



Wednesday, June 10, 2020

11:35am-12:30pm – zoom meeting

Reference & Online Services Meeting

Ask a Librarian Delaware Updates

- Weekly statistics –119 new tickets (48 same time last year).
 - Dedicated AaLDE phone line/voicemail messages – 8 calls in the past week.
 - Text messages – 18.
- Brandywine Hundred Library created a Tech Team, Lisa Frank, Mollie Gilmore, Karen Higgins, & Steven LLanso, to assist their patrons with any technology needs they may have. They are using the Ask a Librarian Delaware platform and their Facebook page to reach their patrons and collaborated with Christine and Amanda of the DDL design team to create signage to promote it. Lisa Frank shared more about this pilot program and how they want to offer extended assistance to their patrons who may have more complex needs.

Social Justice Resources

- In light of recent events, Patty Langley (patty.langley@lib.de.us) has created an amazing [Social Justice LibGuide](#) filled with many resources and reviewed it for us. Please take the time to go through it and send her any feedback and/or suggestions for resources to add. Especially for the *Economic Inequality* tab.
- Beanstack - “Read Woke” reading challenge. Thank you, Rachel from Appoquinimink for screen sharing and showing what the “Read Woke” challenge looks like. Only available through Delaware Libraries Beanstack login, not other libraries’ (will need separate account/login, if you already have a Beanstack account set up). To log reading, you’ll click on “Log Reading & Activities” and follow prompts. Must fill out all sections and check all the boxes in order to receive a badge. Badges for completed challenges shows up under the “All Badges” tab. Sarena Deglin (who is our Beanstack pro) will join us at next week’s meeting to give us a brief overview.

Other Updates & Open Mic

Unite Us Delaware

- Thank you to those who have reached out to participate in Unite Us Delaware! We have a total of 31 users, 18 of which we have just on-boarded since the end of May with representation from 13 public libraries, in addition to DDL and DHSS, & all 3 counties (we would love to have more than one library participating for Sussex County!)
- If you are interested in more information, please plan on attending next week's Reference meeting, when Brittany Sachs from Unite Us Delaware will return to provide another overview of the platform. The meeting time has changed and is scheduled from **1-2pm** to accommodate Brittany's schedule.
- Please email me (missy.williams@lib.de.us) if you are interested in participating.

Curbside Service Updates

- Jean Wakefield from Wilmington Library shared that they started curbside pickup that includes a "personal shopper" type service where patrons can request certain genres from what is available within their library. The material is checked out to the patron and packaged like takeout from a restaurant and handed to the patron outdoors. Handing out "order sheets" for this process. Jean will share the PDF with the Reference Listserv and meeting attendees. Thank you, Jean, for sharing!

Shared in chat:

- Route 9 staff reported: "we called them individually; calling patrons who have available holds already on their holds shelf."
- Lisa Burris: "Bear has done the same as Route 9."
- Mary Brittingham: "Millsboro is calling patrons who have holds on their shelves and patrons are happy to receive their items."
- Lisa Frank: "B100 has started."
- Pat Birchenall: "Newark started last week and everything is going smoothly."
- Jaclyn Hale: "Dover has started. People are very excited to get their materials. Phones have been ringing off the hook."
- Quoc-Anh T. Nguyen: "Kirkwood started curbside this morning as well... Lots of phone calls from us as well as from patrons ... We had to leave messages to quite a few people who later called back!"

More Meeting "Chat-ter"

- Question about hoopla from Sherri McCarthy: "Is there any chance that Hoopla could add the individual library names during the registration process ... and point to the one Delaware Libraries (as Overdrive does)? This is recurring issue with patrons unable to figure out how

to sign up.” - We’ve asked about this and the hoopla rep has explained that hoopla is not set up like OverDrive. Each library would need to have their own separate login/accounts. Since this is a statewide offering, the decision was made to use “Delaware Libraries”.

- Rachel - Appo: “could we take off the "Dover" part since that seems to be one of the more confusing parts? it makes it seem more restrictive than it just being "Delaware Libraries" – I will reach out to the hoopla rep (a new one is just starting!) and ask. It may not be possible, since the field may need to be populated with a city/state.

Next week’s meeting – Wednesday, June 17th will be from 1-2pm to accommodate Brittany Sachs from Unite Us Delaware to join us again to share information about the Unite Us Delaware platform.

Please note this time change and register through LibCal*:

<https://delawarelibraries.libcal.com/event/6749377>

Please also consider participating in the [Library 2.0 mini-conference](#) from 3-6pm on June 17th. Though the focus is on small, rural, and independent libraries, there will inevitably be valuable information shared!

*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.
- 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>

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!

