



Reference & Online Services Meeting

Wednesday, April 7, 2021

11:35am-12:30pm – zoom meeting



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

- [Monthly statistics](#) – March 2021
 - **323** total tickets (330 same time last year – first time last year's monthly totals exceed the current number).
- Weekly statistics – (3/30/2021-4/6/2021) - 57 new tickets (112 same time last year after the library closures/45 from 2019).
 - Dedicated AaLDE phone line/voicemail messages – 3 calls in the past week.
 - Text messages – 7
- I enabled Springshare's [Quality of Services](#) survey for the main Ask a Librarian Delaware queue. This is the patron feedback feature which sends an email survey to a random selection of 50% of the closed tickets. So far, we've received excellent ratings from the patrons who have participated! Thank you for your exceptional customer service!
 - I will expand the survey to all queues within the next week.

*[Ask a Librarian Delaware Staff Support Site](#) – Under construction and spring cleaning the site! Please let me know if you have trouble finding any information or resources.

[Professional Development Reference Team Update](#)

We have a small team dedicated to updating and creating training tutorials and videos for staff and patrons, as well as helpful handouts. If you are interested in joining our team, please [email me](#).

We'd love to have your creativity and expertise!

There are also many other Professional Development Teams; please see this [LibGuide](#) for more information and/or email events@lib.de.us.

Business Reference Update – Janet Wurtzel

- **Featured Resource - Service Corps of Retired Executives (SCORE)** Delaware: a free mentorship program founded in Delaware but has expanded to many chapters all over the US. Offers free small business training workshops.

[Delaware Libraries website](#) > Services tab > Business Resources > [LibGuide](#) > [SCORE](#)

- Notable resource - COVID-19 Resources for Delaware Businesses > [Division of Small Businesses](#) website.
- Please feel free to [email Janet Wurtzel](#) if you have any questions or know of other helpful resources.

DLC Team Updates

- Statewide Circulation meeting is scheduled for Monday, April 12th from 2-4pm
- Fine free check outs have been extended through June 30, 2021.
- [Google spreadsheet](#) for library information (hours and services) -
- Library hours and services – please send any updates to helpdesk@lib.de.us
- [CloudSource Open Access](#) Please note: **Link is for staff use only at this time.** Please review when time permits.
- Chromebook/WiFi Hotspot pilot program. For more details, please watch the [recording](#) of this meeting starting at approximately 30:38 and beyond. Please send any comments or questions to helpdesk@lib.de.us

Miscellaneous Updates/Reminders

- [National Library Week](#) – marketing materials available on [Consortium Site](#)
- [Summer Learning Reading Program marketing materials](#) are posted on the Consortium Site > What's New column
- [National History Day in Delaware](#) – April 24-25th. Please email Rebecca Fay (RFay@dehistory.org) for more information

Bonus!

- [Best Free Resources | Best Reference 2020 | Library Journal](#)

*Next meeting – Wednesday, **May 12th** (not 5th—sign up for [MLA/DLA Conference!](#)), 11:30-12:30pm (we may end up taking the month off and canceling this meeting)

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!). **Please 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! Have a great month!



DelawareLibraries.org

