



Reference & Online Services Meeting

Wednesday, February 3, 2021

11:35am-12:30pm – zoom meeting



[Ask a Librarian Delaware Stats & Such](#)

- [Monthly statistics](#) – January 2021: **407** total tickets (215 same time last year).
- Weekly statistics – (1/26/2020-2/2/2021)-115 new tickets (47 same time last year).
 - Dedicated AaLDE phone line/voicemail messages – 6 calls in the past week.
 - Text messages – 16
- Thank you for sending your updates for your library's liaisons! If you haven't already done so, please review the [AaLDE liaison list](#) and confirm along with information on anyone at your location who is fluent in Spanish or Creole.
- Check out the updated [tax resources FAQ](#) and new [COVID-19 Vaccine FAQ](#) on AaLDE
 - If you come across any other information on tax assistance or COVID-19 vaccination information, please send to [Reference listserv](#).

*[Ask a Librarian Delaware Staff Support Site](#) – updated [resources](#)! Please check it out often!

[Department of Health and Social Services \(DHSS\) Library Presentation](#)

- Anne Hiller-Clark, Director; Michelle Feigin, Donna Siebold; dhsslibrary@delaware.gov
 - Support employees at DHSS but also open to the public
 - Webpage/LibGuide - [Home - Department of Health and Social Services Library - LibGuides at Delaware Division of Libraries](#)
 - PDF guide is uploaded under the [Resources](#) tab > 600s on the AaLDE Staff Support Site.
 - Free resources available – Two main ones - PubMed; MedLine Plus
 - Coronavirus Guide
 - Resources in Spanish & Creole

- Though they are not sending out any materials in transit since they are not regularly in the library since it is closed, please send any DHSS Library material returned to your library back to them in transit.

(*Side note: Helpful guidance on assisting patrons with basic needs - such as filling out appointment requests, etc., can be found in the [Health and Medical RUSA Guideline](#) and the [ALA Code of Ethics](#).)

Consortium Site Review

- [YouTube Video](#) created by Christine Karpovage, DDL

NoveList Brief Review

- Access through [Delaware Libraries eMedia](#) page – great Readers’ Advisory resource!

Professional Development Reference Team

- Have been busy updating and creating new content for [Delaware Libraries Staff Academy](#) (Niche Academy platform). Check out this new tutorial, [Zoom to Facebook Live](#), created by Lisa Frank, Brandywine Hundred Library
- If you would like to join our awesome team, please [email me](#)!

Thank you, Prof Dev Ref Team!!!!

Business Reference – Janet Wurtzel

- Partnership with Delaware Hispanic Commission, Economic Development Subcommittee created [Business & Entrepreneurship LibGuide in Spanish](#) – Some features:
 - [Negocios](#) – assistance to Spanish speaking patrons.
 - MOBI - [Cómo iniciar un negocio - Cursos en línea gratuitos @ My Own Business Institute \(scu.edu\)](#)
 - Please feel free to [email Janet Wurtzel](#) if you have any questions or know of other helpful resources.

DLC Team Updates

Server Maintenance - SirsiDynix has announced another planned server security upgrade - **Starting Saturday, February 6th at 11:00 pm**

- Patron searching in the mobile app will be **unavailable**.
- OverDrive and hoopla checkouts through the catalog will be **unavailable**.
- Placing OverDrive holds through the catalog will be **unavailable**.
- **Expected downtime is approximately 4 hours** (completed by 3am)

Also starting Saturday, February 6th at 11:00 pm

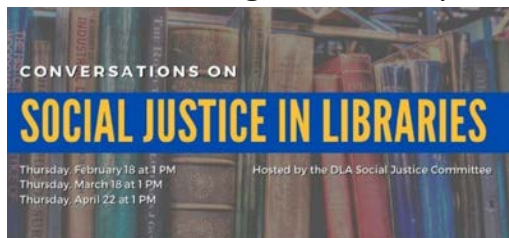
- BLUEcloud Analytics (BCA) will be down approximately 24 hours.
- Scheduled tasks and reports run through BCA may be delayed. All reports will kick off after the scheduled maintenance is completed.

WorkFlows, Directors Station, and Enterprise (with the exception of holds and checkouts of digital materials) will continue to work as normal for staff and patrons. Patrons can still access online resources and place holds/borrow material directly on vendor sites (i.e., OverDrive and hoopla).

- Statewide Circulation meeting is scheduled for Monday, February 8th from 2-4pm
 - Inventory process
- [CloudSource Open Access](#) Please note: [Link](#) is for staff use only at this time. Please review when time permits.

Miscellaneous Updates/Reminders

- [North American Virtual Reference Online Conference](#) (NAVROC) – Registration has opened!
 - 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 to register this FREE conference.
- DLA Social Justice committee is hosting conversations on Social Justice in Libraries starting on February 18th. [Sign up](#) through [LibCal](#).



P.S. Don't forget about the Delaware Libraries' [Social Justice LibGuide!](#)

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

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

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>

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.

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.
- 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!

