

Reference & Online Services Meeting

Wednesday, April 6, 2022

11:35am-12:30pm – zoom meeting

[Recording](#)

[Happy National Library Week!](#)



[Happy National Poetry Month, too!](#)

[NEW! Partner Program Spotlight](#) – Tali Dunkley, Founder – We Mean Business 302

wemeanbusiness302@gmail.com

Introduced by Janet Wurtzel who connected with Tali through Social Innovation team initiatives

- ❖ New training partner/proctor for Northstar Digital Literacy, Wilmington Library location
- ❖ We Mean Business 302 offers programs to youth in 6th-12th grades
 - Meets in the Wilmington Library twice a week
 - Utilizes Inspiration Space/computers, and other library resources to work with youth to help them learn Microsoft products and other digital literacy tools
- ❖ Also expanding to work with the homeless population
- ❖ Connected with youth services librarian to partner with them to provide additional support to these youth
- ❖ Offering in New Castle County but would love to eventually expand to other areas



Ask a Librarian Delaware Stats & Such

Monthly statistics – March 2022-**Total number of tickets: 307** (322 tickets from the same time period last year; 354 tickets same time in 2020).

- Text/SMS - 52; Voicemail messages - 18
 - Twenty-one (21) quality of service survey responses this past month; **18/21** received 4/4 excellent service rating (the other 3 were 3/4)!
- ❖ Average turnaround time was approximately within 16.5 hours!!! Over 83% of the tickets were responded to within 24 hours!
 - ❖ Monthly Reports are uploaded to the [Ask a Librarian Delaware Staff Support Site](#)

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 participated in the follow-up survey!

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

- **Jean Wakefield – Wilmington Library** – “Terrific, above & beyond the call of duty response to my inquiry - thanks a million!”
- **Sheri Brown – DDL** – “This was not only a quick and efficient resolution to my issue, it was also warm and kind and loving.”
- **Kristin Cooper – South Coastal** – “I was very happy with the quick reply to my question.”

Reference Resource List – Adara Scholl

- ❖ Has been working on compiling an extensive spreadsheet of services and programs offered at Delaware Libraries
- ❖ Shared draft of multi-tabbed resource list
- ❖ Please send any updates or content to [Reference listserv distribution email](#)

Business Reference Updates – Janet Wurtzel

- ❖ Janet reviewed two partnership resources: DE Division of Small Businesses & Negocios
 - Access through the [Business & Entrepreneurship LibGuide](#) on the [Delaware Libraries home page](#) under Services > Business Resources > in the Need Assistance box
- ❖ Please email Janet (janet.wurtzel@lib.de.us) for more information, and/or ideas for future trainings related to BizRef, or if you have any questions.

DLC Team Updates – Rose Harrison & Michelle Hughes

- ❖ A reminder from Rose to **please do not use overrides** when placing holds for patrons. If an item cannot be placed on hold, there is a good reason for it. For example, there have been holds placed on titles for Appoquinimink Library's opening day collection, which are still sitting in the vendor's warehouse and unavailable to library patrons.
- ❖ Michelle shared -
 - RFID Updates – Two hybrid training sessions next week Monday and Tuesday. Sessions will be recorded. Please register through LibCal ([4/11](#); [4/12](#))
 - Dover Public Library is the first of the Kent County Libraries for the pilot program and phase I begins next Monday, April 11th
 - Michelle will send out schedules to library directors
 - EveryLibrary training session reminder - Training sessions are available on the [Delaware Libraries Staff Academy](#). The latest one, *Big Data and Advanced Marketing* is available [here](#). LAST LIVE coaching session will be held **Wednesday, April 13th at 10AM**. Please register for the this session, through [LibCal](#).
 - Tonie devices – stickers will be arriving later this week & DDL staff will be preparing/cataloguing the devices
 - Sending to Youth Services librarians with instructions on how to register them
 - Kick-off scheduled for May 11, 2022

Miscellaneous Updates

- ❖ Great news! DE Dept. of Education will be providing \$70,000 for juvenile books for the public library Overdrive collection. This will be in the new fiscal year starting in July 2022. We will be building the cart now in OverDrive Marketplace so that the full amount can be purchased for summer as soon as the funds are available.
- ❖ Delaware Libraries' OverDrive account rep will be providing training to staff who need/would like access to eMedia reports for your library location accessible through OverDrive Marketplace. This is scheduled from 1-2pm on Thursday, April 28th. Please register for this training through [LibCal](#). This session be recorded and I'll send out the recording to those registered.

Upcoming Conference Reminder

[MLA/DLA Conference](#) is scheduled for May 4-6, 2022. Please check out this [conference brochure](#) for more details!

Next Reference meeting – Wednesday, May 4, 11:30am-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) 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.
 - [Reference - CORE - Professional Development for Delaware Library Staff - LibGuides at Delaware Division of Libraries](#)
 - [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.

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!

Thanks so much!
Have a wonderful month!



<https://transactionswithbeauty.com/home/5poemsaboutlibraries>

...she will not be alone.

She will have a book to open

and open and open.

Her life starts here.

– from *Fuel*, by Naomi Shihab Nye