

Reference & Online Services Meeting

June 1, 2022

Happy June & Summer Library Reading Program Season!

Partner Spotlight: Delaware Library Access Services (DLAS) - Marie Cunningham & Adam Smith “That All May Read” - [National Library Service Talking Books \(nlstalkingbooks.org\)](http://NationalLibraryServiceTalkingBooks.org)

Fantastic presentation of the history of DLAS, services provided, criteria for eligibility, a “show & tell” of the Talking Books sent to patrons, outreach endeavors, guidelines for assisting visually impaired patrons, & more! Took too many notes to add here! **Please watch [the recording!](#)**

Key takeaways:

- [DLAS website](#) with links to applications and BARD, along with contact information.
- Would love to partner with as many Delaware Libraries to have a “Demonstration Center” set up onsite or welcome packets to share information on this valuable resource.
- Hope to become more involved with Summer Library Reading Program next summer so DLAS patrons can participate!

Ask a Librarian Delaware Stats & Such



- ❖ [Dolly Parton Imagination Library](#) Inquiries – please assign to Anne Hiller Clark or myself if further assistance is needed. Offer patrons the [FAQ page](#) that answers most questions, provides steps, and has the DDL [LibGuide](#) link.

[Monthly statistics](#) – May 2022-**Total number of tickets**: 312 (308 tickets from the same time period last year; 345 tickets same time in 2020). Text/SMS - 49; Voicemail messages – 20

- ❖ Average turnaround time was approximately **14 hours!!!** Over 83% of the tickets were responded to within 24 hours! Thanks so much for your efficiency!
- ❖ Monthly Reports will be uploaded to the [Ask a Librarian Delaware Staff Support Site](#)
- ❖ **THANK YOU** – Sandy Meyers (Frankford) & Lisa Frank (Brandywine) for answering many of the questions!
- ❖ [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-four (24) quality of service survey responses this past month; **22/24** received 4/4 excellent service rating (the other 2 were 3/4)!

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

- **Cheryl Clem – Hockessin** “It went well!” (short & sweet note!)
- **Lisa Frank & Jill Bleyer – Brandywine Hundred** – They received multiple positive feedback from patrons who completed the survey!
- **Kathy Joseph – Dover** – “Quick & efficient response. Took care of renewing my card with minimal effort on my end. Thank you!”

Business Reference Updates – Janet Wurtzel

- ❖ Legal Resources page updated on the Business & Entrepreneurship LibGuide.
 - Access from the Delaware Libraries home page under Services > Business Resources > Legal Resources.
 - There are many online resources available!
 - Delaware has Law Libraries with legal resources available to the general public & an Ask a Law Librarian service
- ❖ Reminder of the ALA’s Libraries Build Business Playbook which has ideas for libraries of every size & location to offer business reference support. Main concept is partnership! Please reach out to Janet if interested in learning more.
- ❖ Please send any questions or suggestions for Business Reference/Entrepreneurial resources, to janet.wurtzel@lib.de.us.

DLC Team Updates

- ❖ RFID update
 - All Kent county libraries have been completed. Work is shifting to Sussex county.
 - Announcement for interest in participating in phase II went out 5/26/22. Libraries need to indicate their interest **by Friday, June 10th**.
 - Still working on encoding collections only at this point.
 - Circulation training will not happen until Envisionware is on site, the end of June.
- ❖ Tonies
 - Want to get feedback from libraries on how the tonieboxes and tonie figurines are circulating. Please email dlc@lib.de.us or helpdesk@lib.de.us & answer these questions:
 - Is there patron interest?
 - Is offering renewals on the items causing availability challenges?
 - Have patrons been having technical difficulties?
 - Have the tonieboxes been holding the downloaded content?
- ❖ Reminder to please check and clear out old items in Repair and Damage accounts.
 - Can find information at <https://guides.lib.de.us/projectplanning/dlc> under the Database Maintenance section; will be running new reports in June.

DLC Team Updates, continued

- ❖ Many school libraries are starting to stop allowing holds as the school year comes to a close
 - Reminder do not use an override to place a hold
 - Appo items are not available to be placed on hold until August 1st
- ❖ CloudSource Open Access – available through the [Delaware Library Catalog](#) > Open Access Articles. Aggregates open access resources.
 - Please see the fact sheet attached to the meeting notes email.

Miscellaneous Updates

- ❖ [Summer Library Reading Program Web Page](#)
- ❖ School Reading Lists – [LibGuide](#)
- ❖ Kanopy coming to Delaware 7/1/2022! More info to come!
- ❖ REMINDER: 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

Next Reference meeting – July 6th, 11:30am-1:30pm

Please register through LibCal to receive the meeting link and reminder email:

[Reference & Online Services Meeting - LibCal - Delaware Libraries](#)

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 to represent your library or need more information.
 - Flyer on [Consortium Site](#) – please share on your websites, social media, community boards, etc.
- ❖ **Other Helpful Resources and/or LibGuides:**
 - Internal questions, please email helpdesk@lib.de.us;
 - Patron questions, please refer them to [Ask a Librarian Delaware](#).

- <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.

Thank you for all you do!

Have a wonderful June!

