



Reference & Online Services Meeting

Wednesday, Aug 4, 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.

SESSION II – Getting Started with Northstar Digital Literacy

[Northstar Manual | Northstar Digital Literacy \(digitalliteracyassessment.org\)](#)

Key Points

1. Libraries will have Admins to add staff as “proctors” under Location Info – PLEASE email helpdesk@lib.de.us to set this up if your library hasn’t done so already.
2. When staff are added, they’ll receive an email from Northstar to create login.
3. Staff will add “learner accounts” for patrons wanting access to the Northstar Online Learning platform under the Learners Tab > Invite New Learner or using Import feature for bulk learners in the Admin Portal for their location. Patrons just wanting to take non-proctored assessments do not need to have an account. Self-registration is now available, too, for learners who are able to do so.

Please view [the recording](#) for many 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](#) – **July 2021 – 258** tickets (568 same time last year!!!/224 from 2019).
 - Dedicated AaLDE phone line/voicemail messages – **27**
 - Text messages – **49**
- ❖ Reports are all uploaded on the [Ask a Librarian Delaware Staff Support Site](#)
- ❖ [Quality of Services](#) - 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](#).

Business Reference

- ❖ Janet mentioned that the Research Tab on the [Business & Entrepreneurship LibGuide](#) has been recently updated to include content from the ALA Business Reference 101 course that she and some other library staff completed back in May. Please also check out the Local Resources box & Customer Research Box.
- ❖ An exciting new resource acquired by DDL for FY22 is the Entrepreneurial Mindset Training which will be launching soon!!
- ❖ Please email Janet (janet.wurtzel@lib.de.us) for more information or if you any questions.

Other Updates

Libraries are starting to handout Covid test kits. Dover has already given out more than 30 out of the 102 kit. Bear has handed out around 6. Kent County starting Monday, 8/9/2021.

Reference by Mail Service for Correctional Facilities pilot program

The team is still 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.

***Next meeting – Wednesday, September 1, 11:30-1:30pm**

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

More (Not Mentioned in the Meeting) Reminders

DLC Team Updates

- **Fine free check outs have been extended through August 31, 2021. Please use 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.
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- ❖ 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.
- ❖ **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
 - [Interlibrary Loan informational resource page](#) on Delaware Libraries website
 - [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 profdev@lib.de.us or events@lib.de.us with any training questions or issues.
- ❖ 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.

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!

