




Wednesday, November 4, 2020

11:35am-12:30pm – zoom meeting

Reference & Online Services Meeting

Ask a Librarian Delaware Stats & Such

- [Monthly statistics](#) – October 2020: 405 total tickets (166 same time last year)!
- Weekly statistics – 80 new tickets (29 same time last year).
 - Dedicated AaLDE phone line/voicemail messages –6 calls in the past week.
 - Text messages – 12
- Brief Review [LibAnswers](#) platform
 - Click on User History to check patron’s previous correspondence (if any)
 - Click on the information icon  next to patron’s name to check if they’ve entered their library card number
 - **Voicemail Messages:**
 - Enter information from .wav file into *Create a Reply or Internal Note* field.
 - **Call patron** to respond to their voicemail message.
 - Close the ticket if patron was reached/Mark as Pending if patron was not reached.
 - 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
 - Please mark solicitation tickets as spam rather than delete them completely
- [Ask a Librarian Delaware Staff Support Site](#) – many resources! Please check it out often!
- Tracking Reference Questions – Online form: <http://bit.ly/RefTracker> - Please scroll down for FY2021
 - Please enter your monthly statistics by the 5th of each month.

Resource Reminders

- New online resource: [Teen Resource Center](#)! Presented by Susan Elizabeth Cordle, Head of Youth Services, Dover Public Library
 - Teen Resource Center is a website created and maintained by Omnigraphics.
 - Access from the [Dover Public Library](#) website under the **Resources** or **Teen** tabs on the menu bar & [Delaware Libraries eMedia](#) page (scroll down).
 - Patrons enter their library card number to access the website courtesy of Dover Public Library.
 - Comprehensive topics with unbiased content for teens (and adults, too)!
 - Home screen features monthly highlighted topic. Click on tabs in the menu bar or scroll through or enter topics in the box on the left hand side of the page.
 - Great research tool as many articles have citations in APA, MLA, & Chicago format styles.
 - Submit feedback for suggested topics or outdated information and/or links at bottom of page.

DLC Team Updates

- New online registration form is now live and accessible from [Enterprise/catalog page](#) and the main [Delaware Libraries website](#) under the [Library Card](#) > Get a Library Card tab.
 - New features – automatically converts entered text to uppercase, except for email address for consistency in WorkFlows records.
 - A calendar helper opens in the birthdate field.
 - PIN – numeric only, 4-8 digits.
 - Patrons can sign up to receive Library News, which populates the User Cat 6 field in WorkFlows and allows staff to create a report that captures accounts of patrons who wish to receive newsletters from libraries.
 - Please notify helpdesk@lib.de.us if patrons experience issues with the form. Please determine where the patron was trying to access the link to the form.
- Upgrade to WorkFlows 3.7 was successful! The main enhancement is that the “save changes” box will not pop up every time you are in modify wizard, since the extra fields in the Address & Extended Info tabs are all labeled now.
 - A box will automatically pop up if there are any Alerts or Notes within a patron’s record and staff will need to close out the box before proceeding. Fine tuning of this feature is underway.
 - Display Holds Shelf Wizard is available to sort what is currently on a library’s holds shelf. Can sort, export, and/or print only a portion or the whole thing. This does not replace the expired holds report.

- Testing is ongoing of calculating available hold periods using library hours/open days rather than calendar days.
- The issue of WorkFlows freezing up due to a Receipt Printer error should be fixed now, so the feature that was disabled will be enabled again.

Virtual Conference Spotlight

- [North American Virtual Reference Online Conference](#) (NAVROC)
 - Call for Proposals will be sent out today for the FREE virtual reference conference scheduled for February 23-25, 2021. The theme is ***Adaptability: Thriving in Uncertain Times***. Please visit the website <https://www.navronline.org/home> for more information and/or to [submit a proposal](#) for consideration.

Other Updates/Reminders

- [Hoopla Bonus Borrows](#) are back! They are mostly audiobooks, but better than nothing!
- OverDrive announced that [Libbyapp.com](#) for Windows will no longer be supported and will be removed from the app store the week of December 7th, 2020.
- [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. Alta and team are taking appointments 10am-8pm.
- A question was asked about sharing the UDLIBSearch login on websites. I'll send out a message to someone at UDEL to find out for sure what the correct protocol is for sharing this information. My initial thought is to promote the resource on websites but direct patrons to AaLDE to ask for the login information.

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

Please register through LibCal to receive the meeting link and reminder email: <https://delawarelibraries.libcal.com/event/7270905>

(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!). Enter by the 5th of each month.
 - 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.
- [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.
- Helpful Resources and/or LibGuides:
 - helpdesk@lib.de.us
 - <https://consortium.lib.de.us/> - The DLC Consortium is your “one-stop shop” for information and marketing materials for the available resources and services Delaware Libraries offers.
 - [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!

