



## Reference & Online Services Meeting

Wednesday, June 2, 2021

11:35am-12:30pm – zoom meeting



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

- [Monthly statistics](#) – **May 2021 – 308** tickets (345 same time last year/208 from 2019).
- Weekly statistics – 5/25-5/31/2021:
  - Dedicated AaLDE phone line/voicemail messages – **4** calls in the past week (26 total in May)
  - Text messages – **8** (44 total for May)
- Reports are all uploaded on the [Ask a Librarian Delaware Staff Support Site](#)
- [Quality of Services](#) - This is the patron feedback feature which sends an email survey to a random selection of 50% of the closed tickets. We've continued to receive nearly 100% excellent ratings from the patrons who have participated, though there are a few patrons who rated an interaction with 3/4! Thank you for your exceptional customer service, as always!

\*[Ask a Librarian Delaware Staff Support Site](#) – ongoing process of cleaning up the site! Please let me know if you have trouble finding any information or resources or have suggestions for content.

### [Northstar Digital Literacy](#)

DDL is acquiring licensing to provide access to [Northstar Digital Literacy](#). Patron access will be found on the Delaware Libraries [eMedia](#) page under the Research, Learn, Discover tab.

From the About page on their website – "[Northstar Digital Literacy](#) defines basic skills needed to perform tasks on computers and online. Online, self-guided modules assess the ability of individuals to perform tasks based on these skills. Included are [basic computer digital literacy standards](#) and modules in three main areas:

- **Essential Computer Skills** - Basic Computer Skills, Internet Basics, Using Email, Windows OS, Mac OS
- **Essential Software Skills** – Microsoft Word, Excel, PowerPoint, Google Docs
- **Using Technology in Daily Life** - Social Media, Information Literacy, Career Search Skills, Supporting K-12 Distance Learning, Your Digital Footprint."

## Business Reference Update – Janet Wurtzel

- Janet shared that she finished the ALA/RUSA Business Reference 101 course – exposed to many different resources and information. Two main takeaways:
  - Unsure of what the libraries in Delaware have in terms of business resources
  - Who in the libraries have knowledge and/or interest in Business Reference?
- Will be sending out questionnaires in the next month asking the above questions.
- Will be rebuilding the [LibGuide](#) with resources from the Business Reference 101 course
- Please [email Janet](#) if you are interested in more information about Business Reference.
- 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.
- **Not mentioned in meeting – FREE Webinar - Wednesday, June 16, 2:00pm –**  
  
**[Building Business Know-How Through Data Literacy](#) (ALA/PLA) - FREE, but register early, seats are limited**

## DLC Team Updates

- Email sent out of an upcoming partial database freeze - Starting **Tuesday morning, June 8th through end of the day Thursday, June 10th** we will have a partial database freeze. During this time, SirsiDynix will be standardizing GMD descriptions in bib records to those agreed upon by the GMD working group. Any questions, please email [helpdesk@lib.de.us](mailto:helpdesk@lib.de.us)
- **Fine free check outs have been extended through August 31, 2021.**
- **Check out this Free webinar** - Tuesday, June 15 - [Eliminating Library Fines: Improving Community Access, Equity & Usage](#) (WebJunction)

### **Extra reminders:**

- Statewide Circulation meeting is scheduled for Monday, June 28<sup>th</sup> from 2-4pm
- [Google spreadsheet](#) for library information (hours and services)
- Library hours and services – please send any updates to [helpdesk@lib.de.us](mailto: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

- **Library Town Hall Meeting (LTM), Thursday, June 3<sup>rd</sup> from 9am-12:00pm. Please register through LibCal - <https://delawarelibraries.libcal.com/event/7796543>.**
- [Summer Learning Reading Program marketing materials](#) are posted on the Consortium Site > What's New column

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\*Next meeting – Wednesday, July 7th, 11:30-12

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

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## 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 5<sup>th</sup> 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](mailto: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>

### Other 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](mailto: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>

### 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](mailto:events@lib.de.us).

### Worth a Repeat:

[SirsiDynix & EveryLibrary Collaboration](#)

[The Economic Power of Libraries - YouTube](#)

## 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!

# Happy June & Summer

*Tails &*  
**TALES**

2021 SUMMER LIBRARY READING PROGRAM

DelawareLibraries.org



# Reading!

