



Wednesday, August 19, 2020

11:35am-12:30pm – zoom meeting

Reference & Online Services Meeting

Recording

Ask a Librarian Delaware Updates

- Weekly statistics – 80 new tickets (69 same time last year).
 - Dedicated AaLDE phone line/voicemail messages – 4 calls in the past week.
 - Text messages – 9

Questions are slowing down, but still up compared to prior year statistics.

Online Reference Tracker Forms

- [Online Reference Tracker Form](#) – Please follow local procedure to capture statistics by logging all your phone calls from patrons (e.g., on a printed out tally sheet that the numbers are later entered into the online Reference Tracker)!! This is an important way to capture patron interaction, since libraries are closed and it provides a way to track what type of questions patrons are asking outside of AaLDE & social media platforms (which also should be notated in the Reference tracker or program statistics!).
- Forms are located on the [Ask a Librarian Staff Support Site](#) under the Resources tab (note, the dates are not in consecutive order when you click on the date field in the form—July 2020 (FY2021) is in the middle of the list)

Delaware Law Libraries – Collaboration

I met with the senior Law Librarian for the Delaware Law Libraries, Galen Wilson, and discussed best practices for assisting patrons with legal questions. We decided that since there have only been 3 questions that have come in to AaLDE specifically for legal guidance, we would refer patrons directly to their [Ask a Law Librarian service](#) instead of using a separate queue in AaLDE. I have added the contact information for this service and the law librarians in each of the 3 counties to the [Ask a Librarian Staff Support page](#) in the Resources tab under Legal, Law, Education (300s).

[21-Day Racial Equity & Social Justice Challenge](#) – began on Monday, August 17th. I hope you all were able to sign up for it! Here's an example of Day 1 content: [26 mini films](#) from the New York Times (I highly recommend watching at least a few!). If you have signed up but haven't received the daily challenge emails or have any questions about it, please email Tierra Fair, tfair@uwde.org.

[North American Virtual Reference Conference/Webinar Series – February 2021](#)

The Collaborative Virtual Reference group I am affiliated with is planning a virtual reference conference/webinar series in mid-February 2021. Please send me any topics you'd like to see presented and stay tuned for the call for proposals sometime this fall! If you'd like to check out the archives for the 2019 conference, please visit [this website](#).

[Other Updates](#)

- The [Dolly Parton Imagination Library](#) is now available to every child in the State of Delaware from 0-5 years old! Please post on your websites/social media. Marketing materials with the correct sizes for specific platforms are on the [Consortium site](#). There is also an [FAQ on AaLDE](#) with instructions on how patrons can sign their child/children up for the program that you copy/paste into a reply if they submit a question via AaLDE.
- **Unite Delaware** – 1st Client entered!!! Thank you Pam @ Milton Library!!! Pam shared her experience with receiving the phone call from the patron and entering his information into the platform. There were “pop-ups” that guides through the process that were very helpful. The only negative thing was that there was no email notification that the patron had later submitted their consent to move forward with the referral to receive assistance. I have an email out to Unite Delaware asking about this and the possibility of receiving an alert. I just happened to be in the platform and saw that the consent came through but there was not a referral to any service yet. I emailed Pam & she promptly sent the referral through for the patron. Pam said it took about 15 minutes on the phone with the patron, but only because she went through the list of organizations to find a good fit for the patron to fulfill his need.
 - One suggestion that would be helpful is when you enter a patron's information and have to wait for consent, please add a note in the Notes field, which is located under the Overview tab in the client's record (which I couldn't see during the zoom meeting because the zoom control panel was in the way when I was on the correct screen).
 - Please [email me](#) if you'd like to sign up to participate with Delaware Libraries for Unite Us Delaware, if you haven't done so already. It's really such a great resource for the libraries to utilize for the patrons!

[Thank you, again, for sharing your experience with the Unite Delaware platform, Pam!](#)

Circulation/Catalog Updates

Michelle from the DLC team shared a few updates:

- **Holds pick up is now available for 9 days before expiring on the shelf**
- **Please send any updates to your library's curbside schedule & other important information for the DLC COVID-19 Closing Google spreadsheet**
 - <https://tinyurl.com/DLC-C19> located on [COVID-19 LibGuide](#) for staff
 - Send ticket into helpdesk - helpdesk@lib.de.us - for any updates to this spreadsheet
- **Email Notice went out yesterday for scheduled maintenance to re-index the catalog database on Saturday, August 22 starting at 6pm**
 - This should fix the occurrence of the records that say "unavailable for display"
 - Will take approximately 5 hours - searching oddities will occur in WorkFlows and E-Library (classic catalog), but should not affect the online catalog (Enterprise), the DLC mobile app, or Director's Station.
 - Please contact helpdesk@lib.de.us with any questions or problems.
- **Possible WorkFlows upgrade is scheduled for October 11, 2020 that will have some neat enhancements included in the upgrade.**
 - Please stay tuned for more information and call to assist with testing.

No Other Updates!

Everyone was quiet today with no other updates and we ended the meeting early.

Next meeting – Wednesday, September 2nd, 11:30-12:30pm

Please register through LibCal*:

<https://delawarelibraries.libcal.com/event/6996553>

*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.
- Unite Delaware - please [email me](#) if you'd like to sign up to participate.
- Helpful Resources and/or 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!

