



Wednesday, September 2, 2020

11:35am-12:30pm – zoom meeting

Reference & Online Services Meeting

Recording

Ask a Librarian Delaware Updates

- Weekly statistics – 121 new tickets (39 same time last year).
 - Dedicated AaLDE phone line/voicemail messages – 8 calls in the past week.
 - Text messages – 19
- Monthly statistics – 458 tickets. Reports are uploaded to the [Ask a Librarian Staff Support Site](#).

Thank you for all of your assistance with answering patron questions on AaLDE!

Special thanks to those consistently answering questions that come into the main AaLDE queue:

Kim @ Bear

Dave @ Dover

Shelley @ Hockessin

Sarena @ DDL

Jill, Lisa, & Steve @ Brandywine Hundred

Chris, Jean, & Rhonda @ Wilmington

[Novelist – Readers' Advisory Resource](#)

A reminder to use this awesome tool to help patrons find their next read (and use it to find your next read, too)! User-friendly, easy to find series information and read-a-likes. From the [Delaware Libraries eMedia page](#) > [Novelist](#) > log in.

Whole Person Librarianship Webinar

I attended a fantastic webinar sponsored by Niche Academy on Whole Person Librarianship. This is a movement started by Sara Zettervall to promote a library-social work collaboration in library settings, which has inspired many of the social workers in libraries programs throughout the US.

Here's a great quote from this webinar that is pertinent to these times:

“Relationships are the new Reference Collection”, Sara Zettervall

Sara is tentatively scheduled to present at the virtual MLA/DLA Conference in October, but you can take a look at their website in the meantime & I'll attach the PDF from the webinar to the email I send out with the meeting notes.

<https://wholepersonlibrarianship.com/>

Unite Delaware

- I have received guidance from our Unite Delaware team to use the “**New Referral**” form instead of “**New Client**”. This will allow you to enter in an agency to refer the patron to and it will submit it automatically once consent is received (no need for follow-up on your end).
- 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/software tool for the libraries to utilize to refer patrons to services they need outside of the library.

Other Updates

- Alta Porterfield shared that she is at Seaford Library every Monday with social workers & it's great to physically be there to help patrons with their job assistance needs. “Not a flood of people, but a manageable trickle” – which has made it less daunting to provide this valuable service. Interns will be available starting the 3rd week of September. Please reach out to Alta (alta.porterfield@lib.de.us) if you have any questions.
- I have been participating in the 21-Day Racial Equity Challenge and have been enjoying all the amazing content! There's so much! Here's an example of the information that has been shared:
 - <https://interactioninstitute.org/undoing-racism-by-design/>
 - <https://www.apha.org/topics-and-issues/health-equity/racism-and-health>
 - <https://www.raceforward.org/>
 - https://www.youtube.com/watch?v=IME1Uom_w2A&feature=youtu.be
 - (this video is about The Delaware Campaign for Grade Level Reading)

Meeting “Chat”-ter

Re: NovelList –

Rosie - Dover: I love NovelList! It's a great help with finding books for patrons

Stephanie - Rt. 9 Library: Agreed, it's awesome!

Susan - Dover: I love the I'm in the mood section

Kristen: It's a great purchase tool as well

Re: 21-Day Challenge –

Susan - Newark: I have been doing the challenge, too. A bit backlogged. It is good material to think about.

Thanks for sharing!

Next meeting – Wednesday, October 7, 11:30-12:30pm

Please register through LibCal*:

<https://delawarelibraries.libcal.com/event/6996660>

*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>
- [Online Reference Tracker Form](#) – Please make sure you enter your statistics on a regular basis.
 - 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).

[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!

