



Wednesday, July 22, 2020

11:35am-12:30pm – zoom meeting

Reference & Online Services Meeting

Ask a Librarian Delaware Updates

- Weekly statistics – 93 new tickets (54 same time last year).
 - Dedicated AaLDE phone line/voicemail messages – 12 calls in the past week.
 - Text messages – 16

Thank you so much to all of you for handling your tickets for your queues and special thanks to Steve & Lisa at Brandywine & Cheryl at Hockessin for consistently assisting with the main AaLDE queue in addition to their libraries' queues. Very much appreciated! (please see the stats sheet embedded in these notes for more details).

- Redefining Reference (Project of [RUSA](#) - Reference & User Services Association, a Division of the American Library Association)
 - Last week, I attended a RUSA town hall meeting to brainstorm with colleagues from across the nation on redefining reference. I wanted to share what they've come up with and ask for your input so I could add it to the Google sheet compilation. I've created a [copy of the document](#) for you to add your ideas/comments. Please review and feel free to add directly to the document. I'll forward it on to RUSA at the end of July.

Maslow Hierarchy of Needs-Identifying Factors

- Delaware Libraries uses Dewey/Maslow to categorize programming and training. Dewey categories are used primarily in Reference interactions to capture reference analytics, but it is good to also identify which *need* the interaction fulfilled.
- How the Dewey/Maslow Framework informs References Services Team activities:
 - Social Sciences: Meet patrons where they are to connect and build lasting relationships to encourage community engagement and empower lifelong learning.
 - Applied Sciences: Connect patrons with resources and provide consistent, reliable information and instruction to meet their diverse needs.

- Here are some examples of how to categorize using the Maslow Hierarchy of Needs (also found on the Reference Tracker Tally Form):

Categories:

Find	First level: <i>basic need</i> Example: "My family is hungry. How do I get help?"
Connect	Second level: <i>community partnerships</i> Example: "Is there a community garden cooperative where I can grow and share food?"
Learn	Third level: <i>skill-building, lifelong learning</i> Example: "I want to learn more about gardening."
Inspire	Fourth level: <i>motivational, exploration</i> Example: "Where can I take a course about becoming a master gardener in Delaware?"
Transform	Fifth level: <i>transformational, change</i> Example: "I want to start a community garden in my low-income neighborhood. Where do I begin?"

If you need a refresher course, please go to the [Dewey/Maslow tutorial](#) on the Delaware Libraries Staff Academy/Niche Academy. Reviewing this tutorial is a great reminder of how libraries support **all** needs of our library community and are more than just books.

[Unite Delaware Updates](#)

- Thank you to those who have reached out to participate in Unite Us Delaware! We have a total of **39** users, with representation from **15** public libraries, in addition to DDL and DHSS, & all 3 counties!
- Christine & Amanda of DDL's design team created a beautiful **flyer** (see email attachment). It lists Ask a Librarian contact information and the link to the Unite Delaware [online self-referral](#) form. Patrons who fill out the self-referral form are routed through ChristianaCare for further processing.
- Please feel free to print out the flyer and have them available to hand out as needed. **Please keep in mind, though, the importance of capturing relevant statistics if patrons are directed to Unite Delaware self-referral through the libraries. This could be through creating a ticket in AaLDE or filling out the [Delaware Libraries Story Journal online form](#).** This form can be found on the [Resources page](#) of the Ask a Librarian Staff Support Site (scroll down to the very bottom of the [page](#)).
- However, preference is always to establish relationship with our patrons, not just hand them a flyer. Have a conversation with them to determine their needs as you would in a regular reference interview. These conversations should also be documented using the aforementioned tools or by using the Unite Delaware platform to send a referral.

- A reminder - Delaware Libraries is set up to **send out referrals** only for patrons needing assistance at this time. Future use ideally will be to accept referrals for clients seeking job assistance, or other services the libraries already provide (think computer/literacy classes) once libraries reopen and are more familiar with the Unite Delaware platform.
- Please email me (missy.williams@lib.de.us) if you are interested in participating or if you have any questions.

Other Updates

- I attended the EnvisionWare Webinar on 7/15/2020 - "Lessons We're Learning from Reopening" and wanted to share this great quote from the director of Lake Geneva Public Library –

"We take our role as public servants seriously; but we are not public doormats."

Meeting "Chat"-ter/Curbside/Library Services Updates (shared in chat)

Alta Porterfield-DE Libraries: I appreciate the libraries that are helping their patrons with setting up virtual appointments- job and social workers! bring it on!
Seaford has a nice flow coming in all day long. lots of people with all sorts of needs

Mary Brittingham: Millsboro is helping people with books, letting them browse for half an hour or use the fax or computer for half an hour. Sometimes it's chaotic.
Letting in 15 at a time on a first come first serve basis time. We've rarely had more than 5 actually stay in the whole half an hour. Have the door locked. You don't get in without a mask. Simple! Curbside is still the preference for patrons.

RT9staff: Rt 9 is sending out our 3rd Take and Make for Kids Preschool-3rd grade. The Little Red Hen.

Thank you for sharing!

Next meeting – Wednesday, August 5, 11:30-12:30pm

Please register through LibCal*:

<https://delawarelibraries.libcal.com/event/6892968>

*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.

[Ask a Librarian Delaware Answerer Statistics \(for users with 1 or more answers\) 7/14-7/2020](#)

Value	Count	%
Ballance, Nicole	1	1.1%
Bleyer, Jill	2	2.2%
Brittingham, Mary	1	1.1%
Clem, Cheryl	4	4.3%
Erickson, Vivian	2	2.2%
Frank, Lisa	5	5.4%
Friberg, Kim	4	4.3%
Giglio, Dave	2	2.2%

Gilmore, Mollie	4	4.3%
Glenn, Louise	1	1.1%
Hickey, Kirsten	1	1.1%
Jamasb, Shirin	2	2.2%
Kloetzer, Beth	1	1.1%
Koble, Lesley	1	1.1%
Lipsy, Susan	3	3.2%
Llanso, Steven	8	8.6%
Marshall, Michelle	1	1.1%
Masington, Maria	4	4.3%
McCauley, Lauren	1	1.1%
Metzler, Carole	2	2.2%
Owotomo, Funmilola	2	2.2%
Paolini, Christine	3	3.2%
Rosell, Lea	3	3.2%
Silverman, Charles	2	2.2%

St. Amand, Nancy	1	1.1%
Wilkerson, Ella	3	3.2%
Williams, Missy	27	29%

(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!

