Reference & Online Services Overview

Thanks for your patience during the music snafu!

Ask a Librarian Delaware Updates

- Weekly statistics – 87 new tickets (up from 47 same time last year). Thank you for responding to patrons in a timely manner! Dedicated AaLDE phone line - 4 calls in the past week.
- The monthly statistics for April are up on the Ask a Librarian Staff Support Site. We had 365 total tickets for the month of April.
- Linking Facebook to AaLDE queues: Please email me to set this up.
- Scam alert! Be aware of emails that request sensitive information and please do not give out information you are unsure about.
    - Woodlawn received a request for their EIN that looked as though it were from the Delaware Community Foundation in regards to a previous grant, and Tanya responded that she would forward the request to the finance department and someone would get back to them. Tanya contacted the department directly and was alerted that this was a scam, since they (the organization requesting the EIN) would already have that information on file if it was legitimate.

Learning Express Review

- Alta Porterfield, Statewide Social Innovator (alta.porterfield@lib.de.us) presented the Learning Express resource. The easiest way to access is from the Delaware Libraries homepage > eMedia > scroll down to Learning Express and click to visit page. You can also access Learning Express from various LibGuides, such as the Job and Career Assistance LibGuide (quick link from Programs tab on Delaware Libraries home page > once on LibGuide, Click on Computer/Workforce Skills tab > Licensed resources > Learning Express).
    - Valuable resource for helping people find and take the next step for career advancement, career prep, keep up to date with computer skills/software, as well as test prep for students. Gives comprehensive classes.
    - Allows people to take as much time as needed to complete a course.
    - Use the Delaware Libraries portal page to access resources.
- 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 13th and 19th (choose one session). For more information and to register, please click on this link https://delawarelibraries.libcal.com/calendar/DDL

- Annie added that Alta and team have really learned over the years how to streamline the "best of the best" content on the LibGuides they maintain and share with patrons. Build upon Basic Needs and help patrons to move forward.
- Alta and team are working on scheduling appointments with patrons to offer job coaching, resume building, interview strategies – Monday – Thursdays, 10-4:15pm. More information to come once things are finalized.
- Alta is on the statewide libraries' workforce panel so the new buzz phrase, "Virtual Workforce Development", can certainly describe and apply to the work she and her team are doing—helping people in all different ways. Open labs will need to be modified in order to practice "social/physical distancing" when libraries reopen.

Other Updates & Open Mic

- ❖ Hoopla extended the "Bonus Borrows" until May 31st and updated the content! Yay!
- ❖ ReferenceUSA link from eMedia page is working again! Thanks to the DLC Support & IT teams for their persistence in resolving this eProxy issue.
    - o We'll have a presentation on navigating this resource during the reference meeting on May 20th (Thank you, Janet Wurtzel).
- ❖ AaLDE questions on Libraries reopening: We've had a few and anticipate more in the next few weeks.
    - o I created an FAQ/script to answer these types of questions.
- ❖ Annie responded to a question about an update for staff on reopening—checked with Department of State about the newest directive from Gov. Carney and confirmed that libraries are not included in the small business reopening phase.
    - o Libraries not lumped into that group; libraries are still on hold for reopening.
    - o Many things are up to local governance, but trying to work together through Consortium by having weekly meetings with directors.
    - o Hard to plan when there is no date yet, but are reviewing reopening plans from other libraries across the US for ideas during these meetings.
    - o Most likely will start with curbside pickup (and not "flinging the doors open").
    - o Safety 1st!
- ❖ Diana from New Castle County clarified for NCC staff that they will be following direction from own NCC government. Competing pressures on government officials, especially Governor right now to open businesses, but
    - o Libraries are reference and resource, but do not provide revenue.
    - o Governor's update was two-fold: 1). Nursing homes; 2). Getting small businesses back in business.
    - o Do not want libraries to be in competition for personal protection equipment with small businesses.
    - o 1st step is bringing people back into the buildings safely, with measures in place to do so.

❖ Annie reiterated that reopening plans are up to local governances. Compare notes, work together, and do the same things as much as possible, following executive orders 1ˢᵗ and then local governances. Want to approach reopening carefully and thoughtfully, with safety 1ˢᵗ and foremost.

Quote of the Meeting (shared in chat)

Renee Fisher: "*Social Distancing does not mean Social Disconnecting.*" (quote from a friend)

(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.

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 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 13ᵗʰ at 11:30am.

*Please register through LibCal:

https://delawarelibraries.libcal.com/event/6673826

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

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