



Reference & Online Services Meeting

Wednesday, January 6, 2021

11:35am-12:30pm – zoom meeting

Ask a Librarian Delaware Stats & Such



- [Monthly statistics](#) – December 2020: 286 total tickets (183 same time last year)
- Calendar Year Totals – **4,477** in 2020; 2,472 in 2019
- Weekly statistics – (12/29/2020-1/4/2021) 85 new tickets (37 same time last year).
 - Dedicated AalDE phone line/voicemail messages – 7 calls in the past week.
 - Text messages – 9
- Brief Review [LibAnswers](#) platform
 - [How to create live links in responses](#)
- [Ask a Librarian Delaware Staff Support Site](#) – updated [resources](#)! Please check it out often!
- I am happy to share that we have a volunteer intern for AalDE for the next several months, Adara Scholl, who is an MLIS candidate at Rutgers University. Adara will be assisting me with the main AalDE queue and metadata maintenance.

Business Reference

- Janet Wurtzel-DDL (janet.wurtzel@lib.de.us) shared information found on the [Business Resources LibGuide](#) accessed through [Delaware Libraries website](#).
 - Key Points:
 - During economic uncertainty and rise in unemployment, entrepreneurship increases; libraries help provide tools to support these endeavors. We need to be ready to assist however we can.
 - DDL partners with DE Division of Small Business – there are business managers assigned to specific libraries.
 - Resources and assistance available in Spanish, too.
 - [COVID-19 resource](#) from Division of Small Business
 - [Research tab](#) on LibGuide – Reference Solutions (formerly ReferenceUSA)
- Please feel free to [email Janet](#) if you have any questions or know of other helpful resources.

DLC Team Updates

- [CloudSource Open Access](#) demo – Rose Harrison (rose.harrison@lib.de.us). Please note: [Link](#) is for staff use only at this time.
 - SirsiDynix, our ILS vendor, has a new service that curates open access content into one place and DDL is piloting this service and would like library staff to test it out using the above link. For more information, please check out the following SirsiDynix Webinars:
 - [Public Libraries](#)
 - [Academic Libraries](#)
 - Live demo [scheduled weekly](#) on Wednesdays for the next few months
- Some of the features of CloudSourceOA accessible from our Enterprise platform (online catalog):
 - Approximately 8 million+ items available
 - No login or authentication required to access the materials
 - Uses the same fuzzy logic for search results
 - **Four ways to find content:**
 - Main Search Box – type in search term > 2 tabs display on right hand side of page instead of one. First tab is **Search Results** that includes everything in catalog; Second tab is **Open Access Articles**. Click on that tab to view those results.
 - Use the drop-down menu next to **Everything** to use a targeted search by selecting Open Access Articles before entering a search term in the main search box.
 - Use the **Advanced Search** feature > enter search term in appropriate box and other filters > scroll down and check the box next to Open Access Articles under **Search Targets**.
 - Conduct an “empty” search. Click on the search button, and then **Open Access Articles tab**, and then use filters on the right hand side of the page to limit search results.
 - **Four main features** of Open Access content:
 - **View article** – will open article in another browser tab or automatically download PDF
 - **Publisher page** – information about the publisher of the content
 - **Citation generator** – ALA, MLA, Chicago (please let Rose know if there are any others that schools are using)
 - **Permalink** – link to direct article that can be copied into a browser or document
 - As with all other catalog entries, you can select an **Action** by checking the box next to one or more of the titles in the results list. To place holds or add to a saved list, you will need to log into your library account.

Other Updates/Reminders

- Diversity in Delaware History Six-Part Webinar Series starting January 12th – Information on [LibCal](#)
- National History Day in Delaware Virtual State Contest – April 24-25, 2021. Registration will open soon. Judges needed! Please contact Rebecca Fay (RFay@dehistory.org) if interested in judging or would like other information.

- [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.

Resource Reminders

- [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.
- [NoveList](#) – EBSCO product and great Readers' Advisory tool. **Will be reviewing at next month's meeting.**

Next meeting – Wednesday, February 3rd, 11:30-12:30pm

Please register through [LibCal](#) to receive the meeting link and reminder email: [Reference/Online Services Meeting - LibCal - Delaware Libraries](#)

Please bring any information you may gather in the next month regarding free tax preparation resources that we can offer to library patrons to share at this meeting.

More (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 or need more information.
 - 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!

