



Wednesday, December 2, 2020

11:35am-12:30pm – zoom meeting

Reference & Online Services Meeting

Ask a Librarian Delaware Stats & Such

- [Monthly statistics](#) – November 2020: **319** total tickets (172 same time last year)!
- Weekly statistics – 69 new tickets (29 same time last year).
 - Dedicated AaLDE phone line/voicemail messages – 9 calls in the past week.
 - Text messages – 8
- Brief Review [LibAnswers](#) platform
 - **Voicemail Messages:**
 - Enter information from .wav file into *Create a Reply or Internal Note* field.
 - **Call patron** to respond to their voicemail message.
 - **Assign/Transfer** to patron's home library if follow-up is needed or to just inform of the communication, if necessary.
 - Close the ticket if patron was reached/Mark as Pending if patron was not reached or if follow-up is needed by home library.
 - 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 [email me](#) if you have any questions about voicemail message tickets in AaLDE.
- [Ask a Librarian Delaware Staff Support Site](#) – updated [resources](#)! Please check it out often!

Library of Things (LoT)

- **Library of Things (LoT)** – Sarena Deglin
 - Libraries have many non-traditional items that they are giving out and/or circulating
 - What items are not catalogued in WorkFlows and how are you distributing them?
 - Feel free to add to this [Google spreadsheet](#)

- [Meeting Chat/Sharing – Re: LoT](#)

Audrey- Dover : We have a lot of walk in stuff such as our video games. We would override the hold block if they were picking it up here.

Donna : A lot of places, like Longwood, are only open to members right now - with an appointment, so that might impact our ability to loan these right now. Unless Longwood would treat this pass as a member's pass.

Susan Elizabeth- Dover Library : Launchpads

Beth - Route 9 Library : Route 9 continues to grow our LOT collection. Any games could be transferred via transit

Denise Knestaut - BH : It might work to have Walk in items circulate by having the patrons who live near that branch call the library to pick up that item in curbside pickup.

Jean.wakefield : Wilmington and North Wilmington have patrons currently using the Longwood passes. They are walk-in basis only, no holds.

[DLC Team Updates](#)

- The courtesy notice for all libraries, and the 1st overdue notice for public libraries, has been updated to include the text and will be sent at 10 days instead of 7 days:
 - *If you have already returned an item, please allow at least four days for quarantine and processing time for the item to be removed from your account.*
- Michelle shared at the last Directors' meeting, they agreed to extend fine free checkout to March 31, 2021, so please continue to use the Fine Free Checkin Wizard in WorkFlows until then. Directors will revisit this topic before March 31, 2021.
- The Statewide Circulation meeting is scheduled for Monday, December 7th at 2pm. Here's the link to join if you are interested in attending:
<https://us02web.zoom.us/j/82269150300?pwd=MzJ5dHQ4RGNrL2o4ZEtkcTd4MEtudz09>

[Library Town Meeting](#)

- **Tomorrow! Thursday, December 3rd, 9am-Noon!**
 - Register through [LibCal](#), if you haven't already!
 - **Special Guests:** The Honorable Secretary of State **Jeff Bullock & Tracey Quillen Carney**, Delaware's First Lady
 - **Keynote: Margaret Sullivan**

Resource Reminders

- ❖ NEW!!! [Interlibrary Loan informational resource page](#) on Delaware Libraries website
 - Direct link address - <https://delawarelibraries.org/interlibraryloan>

- ❖ [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.

Other Updates/Reminders

- Reminder - 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. **This is just for Windows systems (laptops/desktop computers).**

- [North American Virtual Reference Online Conference](#) (NAVROC)
 - February 23-25, 2021. The theme is ***Adaptability: Thriving in Uncertain Times***. Please visit the website <https://www.navronline.org/home> for more information.

Meeting Chat/Sharing

- Shelley@Hockessin asked if anyone who is at a library that is open would share their experiences –
 - Mary @ Millsboro shared that they have closed the building again and are back to just curbside for now (due to increased COVID-19 cases in Sussex County)
 - Kristen @ Laurel shared that they are open to the public. Please listen to the recording for more information.

- Others shared verbally as well – please listen to the recording.

Next meeting – Wednesday, January 6, 11:30-12:30pm

Please register through LibCal to receive the meeting link and reminder email: <https://delawarelibraries.libcal.com/event/7319015>

(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.
 - Flyer on [Consortium Site](#) – please share on your websites, social media, community boards, or print out to include in curbside pickup.
- **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!

