



Wednesday, July 8, 2020

11:35am-12:30pm – zoom meeting

Reference & Online Services Meeting

Ask a Librarian Delaware Updates

- Weekly statistics – 132 new tickets (44 same time last year).
 - Dedicated AalDE phone line/voicemail messages – 14 calls in the past week.
 - Text messages – 20
- Monthly statistics – **568** tickets for June! That's over 200 more than usual for the past three months (344 more than June 2019)
 - Top AalDE All Stars:
 - Lisa Frank & Steve Llanso – Brandywine
 - Kim Friberg – Bear
 - Susan Lipsy – Newark
 - Shelley Stein - Hockessin

Other Updates

- **OverDrive Resources** (see separate PDF): Help sites, Status site, & Resource Center
- **Online Patron Account Conversion:** Rose Harrison reviewed the procedure for updating patron accounts from online user profile to a profile that allows physical materials check outs. (see separate PDF).
 - **Please remember:** do not use an override to check out physical materials on accounts with an Online profile (message will pop up in WorkFlows: "user has too many checkouts")
 - **Check for duplicate account in WorkFlows**
 - **Contact patron and ask which library account number they would like to keep**
 - **Follow local protocol/procedure to obtain verification to update user profile (check with your manager, if unsure)**
 - **Merge old card number with new card number in OverDrive:**

- To merge a patron's accounts – login to [OverDrive Marketplace](#) > Support tab > Merge User IDS > enter Original User ID number and New User ID number in boxes > SEARCH > verify numbers are correct > MERGE
- If you do not have an OverDrive Marketplace login, please submit the request to the help desk (helpdesk@lib.de.us) for one of the team to complete, or if it's a ticket in AaLDE – please send me an internal note within the ticket and I will be happy to help merge the library accounts.

Unite Delaware

- Thank you to those who have reached out to participate in Unite Us Delaware! We have a total of **37** users, with representation from **15** public libraries, in addition to DDL and DHSS, & all 3 counties (we would love to have more than one library participating for Sussex County!)
- 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.
- We are working on a brochure/flyer to have available in the libraries for patrons who wish to seek assistance but prefer to do it themselves (and are computer savvy enough to do so).
- There's an [online self-referral](#) form for the aforementioned. These forms are routed to ChristianaCare for further processing.
- Preference is 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, and meet their information needs, even if it is outside of our comfort zones. That's what we already do best--meet the information needs of our patrons!
- Unite Delaware is a "one-stop-shop" of partner organizations that can meet basic needs.
- Reviewed the Unite Delaware dashboard -
 - When creating a new referral/new client record: minimal information needed is first/last name and birthdate. Contact information is helpful, especially zip code to match with nearby partner organizations who may be able to provide assistance. In order for the patron to receive assistance, the partner organization(s) will need to know how to get in touch with them.
 - Use information from library account, if available.
 - Find and filter partner organizations for information to share with patrons. No need to Google!
- Please email me (missy.williams@lib.de.us) if you are interested in participating or if you have any questions.

Curbside Service Updates (shared in chat)

Jeanne Benzel: Curbside is going very well here! Patrons are so grateful.

Deborah Phillips: Sent out our second Take and Make Bags... Jack and the Beanstalk activities and STEM

Jean Wakefield: We've put out Federal tax forms at our Take-Out table.

Beth.Kloetzer: Giving out Census flyers at curbside

Next meeting – Wednesday, July 22nd, 11:30-12:30pm

Please register through LibCal*:

<https://delawarelibraries.libcal.com/event/6809062>

*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!

