



Wednesday, October 7, 2020

11:35am-12:30pm – zoom meeting

Reference & Online Services Meeting

HAPPY BIRTHDAY, MICHELLE HUGHES!!!

Ask a Librarian Delaware Stats & Such

- [Monthly statistics](#) – Sep 2020: 466 total tickets (228 same time last year)!
- Weekly statistics – 101 new tickets (66 same time last year).
 - Dedicated AaLDE phone line/voicemail messages – 5 calls in the past week.
 - Text messages – 17
- Brief Review [LibAnswers](#) platform
 - Click on User History to check patron's previous correspondence (if any)
 - Voicemail Messages – enter information from .wav file into *Create a Reply or Internal Note* field
 - Please tag tickets & add Reference Analytics
 - Make sure you enter a colleague's name into "Email to" field if you are sending an *Internal Note* to another liaison
- [Ask a Librarian Delaware Staff Support Site](#) – lots of resources! Please check it out often!
- Tracking Reference Questions – Online form: <http://bit.ly/RefTracker> - Please scroll down for FY2021

Resource Reminders

- [Delaware Libraries website](#) – Services tab – patrons can make an [appointment to schedule](#) a 30-minute phone consultation for either job seeking or social services/basic needs assistance.
- [Unite Delaware](#): 2nd Client entered!!! Thank you, again, Pam @ Milton Library!!!
 - 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 assist patrons in receiving the services they need to survive and thrive during these crazy times.
 - Again, feel free to refer patrons to the [appointments tab to schedule](#) a 30-minute phone consultation with a Social Worker from the delawarelibraries.org website if a patron is looking for social services/basic needs assistance.

- [DLC Consortium Site](#): The DLC Consortium is your “one-stop shop” for information and marketing materials for the available resources and services Delaware Libraries offers.

DLC Team Updates

- [CloudSource OA](#) SirsiDynix new resource featuring open access journal articles and other open access publications
 - Joined the pilot program – please check out their [demo site](#)
- Testing WorkFlows version 3.7 on test server
 - Please use a different computer than what is used for live circulation transactions!
 - Please submit the [google form](#) NLT this Friday, October 9, 2020
- Upgrade to WorkFlows 3.7 scheduled for October 11, 2020
- Cape Henlopen student accounts have been added into WorkFlows
 - Profile name is VK12STU – Please DO NOT MODIFY these profiles or accounts

Other Updates/Reminders

- [ReferenceUSA](#) is now Data Axle Reference Solutions and accessible from the Delaware Libraries [eMedia](#) page.
 - Newark sent in examples of various printing requests from patrons they are filling via curbside! Excellent customer service assisting patrons beyond books!
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Agenda item I forgot to mention in the meeting -

Virtual Conference Spotlight

- [MLA/DLA Conference kicked off yesterday, October 6, 2020](#)
 - Conference sessions are scheduled between now and January 2021
- [North American Virtual Reference Conference](#)
 - As mentioned in the September meeting, the Collaborative Virtual Reference group I am affiliated with is planning a virtual reference conference/webinar series scheduled for February 23-25, 2021. The theme is ***Adaptability: Thriving in Uncertain Times***. Stay tuned for the call for proposals early November! If you'd like to check out the archives for the 2019 conference, please visit [this website](#).

Next meeting – Wednesday, November 4, 11:30-12:30pm

Please register through LibCal*:

<https://delawarelibraries.libcal.com/event/7199109>

*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.
- [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 and on the [DLC Consortium Site](#).
- Unite Delaware - please [email me](#) if you'd like to sign up to participate.
- 30-minute phone consultations with a job services specialist or social worker are available to patrons via [Make an Appointment](#) option under the Services tab on the [Delaware Libraries website](#) (click on the arrow)
- 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!

