



Wednesday, June 17, 2020

1:15pm-2:15pm – zoom meeting

Reference & Online Services Meeting

Ask a Librarian Delaware Updates

- Weekly statistics – 126 new tickets (47 same time last year).
 - Dedicated AaLDE phone line/voicemail messages – 16 calls in the past week.
 - Text messages – 18.

Poll – Frequency of Reference Meetings

- Majority voted to have biweekly meetings, which will begin in July. Next meeting will be Wednesday, July 8th at 11:30 am. Please register in LibCal:
<https://delawarelibraries.libcal.com/event/6799391>

Beanstack Overview

- Sarena Deglin, Administrative Librarian, sarena.deglin@lib.de.us
 - Login to your libraries' Beanstack Dashboard to see challenges. Look for challenge templates to add the "Read Woke" challenge, or any others you wish to add, to your Beanstack for patrons. Right now, the "Read Woke" challenge is only available on the Delaware Libraries' Beanstack and requires a separate login from other Beanstack programs.
 - Facebook Beanstack User Group page
<https://www.facebook.com/groups/545819222890136/?fref=nf>
 - Please email Sarena if you have any questions.
 - The contact information for Ask a Librarian Delaware has been added in the Delaware Libraries' Beanstack platform for patrons to reach out if they have any questions.

Unite Us Delaware

- Presentation by Brittany Sachs, Account Manager, Unite Us Delaware. Brittany gave us a quick overview of Unite Us Delaware. Things to consider:
 - Completing the Unite Us Delaware training is required to be a licensed “user” for Delaware Libraries. If you are interested and have not already done so, please email Missy (missy.williams@lib.de.us) after discussing with your library manager.
 - It is not a patron-facing platform; users (staff who are set up in the platform for Delaware Libraries) would need to enter the patron (client) information into the platform and refer them out to the proper partner organization.
 - Social workers in the library, along with DHSS Library, are in the system under Delaware Libraries and have trained users.
 - Right now, Delaware Libraries will only be referring patrons to other partner organizations. We’ll reassess in the future.
 - You can refer a patron to reach out to Ask a Librarian Delaware via email, text, or voicemail message if you think they would be a good candidate for the platform and are not a licensed (trained) user of the Unite Us Delaware platform.

Other Updates

Had a call with the hoopla representatives who handle our account and they will try to figure out a solution to modify the city/state field patrons see when they are trying to sign up (“Delaware Libraries, Dover, DE). These fields are set up to match the account billing address settings.

Reminder: Next week’s meeting – is canceled due to the opportunity to attend the ALA Virtual Conference!

(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>
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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!

