



Reference & Online Services Meeting

Wednesday, September 1, 2021

11:35am-12:30pm – zoom meeting

Happy Library Card Sign-Up Month!



Ask a Librarian Delaware Stats & Such

- ❖ [Monthly statistics](#) – **August 2021 – 240** tickets (458 same time last year!!! 229 from 2019).
 - Dedicated AaLDE phone line/voicemail messages – 12
 - Text messages – 47!
- ❖ **SPECIAL THANK YOU** to the [AaLDE All Star Answerers](#) and especially those who answered over 100 tickets in FY21:
 - [Lisa Frank - Brandywine Hundred](#) **500**
 - [Jill Bleyer - Brandywine Hundred](#) **201**
 - [Shelley Stein - Hockessin](#) **189**
 - [Steve Llanso - Brandywine](#) **186**
 - [Susan Lipsy - Newark](#) **181**
 - [Kim Friberg - Bear](#) **159**
 - [Jean Wakefield – Wilmington](#) **141**
- ❖ Monthly Reports will be uploaded on the [Ask a Librarian Delaware Staff Support Site](#)
- ❖ [Quality of Services/AaLDE feedback from patrons](#) - 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. 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).
- ❖ [Online Reference Tracker Form](#) – **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](#).

Business Reference

- ❖ Janet discussed the newest valuable resource added to DDL which is the [Entrepreneurial Mindset Training](#) based on the book [“Who Owns the Ice House: Eight life lessons from an unlikely entrepreneur?”](#).
- ❖ Access from DDL’s website under the Services Tab > [Business & Entrepreneurship LibGuide](#) > Learning for Aspiring Entrepreneurs tab.
- ❖ Janet is working with partner organizations to offer future training courses and she is on the “fast track” for certification to be an official trainer!
- ❖ Will work with DDL’s Design Team to create promotional materials – flyers, webpage slider, and social media posts for libraries to share and get the word out. Check the Consortium Site in the near future.
- ❖ Please email Janet (janet.wurtzel@lib.de.us) for more information or if you any questions.

Discord in the Library

- ❖ [Rachel West](#), Youth Services Librarian, Appoquinimink Public Library, along with Denise Knestaut & Terri Jones, presented on how their 7-staff member team in New Castle County are using Discord in the library to connect with their teens (Connected Learning concept – “where relationships, interests, and opportunities meet”).
- ❖ Here is the [link](#) to her fantastic presentation.
 - Question regarding the bots to manage roles/permissions/content management:
 - YAGPDB (Shrimp)
 - StatBot
 - CarlBot
 - Content-drivers:
 - Cal-Hob (Calvin & Hobbes)
 - HaikuBot
 - SimplePoll
 - TriviaBot
 - CarlBot
- ❖ To try it out, here is [a link](#) to DDL’s Discord test server and one to the [Connecting Librarian’s Discord server](#).

DLC Team Updates

- **Fine free check outs have been extended through October 31, 2021. Please Fine Free **Check-IN** wizard in Workflows. On the agenda for tomorrow’s Council of Libraries meeting.**
- Library hours and services – please send any updates to helpdesk@lib.de.us
- [Google spreadsheet](#) for library information (hours and services)
- [CloudSource Open Access](#) Please note: **Link is for staff use only at this time.** Please review when time permits.

Other Important Updates

Reference by Mail Service for Correctional Facilities pilot program

- ❖ Tyler Antoine discussed the rack card that will be added to correspondence when a response is sent out and shared the central address that libraries can forward any letters to for future processing.

Delaware Division of Libraries
Reference Dept.
121 Martin Luther King Jr. Blvd. N.
Dover, DE 19901
SLC: D670

- ❖ Here are the [Guidelines & Rules](#) adopted by the team and based on NYPL's and Department of Corrections guidance.

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

Northstar Digital Literacy

[Media press release](#) and social media posts went out to announce this new online resource. [Northstar Digital Literacy](#) as part of the Communities of Excellence and collective impact initiative and partnership with Literacy Delaware. Patron access is available through the Delaware Libraries [eMedia](#) page under the Research, Learn, Discover tab. The DDL Design team is working on marketing materials, along with a landing page similar to the hoopla web page.

Staff training tutorials (recordings of the training sessions) are uploaded to [the Delaware Libraries Staff Academy](#) (Niche Academy platform).

We've been working with Literacy Delaware to streamline the referral process and will have an online form that staff can assist patrons in filling out (or they can do it themselves if they are able) that will go directly to Literacy Delaware to schedule a tutoring and/or proctoring session. Literacy Delaware is only doing virtual sessions at this time due to Covid-19 concerns.

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

[And this guide - Digital Literacy - Professional Development for Delaware Library Staff - LibGuides at Delaware Division of Libraries](#)

*Next meeting – Wednesday, October 6th, 11:30-1:30pm

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

Miscellaneous Updates/Reminders

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.
- ❖ **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 profdev@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.

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!

