



Wednesday, May 27, 2020

11:35am-12:30pm – zoom meeting

Reference & Online Services Meeting

[Ask a Librarian Delaware Updates](#)

- Weekly statistics – 69 new tickets (68 same time last year). Dedicated AaLDE phone line/voicemail messages – 2 calls in the past week. Text messages – 17.

[Unite Us Delaware](#)

- Brittany Sachs, Unite Us, Account Manager (brittany@uniteus.com)– shared a presentation on [Unite Us Delaware](#). What is it? An online cloud-based platform that brings partner organizations together by providing an electronic referral management system. Sponsored by Christiana Care. Delaware Libraries has joined in collaboration with other local and state entities to promote the services we offer and connect patrons to resources they need and qualify for. There are 50 participating organizations so far. 211 is working out the details for collaboration right now.
 - DDL vision - to have as many libraries/library staff participate in Unite Us Delaware in order to refer patrons to necessary services. Please use the following procedure to sign up:
 1. [Email Missy](#) Williams 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 (or take the self-paced training):
 4. 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
 5. Attend the training (or take the self-paced training).
 6. That's it! Once libraries reopen, we'll be able to actively utilize the platform and start referring patrons to appropriate partner organizations.

*Always an option is to refer a patron to [Ask a Librarian Delaware](#) (the main queue) and those of us who are already in the Unite Us Delaware system for Delaware Libraries can set up the referral for

the patron in the Unite Us Delaware platform (staff in libraries can help the patron fill out the [AaLDE question form](#), if needed).

Other Updates & Open Mic

- ❖ Alta (alta.porterfield@lib.de.us), Jeannie, and team are offering job assistance appointments by phone. Patrons sign up for a 30-minute appointment using LibCal.

From the [library web portal](#) > Services tab > Job/Career Appointments. Patrons select a time and can upload a resume/other document for a staff member to review before the appointment.

In response to a question, Alta shared that DHSS & DOL staff will try to maintain the hours that were set up in February to spend time in the libraries once they reopen, but there are no time commitments as of yet.

- ❖ Links to helpful Resources/LibGuides:
 - <https://consortium.lib.de.us/>
 - [Reopening LibGuide](#)
 - [COVID-19 LibGuide](#) for staff
 - Google spreadsheet with closure information <https://tinyurl.com/DLC-C19>

Next week's meeting will be Wednesday, June 3rd at 11:30am.

*Please register through LibCal:

<https://delawarelibraries.libcal.com/event/6716389>

*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!