/6673828>

*Note - If you do not register for the event, you will not receive a reminder email with the meeting links nor possibly the meeting notes**. For security purposes, the meeting password may be changed, so please do check your email for the most recent/current meeting links.

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

(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 with an AaLDE ticket or other reference/research question.
- Please [email me](#) if you'd like to sign up to participate with Delaware Libraries for Unite Us Delaware.

Reference Training/Professional Development

- There are many training resources available on the [Professional Development LibGuide specifically for Reference staff](#). Please review them on a regular basis.
- Check out the [Delaware Libraries Staff Academy/Niche Academy](#) for training tutorials.
- 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 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>

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!