



Reference & Online Services Meeting

Wednesday, May 12, 2021

11:35am-12:30pm – zoom meeting



Ask a Librarian Delaware Stats & Such

- Monthly statistics – **April 2021**
 - **295** total tickets (365 same time last year)
- Weekly statistics – (5/4-5/10/2021) - 54 tickets (75 same time last year after the library closures/39 from 2019).
 - Dedicated AaLDE phone line/voicemail messages – 2 calls in the past week.
 - Text messages – 8
- I have now enabled Springshare's Quality of Services survey for Dover, Brandywine Hundred, and South Coastal libraries' queues in addition to 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 nearly 100% excellent ratings from the patrons who have participated! Thank you for your exceptional customer service!

*Ask a Librarian Delaware Staff Support Site – Still working on cleaning up the site! Please let me know if you have trouble finding any information or resources.

Digital Navigators

- In addition to the need for equitable access to technology – there is a need for digital literacy. The Digital Navigator movement brings to the forefront what Reference Librarians and Ask a Librarian services have been doing all along.
- For more information on how it is officially defined, please see this website Digital Navigator Model | National Digital Inclusion Alliance
- Link to another library website example:
 - Digital Navigators - The City Library (slcpl.org)
 - Digital Navigator Profile: Melissa Rodriguez (urbanlibraries.org)

- **Delaware Libraries is already doing this in various capacities:**
 - Last year, Brandywine Hundred Library started their “Tech Team” to assist patrons with devices and other technology
 - The Chromebook & WiFi hotspots & Telehealth/Teleservices Kiosk initiatives spearheaded by Nick Martin have been integral to this movement. The pilot program for placing Telehealth/Teleservices kiosks at Seaford, Milford, & Laurel Libraries are in full swing and they have hired staff as Navigators to assist patrons with the kiosks and follow-up with the patrons to make sure they are receiving necessary services. Here’s an [article](#) from Technical.ly featuring the launch.
 - Please direct patrons to <https://getconnected.delawarelibraries.org/en/>
- In relation to accessibility in a different form, a reminder that there is an [Accessibility Feature in the Delaware Library Catalog - FAQ](#) for visually challenged patrons.

Reference by Mail: Prison Partnership Initiative – Tyler Antoine

Another exciting endeavor that has actually been around for many years but is back in the forefront of equitable access initiatives is providing reference services to the incarcerated population

- Initiative to expand the reference-by-mail service already in place that Tyler and the team at New Castle already provide to inmates at the James T. Vaughn Correctional Center in Smyrna, along with other Delaware Libraries that have been providing this service to the underserved populations in correctional facilities.
- Reference Meeting with Emily Jacobson of NYPL, **TOMORROW, Thursday, May 13th at 2pm**. Please email [Tyler Antoine](#), if you are interested in attending this meeting and learning more about the initiative.

DLC Team Updates

- Statewide Circulation meeting is scheduled for Monday, May 24th 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.

Miscellaneous Updates/Reminders

- Collection Development meeting – **TOMORROW!** Following the Director’s Meeting, Thursday, May 13th approximately 11am-12pm – Register in [LibCal](#) if you have an interest in joining the Collection Development Committee or any of the working groups for policy review and revisions. See this [LibGuide](#) for more information.
- [Summer Learning Reading Program marketing materials](#) are posted on the Consortium Site > What’s New column
- Mark Your Calendars – Library Town Hall Meeting (LTM), Thursday, June 3rd from 9am-12:00pm. More information to come in an inbox near you...

SirsiDynix & EveryLibrary Collaboration

The Economic Power of Libraries - YouTube

Business Reference Update – Janet Wurtzel

- Janet shared a story about a discussion she had on Trauma Informed Care and the book, “The Deepest Well” and how these patrons from Woodlawn and Brandywine Hundred reported back on the excellent customer service at these locations. Thanks for providing such excellent customer service and giving library patrons even more to love about libraries!
- Janet also shared that DDL will have access to ELI, Entrepreneurial Mindset Training, in the next fiscal year!
- Please email Janet if you are interested in more information about ELI and/or Business Reference in general.
- A reminder of where you can find business information for patrons: [Delaware Libraries website](#) > Services tab > Business Resources > [LibGuide](#)
 - 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.

***Next meeting – Wednesday, June 2nd, 11:30-12**

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

Professional Development Reference Team Recruitment

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.

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!

