



Reference & Online Services Meeting

Wednesday, November 3, 2021

11:35am-12:30pm – zoom meeting

(PLEASE NOTE: Meeting was not recorded due to the Unite Us presentation)

Ask a Librarian Delaware Stats & Such

- ❖ [Monthly statistics](#) – **October 2021 – 232** tickets (404 tickets from the same time period last year; 166 tickets same time in 2019).
 - Dedicated AaLDE phone line/voicemail messages – 27
 - Text messages – 51
- ❖ A **HUGE THANK YOU** to **Sandy Meyers** at Frankford Public Library for answering the most questions for the month of October (39)!!!
- ❖ We've also set a new record for the quickest turnaround time of an average of **13 hours!!** Also, **87% of inquiries were responded to within 24 hours!** **THANK YOU** for your diligence and efficient responses to library patrons! Such a great example of excellent customer service!
- ❖ Monthly Reports are 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! **Shout out and thank you to Jean Wakefield at Wilmington Library** for a comment added to a survey, "I could not believe how incredibly helpful the library was to me! :) I am SO grateful. Libraries are indeed amazing places."
- ❖ The Ask a Librarian Delaware email and dedicated voicemail message line has been added as the contact information on the Dolly Parton Imagination Library platform. Please direct any patron inquiries to Sheri Brown and/or Anne Hiller Clark by using the Assign/Transfer feature in the ticket. They will be happy to respond to the patron.
- ❖ We are now part of a new assistance request pilot program with Unite Delaware where patrons can fill out a referral form themselves. The form is now embedded on the [Ask a Librarian Delaware patron portal page](#) and any submission will route through me directly as the main contact person for Delaware Libraries. For those of you with user access to the Unite Delaware platform, please continue to utilize this tool to refer patrons to the participating organizations that can best provide the assistance they need.

❖ Unite Delaware Review - Keda Dorisca, Community Engagement Manager, Unite Us

- Keda reviewed the background of Unite Us/Unite Delaware and the importance of the partnerships within communities and presented a demonstration of the Unite Us platform/how the referral system works
- Patrons can now self-refer using the new Assistance Request Form (mentioned above) that is found on the Ask a Librarian Delaware patron portal page.
- If you would like more information about Unite Delaware or access to the platform for your library location, please feel free to reach out to me (missy.williams@lib.de.us)

Business Reference

- ❖ Janet reminded everyone of the [Entrepreneurial Mindset Training](#) . Access from DDL's website under the Services Tab > [Business & Entrepreneurship LibGuide](#) > Learning for Aspiring Entrepreneurs
 - Marketing materials (bookmarks) have been sent out to all 33 libraries
 - Can also access on the [Consortium site](#)
- ❖ Please direct patrons to the **Need Assistance** box on the [Business & Entrepreneurship LibGuide \(Start Here tab\)](#) – to schedule an appointment with a Business Manager if they need one-on-one help
- ❖ Janet reviewed the Data Axle Reference Solutions resource (formerly ReferenceUSA) accessible under the [Research](#) tab of the [Business & Entrepreneurship LibGuide](#).
 - It is also accessible under the [eMedia](#) > Research, Learn, & Discover tab from the Delaware Libraries website.
 - Find valuable information about the local industry
 - Export reports for patrons to kick start their research
- ❖ Please email Janet (janet.wurtzel@lib.de.us) for more information or if you have any questions.

DLC Team Updates

- ❖ **Overdue fines resumed on November 1, 2021.**

EveryLibrary Training Sessions

- Check out the first of the six-part series of pre-recorded training sessions that began on November 1st by logging into [Delaware Libraries Staff Academy](#) (Niche Academy platform).
- EveryLibrary will hold live coaching sessions on the 2nd Wednesday of the month to review that month's training topic (and to answer any other questions that may come up) – first one is Wednesday, November 10th. [Please register through LibCal](#).

*Next meeting – Wednesday, December 1st, 11:30am-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

Northstar Digital Literacy

- ❖ [Northstar Digital Literacy](#) is 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.
- ❖ Check out the [Learn More page](#) from the eMedia page with links to the [forms](#) to schedule an appointment with Literacy Delaware for one-on-one tutoring or proctoring. Please note that at this time, Literacy Delaware is only offering virtual sessions due to Covid-19 concerns.
- ❖ Staff training tutorials (recordings of the training sessions) are uploaded to [the Delaware Libraries Staff Academy](#) (Niche Academy platform).
- ❖ Thank you to those of you who have set up administrator accounts. There are still library locations that have not yet supplied at least two staff members to be Northstar administrators. If your library doesn't yet have administrators, please email the helpdesk (helpdesk@lib.de.us) with the names and email addresses of library staff that can be entered into Northstar for your library. The administrators would then enter library staff who work with patrons as "proctors" so those staff can log into Northstar & access the materials/resources.
- ❖ Here is a quick tutorial with information about entering your library staff:
<https://www.youtube.com/watch?v=NxRlgDhu6IU&t=40s>
More information is available at <https://www.digitalliteracyassessment.org/manual#adman>

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](#)

- ❖ [CloudSource Open Access](#) Please note: [Link](#) is for staff use only at this time.
 - Waiting on upgrades for the newest iteration before it goes live.
 - Over 3.1 million open access journal articles, books, dissertations, etc.!
 - FAQ sheet to come soon!

- ❖ 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, etc.

- ❖ **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.
 - [COVID-19 LibGuide](#) for staff
 - [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 profdev@lib.de.us or 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!

