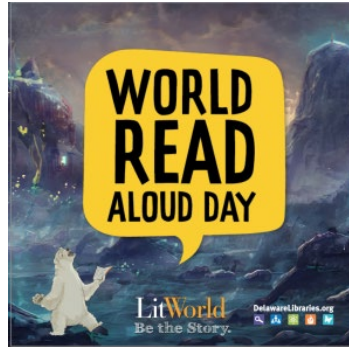# Reference & Online Services Meeting

Wednesday, February 2, 2022

11:35am-12:30pm – zoom meeting

Happy World Read Aloud Day!

Ask a Librarian Delaware Stats & Such

- ❖ [Monthly statistics](#) – January 2022-**316** tickets (<u>407</u>! tickets from Jan 2021; 215 tickets in Jan 2020).
    - ➢ Dedicated AaLDE phone line/voicemail messages – 20
    - ➢ Text messages – 45
    - ➢ Average turnaround time was approximately within 18 hours!!!
- ❖ Monthly Reports are uploaded to the [Ask a Librarian Delaware Staff Support Site](#)

- ❖ **THANK YOU TIME**
    - ➢ **Adara Scholl**, for her all-time record of answering **43 tickets** in January and making sure AaLDE was running smoothly while I was on vacation last week!

    - ➢ **Lisa Frank, Sandy Meyers, & Jean Wakefield** for their ongoing, consistent diligence with AaLDE and keeping an extra eye on the platform last week, too!

- ❖ [Quality of Services/AaLDE feedback from patrons](#) – Thank you for all of your excellent customer service this past month!!!! We received nearly **100% excellent ratings** from the patrons who have participated in the follow-up survey!

    - ➢ **SHOUTOUT & Special THANK YOUs to:**
        - ■ **Jill Bleyer at Brandywine Hundred Library** - one patron she assisted wrote in their survey: "Thanks for considering my request. I love the libraries!"
        - ■ **Dave Giglio at Dover Library** - the patron he assisted wrote in their survey: "The library staff at Dover are always incredibly helpful. Not being connected to a university as a scholar is difficult and the ILL program has been a life saver for my job and my husband's. Thanks!!!"

Business Reference

❖ A reminder that the Data Axle Reference Solutions database platform training for library staff is coming up on February 8th, 10th and 24th.

  o [How Data is Compiled & Segmented - LibCal - Delaware Libraries](#)
  o [Use Cases, Applying Tools & Data for Superior Results - LibCal - Delaware Libraries](#)
  o [Entrepreneurship: Research for starting, managing, and growing businesses - LibCal - Delaware Libraries](#)

❖ Please email Janet (janet.wurtzel@lib.de.us) for more information, and ideas for future trainings related to BizRef and/or Reference Solutions, or if you have any questions.

DLC Team Updates

NO Updates shared but two very important updates (that I thought of after the meeting, of course!)

- Sarena Deglin has been working tirelessly to implement the Museum Pass Pilot Program. I am attaching a flyer for the upcoming training opportunity scheduled for February 16th. Please register on [LibCal](#).
- February is [Bonus Borrows](#) month on [hoopla](#)! Certain content is available to borrow without counting against the 4 borrows per month limit! Please spread the word to your patrons!

EveryLibrary Training Sessions - Reminder

This training is available on the [Delaware Libraries Staff Academy](#). If you don't already have a Delaware Libraries Staff Academy account, you will be prompted to create one. Please email profdev@lib.de.us if you have any difficulty.

A LIVE coaching session will be held **Wednesday, February 9th at 10AM.** Please register for the live coaching session on [LibCal](#) - EveryLibrary Coaching Session: Telling the Right Story: Communications that Goes Beyond Building Use. (This training is the fourth session in a 6-part planned training event.)

OverDrive app – Fading into the Sunset

Overdrive will be removing their OverDrive legacy app from app stores this month. For more detailed information, please see this posting on the AaLDE Staff Support site: https://aalstaff.lib.de.us/2022/01/31/overdrive-app-removal-from-app-stores-february-2022/

For resources pertaining to OverDrive and Libby, please visit these sites:

Consortium: https://consortium.lib.de.us/2021/11/18/libby-app-2022/ (login required)

DDL website help page: https://delawarelibraries.org/libby-app

- OverDrive help
- Staff Training: Library – Training Kits – OverDrive Resource Center

A HUGE THANK YOU to Emma at Hockessin Library for updating the Libby app pamphlet originally created by the Public Library Division of DLA

You can find the pamphlet (& other cool resources) on these sites:

https://consortium.lib.de.us/how-tos/ebooks-how-tos/

https://aalstaff.lib.de.us/resources/

Reference - CORE - Professional Development for Delaware Library Staff - LibGuides at Delaware Division of Libraries

==**Additional topics discussed during meeting:**==

- ❖ **And speaking of Emma at Hockessin Library – she created a PrinterOn pamphlet, too. Libraries that offer PrinterOn wireless printing will need to modify with their library information wherever Hockessin Library's information is in there.**
  - ○ **Check out** Reference - CORE - Professional Development for Delaware Library Staff - LibGuides at Delaware Division of Libraries **page to download the Publisher document and modify for your library**

Project Thrive - Project THRIVE – Delaware Department of Education

New Service: The Delaware Department of Education (DDOE) developed Project THRIVE to help children receive trauma-informed support from their schools, communities, and caregivers which includes: • Free mental health services to eligible Delaware students — grades Pre-K through 12

attending Delaware public, private, parochial, and homeschools. • Counseling and support to students struggling with traumatic situations such as physical or emotional abuse, community violence, racism, bullying, and more, which can harm mental and physical health as well as limit school success. Learn more and get help at: Project THRIVE – Delaware Department of Education

*Next meeting – Wednesday, March 2nd, 11:30am-1:30pm

Please register through LibCal to receive the meeting link and reminder email: Reference & Online Services Meeting - LibCal - Delaware Libraries

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Festival of Words Delaware 2022

February 26th, 2022
9:30 am - 3:00 pm
(St Georges High School)

February 27th, 2022
4:30 pm - 5:45 pm
(Virtual)

Festival of Words Delaware is a free, annual event for
secondary students, teachers, and librarians.
The event was developed to encourage
a love of reading and writing
by introducing young adults
to diverse authors and ideas.

Need more information?
E-mail: festivalofwordsde@gmail.com

Miscellaneous Updates/Reminders (not mentioned in meeting)

Northstar Digital Literacy

❖ Staff training tutorials (recordings of the training sessions) are uploaded to the Delaware Libraries Staff Academy (Niche Academy platform).
More information is available at https://www.digitalliteracyassessment.org/manual#adman

More (Not Mentioned in the Meeting) Incessant 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** – form on Ask a Librarian Delaware patron portal page for patron self-referral.
  ➢ 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.

Finally!

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 wonderful month!

YOU MADE IT TO THE END! Take a WORDLE break! ☺