



Wednesday, June 3, 2020

11:35am-12:30pm – zoom meeting

Reference & Online Services Meeting

Ask a Librarian Delaware Updates

- Weekly statistics – 89 new tickets (41 same time last year). Dedicated AaLDE phone line/voicemail messages – 5 calls in the past week. Text messages – 14.
 - Monthly Stats – 345 total tickets for May.
- Shout outs to Lisa & Steve at Brandywine & Carole at Newark for consistently assisting with the main AaLDE queue. Thanks so much!! You are greatly appreciated!
- Thank you & shout out, also, to Tyler Antoine at New Castle for responding to a strange question that came into a few of the AaLDE queues. He took the time to answer the patron's question. Quoted from Tyler: "Better to answer an eccentric question like that earnestly and completely than turn away a patron for being a little different." What a great example of excellent customer service and inclusivity!

Ask a Librarian Delaware & linked Facebook Pages

- Vivian Erickson, Milford Public Library shared feedback and insights to how their library is using the linked Facebook page and AaLDE platform. There are some quirks to the system, which we'll contact Springshare about, but otherwise, it's been helpful to Milford to have it connected.
 - A chat discussion ensued about how other libraries were monitoring their Facebook pages. Most were using the Facebook Page Manager app:
 - For Android Devices –download from the [google play store](#)
 - For Apple Devices – download from the [Apple App store](#)
- Thank you for sharing that information!

Other Updates & Open Mic

- Thank you to those who have reached out to participate in Unite Us Delaware! We've submitted 13 new users in the past week and will submit others that have come in. Please email missy.williams@lib.de.us if you are interested and haven't already.

- Eduroam WiFi – University of Delaware & Delaware Libraries have partnered to provide expanded eduroam WiFi access in library parking lots and within the building, once libraries reopen. DTI contacted DDL and worked with Ben to have this enabled. This gives Delaware Libraries “extra credit” for assisting in providing WiFi access. Please read this article for more information:
 - <https://www.udel.edu/udaily/2020/may/eduroam-wi-fi-now-available-at-all-delaware-libraries/>

- General Reopening Updates – Annie Norman shared that DDL is continuing to monitor and follow Governor’s orders and implementing phased reopening. Phase II is not much different than Phase I and libraries are still trying to work out details pertaining to Phase I. Reiterated that local governances are making decisions as they see fit for their communities, so things will be different across the state. Will share information as it becomes available.
 - Also watching how Rhode Island libraries are handling reopening, since their timeline has been ahead of other states. Using their experience as an example.
 - Recognized how amazing it’s been to have so much participation in these weekly Reference meetings and Professional Development opportunities! Know that numbers will start to go down as staff returns to libraries and begin reopening. Will reevaluate how often Reference meetings will occur and send out a poll during next week’s meeting.
 - Thanked everyone again who has signed up for Unite Us Delaware! The goal is to get as many people from as many libraries to participate and use the platform. Will be very helpful once libraries reopen to connect patrons with valuable resources.

- Circulation – Updates & Reopening Procedures – Rose Harrison shared that the draft documents were sent out on Monday, June 1st. Please email dlc@lib.de.us, if you did not receive these.
 - These will be discussed and procedures most likely modified after the Circulation meeting on Friday, June 5th at 9:30 am. Michelle will be sending out the meeting link to the Circulation listserv.
 - Current due dates for materials are 7/1/2020.
 - Holds are suspended until 8/31/2020 unless requested by libraries to unsuspend; which then holds suspension will lapse on 6/7/2020.
 - Patrons are welcome to unsuspend their own holds, but the holds could potentially be suspended again depending on circumstances.
 - Patrons with more than 5 holds will have all holds unsuspended and libraries will need to handle according to their local policy/procedure.
 - Transit between libraries will first be returning items to home/owning libraries (unless arrangements have been made between Marie Cunningham and individual libraries). Further details in the works and decisions pending Director’s meeting on June 11th at 9:30am. Council of Libraries meeting is tomorrow morning at 10am.

Meeting “Chat-ter”

Shared by Denise from Brandywine (thank you!):

“Some positive and reassuring information here, as we begin to navigate returning to the building together, and establishing the best protocols for service for our patrons. This is especially reassuring, in consideration of handling so many returning library materials.

<https://nypost.com/2020/05/20/cdc-now-says-coronavirus-does-not-spread-easily-on-surfaces/>”

❖ Links to helpful Resources/LibGuides:

- helpdesk@lib.de.us
- <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 10th at 11:30am.

*Please register through LibCal:

<https://delawarelibraries.libcal.com/event/6749376>

*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!

