



Wednesday, August 5, 2020

11:35am-12:30pm – zoom meeting

Reference & Online Services Meeting

Recording

Ask a Librarian Delaware Updates

- Weekly statistics – 113 new tickets (55 same time last year).
 - Dedicated AaLDE phone line/voicemail messages – 14 calls in the past week.
 - Text messages – 23
- Monthly statistics – 476 tickets in July
 - Thank you so much to all of you for handling your tickets for your queues in a timely manner! Very much appreciated! All of the monthly stats are posted on the Ask a Librarian Delaware Staff Support Site.
- FY20 Statistics – 3,274 tickets from July 1, 2019- June 30, 2020 (increase from 3,088 for FY19)
 - Thank you AaLDE All-Stars – top ticket answerers!



Thank you, FY20 AaL All-Stars!!

Top AaLDE Ticket Responders

3,274 Ask a Librarian Delaware Tickets in FY20!!!
(increase from 3,088 in FY19)




100 + Tickets	50-100 Tickets	30-50 Tickets																																																		
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- Reminder to access the Ask a Librarian Staff Support Site for helpful information and resources: <https://aalstaff.lib.de.us>
 - Resource Page: <https://aalstaff.lib.de.us/resources/>

[21-Day Racial Equity & Social Justice Challenge](#) – “is powered by United Way of Delaware (UWDE) and YWCA Delaware (YWCA), is your chance to build more effective social justice habits, particularly those dealing with issues of race, power, privilege, and leadership, by joining thousands of other Delawareans in a 21-day journey of self-discovery that you complete online, wherever you are comfortable.”

- If you haven’t already signed up for the challenge, look for an email coming soon to your inbox to join the challenge on the Delaware Libraries’ team (or still feel free to sign up individually!)

[Redefining Reference](#) (Project of [RUSA](#) - Reference & User Services Association, a Division of the American Library Association)

- Last meeting, I shared the Google document from the RUSA Town Hall meeting to brainstorm ideas of how you all define what Reference is to you. Since this is an ongoing project and also something that would be beneficial to know for DDL, please review the [copy of the document](#) and add your ideas/comments directly into the document.
 - Thank you for those of you who already added comments to the document during the meeting and for your comments in the chat:
 - From Lisa Frank: Treating Libraries as "Cheers" - where everyone knows your name... (the patrons feel comfortable approaching you for help.)
 - From Donna Siebold: It is important to know where to find what equipment each utility supports (like what Overdrive or Hoopla support). I have had to tell several patrons that I can't help them with their older devices. That if they work (sometimes) great, but they aren't supported anymore and are not likely to work with any reliability.

[Other Updates](#)

- The “more eMedia” page has been removed from the main Delaware Libraries website since the trial subscriptions to the added resources have expired.
- Alta Porterfield thanked the library staff who are offering curbside service for filling out the virtual appointments for patrons who may not be able to and sharing information with patrons about the services we offer. There’s a great need out there for assistance, especially filing unemployment benefits. Delaware unemployment website overloaded, so patrons are needing extra help. Spending time at Seaford Library to reach out to patrons.
- Working on getting Chromebooks & MiFis, also, canopies to set up outdoors.

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

Lisa Frank: Patrons are using the library: Curbside, ebooks, book bundles. They'd like access to PC (as Annie said), printing. <https://nccde.org/294/Brandywine-Hundred-Library>

Steve Llanso: Our bundles are a big hit, but it's requiring us to pivot quickly to respond to those requests at the same time we're continuing to provide other services. We're doing it but it takes clear communication.

Jean Wakefield: We are offering Printer On service for patrons who need documents but no faxing. They send it through Printer On. We print it out and they pick it up curbside.

Jaclyn Hale: Dover is also offering wireless printing.

Jeanne Benzel: Book bundles are really taking off here at Brandywine!

Denise Knestaut - Brandywine: We have 34 bundle requests today (for Teen/Children)!

Michelle Feigin: You are amazing, Alta!!! (YES-she is!!!)

Michelle Feigin: What about the laptops that are currently at libraries? Could they be used?

~Annie responded – “YES! Take them outside!”

jeanne.benzel: Any talk of purchasing tablets for checkout?

~Annie responded - “Yes, but mostly Chromebooks. Please send her any suggestions”.

Michelle Hughes: <https://dla.lib.de.us/legislative-action/advocacy-alerts-and-news/>

Tell your members of Congress to support library stabilization.

Thank you for sharing!

Next meeting – Wednesday, August 19th, 11:30-12:30pm

Please register through LibCal*:

<https://delawarelibraries.libcal.com/event/6892969>

*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!

