

Reference & Online Services Meeting

Wednesday, March 2, 2022

11:35am-12:30pm – zoom meeting



NEW! Partner Program Spotlight - Kailyn Richards, Director of Policy, DE Center for Justice and Program Coordinator of Read In, Read Out.

- ❖ Introduced by Scott Businsky, Librarian @ Route 9 Library & Innovation Center and part of DLA's Correctional Services interest group has been working tirelessly to connect libraries with outside organizations who work with incarcerated individuals. Please email helpdesk@lib.de.us if you'd like to be added to the Correctional Services Listserv and join the group.
- ❖ Read In, Read Out program is 100% volunteer based and book purchases are funded through DOC.
- ❖ The program was on hiatus due to the pandemic, but will resume in a few weeks at the Howard R. Young Correctional Facility. The program was also offered at Baylor Women's Correctional Facility pre-COVID, so there are plans to resume there as well.
- ❖ Examples of volunteer opportunities: assist with selecting books for purchase through Scholastic or First Book; sorting through donated books; creating literacy packets; and, of course, visiting the facilities to work with the incarcerated individuals.
- ❖ Kailyn would be happy to include any library-related material, such as bookmarks or brochures to promote libraries.
- ❖ Kailyn has sent information on how to sign up as a volunteer and will be added in the email with these meetings notes.

Ask a Librarian Delaware Stats & Such

- ❖ Monthly statistics –February 2022-**271** tickets (368! tickets from Feb 2021; 215 tickets in Feb 2020).
 - Dedicated AaLDE phone line/voicemail messages – 20
 - Text messages – 52
 - Average turnaround time was approximately within 16 hours!!! Over 78% of the tickets were responded to within 24 hours!
- ❖ Monthly Reports are uploaded to the [Ask a Librarian Delaware Staff Support Site](#)
- ❖ **THANK YOU TIME**
 - **Sandy Meyers**, for answering the most tickets in February (**32**)!
 - **Sheri Brown**, for keeping up with the Dolly Parton Imagination Library tickets so efficiently and a comment on the feedback survey: "Very smooth process. Super Satisfied!"

[Quality of Services/AaLDE feedback from patrons](#) – Thank you for all of your excellent customer service this past month!!!! We **100% excellent ratings** from the patrons who have participated in the follow-up survey! There were so many positive comments that I don't have room to list here. **Here's one, though:**
"Ask a Librarian is a wonderful invention. I have been a user for years and love the way questions get answered even after-hours, as request moves with time zones to open libraries. Bravo!"

➤ **SHOUTOUT & Special THANK YOUs to for the positive feedback from their tickets:**

- **Mollie Gilmore - Brandywine Hundred Library**
- **Jill Bleyer – Brandywine Hundred Library**
- **Audrey Avery – Dover Library**
- **Jean Wakefield – Wilmington Library**

Business Reference Updates – Janet Wurtzel

- ❖ Janet reviewed the Data Axle Reference Solutions database as a reminder that this is an important tool with many valuable features for people who want to start businesses and who would like to research the local area.
 - Access through [Delaware Libraries eMedia](#) page under the Research, Learn, Discover tab (scroll down) or Janet's preferred way, through the [Business & Entrepreneurship LibGuide](#) on the [Delaware Libraries home page](#) under Services > Business Resources > [Research tab](#)
 - Janet highlighted that there are webinars available on the Data Axle Reference Solutions page as well as a Learning Center
- ❖ The Data Axle Reference Solutions database platform training for library staff was held on February 8th, 10th and 24th. The training sessions were recorded and uploaded into a tutorial on Delaware Libraries Staff Academy (DLSA/Niche Academy).
 - [How Data is Compiled & Segmented](#)
 - [Use Cases, Applying Tools & Data for Superior Results](#)
 - [Entrepreneurship: Research for starting, managing, and growing businesses](#)
- ❖ 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 - Michelle Hughes

- ❖ At Monday's Statewide Circulation meeting, there was a discussion on how to find on-order titles in the catalog/WorkFlows and the DLC Team has created a BCA report to capture and create a viewable spreadsheet. Please see the DLC section of the [Project Planning LibGuide](#) to access this spreadsheet (box entitled **Newly Created On-order Titles** on the right). This will be very helpful for reference staff who are assisting patrons with Readers' Advisory!

- ❖ Michelle showcased the new Tonieboxes that are coming to Delaware Libraries and are at DDL for processing! For information on what these are, please visit <https://us.tonies.com/pages/toniebox>
 - Thanks to Representative Bryan Shupe, the Division of Libraries was gifted a donation of 100 Tonieboxes and several hundred Tonie figurines, which will be distributed evenly between all public libraries.
 - Each library will receive 3 starter sets and 5-6 figurines. These will belong to the libraries; i.e., will not float. Note – there are no extra charging bases or other extra pieces to replace lost items!
 - The DLC team is currently working on creating the appropriate catalog records, crafting the circulation policies, and tagging each device and figurine. You can see a picture of the donation, plus other photos of the Toniebox and Tonie figurines on the Project Planning LibGuide: <https://guides.lib.de.us/projectplanning/collections#s-lg-box-wrapper-33244835>.
 - Targeted release of this pilot program is late. A kick-off event at the Milford Public Library is being planned, more details will follow later. Libraries are encouraged to evaluate how they are received within their respective communities to determine if they would like to include in their future collection development budget to add more to their collection.
 - More information will be available as we get closer to the Tonie pilot launch. As more detailed information becomes available, the DLC team will also provide updates through reference, circulation, and youth services meetings.

Miscellaneous Updates

- ❖ Northstar Digital Literacy – landing page has been updated
 - Library staff are encouraged to assist patrons in getting to this landing page and also to sign up for [proctor sessions](#) (if your library does not offer this service) with Literacy Delaware. If general literacy assistance is needed, please direct patrons to [Literacy Delaware](#).
 - Please reach out to helpdesk@lib.de.us if your library has a local organization interested in becoming a training partner/proctor with Delaware Libraries using the Northstar Digital Literacy platform.
 - Reminder – staff training tutorials with recordings from prior training sessions are uploaded to [the Delaware Libraries Staff Academy](#) (Niche Academy platform).
 - More information is available at <https://www.digitalliteracyassessment.org/manual#adman>

- ❖ Reminder – OverDrive app discontinued
 - Overdrive removed their OverDrive legacy app from app stores in February 2022. 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/>

- **Please promote the Libby app for patrons who use mobile devices to access their eMedia OverDrive materials!**
- **For web users – direct patrons to the [Delaware Libraries OverDrive page](#)**
- 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](#)
 - <https://aalstaff.lib.de.us/resources/>

Upcoming Training Reminder

March 7, 2022 @ 3pm – Register for the [Update: Chromebooks & Hotspots - LibCal - Delaware Libraries](#)

Next Reference meeting – Wednesday, April 6th, 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 (not mentioned in meeting)

EveryLibrary Training Sessions - Reminder

Training sessions are available on the [Delaware Libraries Staff Academy](#). The latest one is available [here](#).

(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, March 9th at 10AM**. Please register for the this session, “Messaging for Results”, through [LibCal](#).

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
- [Reference - CORE - Professional Development for Delaware Library Staff - LibGuides at Delaware Division of Libraries](#)
- [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!](#) 😊

Or try [3 Magic Words!](#)

Have a great month!

