

Reference & Online Services Meeting

August 3, 2022

Recording

Partner Spotlight: Ken Livingston, Director of Get Delaware Reading, United Way

klivingston@uwde.org/cell (302)-256-1920 - **Reach out anytime for more info!!**

Amazing presentation about the Get Delaware Reading literacy initiatives for children in Delaware!

Key takeaways:

- Nemours Bright Start (NBS) – focuses on early literacy for pre-school children at Stubb’s Early Education Center.
- Book Nook Initiative – New program! Partnership with Boys & Girls Club throughout the state to provide books on Chromebook or laptop at various locations.
- My Very Own Library (MVOL) (Ken’s primary project) – partnership with United Way, University of Chicago, & Scholastic Books to provide 10 free books a year to students to take home and start their own home library! Two book fairs a year at 18 participating schools have reached 8,435 students this past year and given out over 30k books! Would love to partner with more schools to host this wonderful program!
- DE Blue Coats – Books & Basketball program offers gently used books for children to add to their MVOLs. Basketball players share their love of reading.
- Ballard’s Reading Buddies/Reading Angels – Program started by wife of fallen trooper, pairs community mentors with 1st & 2nd grade students for 1-1 reading help. Runs October-May. Always in need of more volunteers! Please reach out if interested!
- Back to School Resource Fair – at Wilmington Library – August 13th, 11am-2pm. Handing out backpacks filled with school supplies. Community members can call Delaware 211 & press 4 to register.

Ask a Librarian Delaware Stats & Such

Monthly statistics – July 2022-**Total number of tickets: 324** (258 tickets from the same time period last year; 476 tickets same time in 2020; 228 in 2019).



Text/SMS - 53; Voicemail messages – 29

- ❖ Average turnaround time was approximately 21 hours. Thank you for keeping it within the goal of 24 hours!
- ❖ Monthly Reports are uploaded to the [Ask a Librarian Delaware Staff Support Site](#)

- ❖ **THANK YOU!!!!** Sandy Meyers (Frankford) the top “AaLDE” All-Star answering the most questions in July. Honorable mentions: – Sheri Brown, DDL, Jill Bleyer & Lisa Frank (Brandywine), & Jean Wakefield (Wilmington).

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-eight (28) quality of service survey responses this past month; **25/28** received 4/4 excellent service rating!

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

- **Beth Stevens – Elsmere:** “Thanks so much for your help! It was quick and easy!”
- **Eden Morgan – Brandywine Hundred:** “Eden was quick to respond and help me understand the county guidelines for our board meeting.”
- **Kristin Cooper – South Coastal:** “I haven't seen the book i requested yet, but the response was very quick and pleasant.”



Business Reference Updates – Janet Wurtzel

- ❖ Reminder of all the Business resources found on the [Business & Entrepreneurship LibGuide](#).
 - **Thank you to libraries who referred this page to patrons!**
 - Please let Janet know if your libraries need bookmarks to hand out.
 - Business assistance is available in Spanish, too, under “Negocios”.
 - [Learning for Aspiring Entrepreneurs](#) tab – Entrepreneurial Mindset training available. 8 life lessons in 8 modules based on the book “Who Owns the Ice House”. Great opportunity for all ages/every demographic! Please let Janet know if interested in providing a group training in your library.
 - Data Axle Reference Solutions – very powerful tool with information unavailable through a web search. Training on the platform available each month; unlimited access to training from Data Axle. Check the Training tab on the home page.
 - [Legal Resources page](#) has been updated.
- ❖ Please send any questions or suggestions for Business Reference/Entrepreneurial resources, to janet.wurtzel@lib.de.us.

DLC Team Updates – Michelle Hughes

- ❖ REMINDER-please, please, please, **DO NOT use an override to place holds!** There's a reason why the item is unable to have a hold.
- ❖ Open order period for item barcodes – please email Michelle (michelle.hughes@lib.de.us or helpdesk@lib.de.us) with information on how many barcodes your library needs and the last number in the pack.
- ❖ RFID update-
 - Close to the end of Phase I.
 - Hockessin Library will be finished soon. Newark is up next.
- ❖ Self-checkout machine available for any library who may be interested. Email helpdesk@lib.de.us
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- ❖ School Library project update -
 - Waiting for information from Rep. Longhurst
 - DLC Team starting planning process to add schools.
 - Sussex Central High School is interested in joining this fall
 - NCC VoTech schools interested, too, but waiting on approval

Miscellaneous Updates

- ❖ **Consortium login review:**
 - My.delaware.gov > design@lib.de.us M@rketing22
 - Open new tab in same browser: DLC Consortium – enter your library's login credentials
- ❖ Kanopy is here! More info on the AaLDE Staff Support Site
- ❖ Unite Delaware Assistance Request forms (on AaLDE patron portal page & delawarelibraries.org pages) – Services Tab; Help Tab; flyers available on the Consortium site.
- ❖ Northstar Digital Literacy Relaunch this fall!
- ❖ August is hoopla Bonus Borrows month!
 - eBooks
 - eAudiobooks
 - STEAM Learning

Next Reference meeting – September 7th, 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.