



Reference & Online Services Meeting

Wednesday, July 7, 2021

11:35am-1:30pm – zoom meeting

[Northstar Digital Literacy – Training with Theresa Sladek from Literacy Minnesota](#)

DDL acquired licensing to provide access to [Northstar Digital Literacy](#) as part of the Communities of Excellence and collective impact initiative and partnership with Literacy Delaware. Patron access is available at this time through the Delaware Libraries [eMedia](#) page under the Research, Learn, Discover tab. The Northstar platform is web-based and content is at a 4th grade reading level.

Top 4 Features of Northstar:

1. Basic Assessments such as:
 - **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.”
2. Instructor-led curricula
3. Self-directed online learning modules
4. Reports

Patrons have the option to take non-proctored assessments and will earn badges or proctored assessments for badges and certificates.

Please view [the recording](#) for more details from this training session.

[For updates on Northstar \(and other DDL projects\), check out the FY22 Project Planning Guide – Programs > Reference](#)

Ask a Librarian Delaware Stats & Such

- ❖ [Monthly statistics](#) – **June 2021 – 276** tickets (568 same time last year!!!/224 from 2019).
 - Dedicated AaLDE phone line/voicemail messages – **16**
 - Text messages – **51**
- ❖ FY21 total tickets received – 4,588!
- ❖ 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! Thank you for your exceptional customer service, as always!
- ❖ Reference Tracker forms for FY22 are uploaded to the [Ask a Librarian Delaware Staff Support Site](#), the [DLC Consortium Site](#), and this [LibGuide](#) under Resources.
- ❖ [Online Reference Tracker Form](#) – Please follow local procedure to capture statistics by logging all your Reference phone calls, desk interactions, emails from patrons outside of AaLDE (e.g., on a printed out tally sheet that the numbers are later entered into the online Reference Tracker) **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](#).

Reference by Mail Service for Correctional Facilities pilot program

The team has been working on fine-tuning the program and will create a “toolkit” using NYPL’s example to describe what it is and outline the process. We’re going to use DDL’s address as a central location to receive correspondence from incarcerated individuals and will scan the letters into a special internal-use-only queue in the Ask a Librarian Delaware platform. The DDL Design Team is assisting with a rack card and other information to distribute to the correctional facilities.

If you are interested in more information or joining this team, please email correctionalservices@listserv.lib.de.us.

DLC Team Updates

- **Fine free check outs have been extended through August 31, 2021. Please fine free check-IN wizard in Workflows.**
- [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.

*Next meeting – Wednesday, August 4th, 11:30-1:30pm will include Session II of Northstar Digital Literacy training: How to Get Started

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.
- ❖ **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.

Miscellaneous Updates/Reminders

- [Summer Learning Reading Program marketing materials](#) are posted on the Consortium Site > What's New column
- ❖ **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>
 - [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>

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.

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! Thank you!

