

Reference & Online Services Meeting

CANCELED for May! Notes are as follows:

Ask a Librarian Delaware Stats & Such



Monthly statistics – April 2022-**Total number of tickets: 265** (295 tickets from the same time period last year; 365 tickets same time in 2020). **Special thank you to Sandy Meyers for answering the most tickets (36)!! Thank you to Jean Wakefield for the time spent on researching and answering some in-depth genealogy/local history questions!**

- ❖ Text/SMS - 40; Voicemail messages – 20
- ❖ Average turnaround time was approximately 20 hours!!! Over 76% 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! Twenty-six (26) quality of service survey responses this past month; **25/26** received 4/4 excellent service rating (the other was 3/4)!

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

- **Anne Hiller-Clark – DDL** – “Anne was great! Her detailed response was very helpful and appreciated!”
 - **Lisa Frank – Brandywine Hundred** “Reply was prompt, helpful, and cheerful. I have great respect, trust, and admiration for the staff at the Brandywine Hundred Library.”
 - **Jill Bleyer – Brandywine Hundred** – “The library staff are always respectful and helpful and professional. Thank you for making it such a great place for my family!”
- ❖ The Correctional Services team (a small contingent from the DLA special interest group) answering Reference by Mail letters could use the extra help from AaLDE liaisons or other reference librarians/staff. If interested, please reach out to [me \(Missy.Williams@lib.de.us\)](mailto:Missy.Williams@lib.de.us)

Business Reference Updates – Janet Wurtzel

- ❖ Have you thought about exploring how your library could better serve the aspiring entrepreneurs and small business owners in your community? You have resources to support business development. The most important resource is you!

I encourage you to read the attachment: ALA's Libraries Build Business Playbook. There are ideas for libraries of every size and location to offer business reference support to the needs of your specific community. And, you won't do it alone. A main concept of the playbook is partnership. I will help you map the existing business support ecosystem for your community, connect to the players and build relationships. Let's talk! To get started, send me an email at janet.wurtzel@lib.de.us.

DLC Team Updates

- ❖ RFID Updates:
 - equipment has been delivered to libraries
 - The Backstage encoding teams are continuing to work on Dover's collection, and work started at Smyrna last week.
 - RFID training is in the [DLSA](#) for anyone who missed the April training
- ❖ Tonie devices – stickers will be arriving later this week & DDL staff will be preparing/cataloguing the devices
 - Sent to Youth Services librarians with instructions on how to register them
 - Kick-off scheduled for May 11, 2022 at Milford Public Library (see flyer)

Miscellaneous Updates

- ❖ Please note the potential for patrons to experience errors using OverDrive/Libby during the **server maintenance/upgrades** scheduled **every Tuesday and Thursday between 6-8am EST starting May 3, 2022 and continuing through July 28, 2022**
- ❖ May is [hoopla Bonus Borrows](#) month! Spread the word to your patrons!



Conference Reminder

[MLA/DLA Conference](#) is scheduled for this week - May 4-6, 2022. Please check out this [conference brochure](#) for more details! If you are attending – have fun!!!

Exciting Announcement!

THURSDAY AT 12 PM: Governor Carney, First Lady Tracey Quillen Carney, & Dr. Annie Norman welcome Dolly Parton to Delaware for Imagination Library Celebration at the Wilmington Public Library!

This event is private but will be live-streamed on Governor Carney's [Facebook page](#), [YouTube](#), and [de.gov/live](#).




Free books for children!


Learn more...

delawarelibraries.org/imagination

DelawareLibraries.org



Let's read more!



Next Reference meeting – June 1st, 11:30am-1:30pm

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

Our spotlight presentation will be from Marie Cunningham & Adam Smith of [DLAS](#) (Delaware Libraries Access Services).

More 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 Missy Williams](#) 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.

And Finally – have a great month of May!



**May the 4th
Be With You**