



Reference & Online Services Meeting

Wednesday, March 3, 2021

11:35am-12:30pm – zoom meeting



Ask a Librarian Delaware Stats & Such

- [Monthly statistics](#) – FEBRUARY 2021 (sorry – I said January during the meeting!):
 - 368 total tickets (221 same time last year).
- Weekly statistics – (2/23/2021-3/1/2021) - 86 new tickets (64 same time last year).
 - Dedicated AaLDE phone line/voicemail messages – 5 calls in the past week.
 - Text messages – 17
- Springshare's [Quality of Services](#) survey – patron feedback feature. Will enable in the next month for the main Ask a Librarian Delaware queue first and then for other public library queues. Random selection of a percentage of closed tickets to email a survey to patrons.

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

Business Reference Update – Janet Wurtzel

- New procedures and requirements for PPP Business loans, such as no longer requiring social security numbers but using business license and federal tax ID numbers. People previously unable to apply for assistance will be able to now.
- Please refer patrons to the business experts from the Delaware Libraries website > Services tab > Business Resources > LibGuide > [Need Assistance](#) opens a form to connect with a Division of Small Business. Also information in Spanish.
- COVID-19 Resources for Delaware Businesses > [Division of Small Businesses](#) website.
- Incentive programs, grant money, and tax credit programs available.
- Please feel free to [email Janet Wurtzel](#) if you have any questions or know of other helpful resources.

Remote Social Service Initiative Presentation

- [Nick Martin](#), DDL Emerging Technology Consultant – assisted with securing \$550,000 in grant funding for Delaware Libraries! These funds were used to purchase:
 - Telehealth Kiosks – available at Seaford, Milford, & Laurel libraries in Sussex County for now. Please let him know if your library is interested.
 - Chromebooks (500) and Wi-Fi Hotspots (300) – distributing to 27 out of the 33 public libraries for pilot program -
 - For other detailed information, please view Sarena's [training](#) video.
 - Documentation on [Project Planning LibGuide](#)
 - Graphics/marketing materials on DLC [Consortium](#) site
 - #getconnectedDE landing page – new for patrons; still in development
 - During the soft launch timeframe (March-April), please do not promote on library websites or social media platforms.
 - Ask a Librarian Delaware advertised for patrons to reach out if they need assistance with these devices. Please see the [AaLDE Staff Support Site](#) under the Resources tab for all the above resources.

DLC Team Updates

- Statewide Circulation meeting is scheduled for Monday, March 8th from 2-4pm
- Fine free check outs have been extended through June 30, 2021.
- Library hours and services – please send any updates to helpdesk@lib.de.us
- [Director's Station survey](#) for public libraries – data gathering phase

(Reminder)

- [CloudSource Open Access](#) Please note: **[Link](#) is for staff use only at this time.** Please review when time permits.

Miscellaneous Updates/Reminders

- [National History Day in Delaware](#) – April 24-25th. Please email Rebecca Fay (RFay@dehistory.org) for more information
- [North American Virtual Reference Online Conference](#) (NAVROC) was a huge success! Please visit the website to view the recorded sessions. I highly recommend the Keynote Session with Meredith Farkas!

Next meeting – Wednesday, April 7th, 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 - Not Mentioned in the Meeting) 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.
- **Other 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. Password protected.
 - [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!

Thank You 

