

Reference & Online Services Meeting

September 7, 2022

Recording

Partner Spotlight:

Beth Smith, Consumer Education Coordinator/Family Educator, Children & Families

First – AccessCare presentation (see shared slide deck). Key takeaways:

- Free program for assistance with locating quality, licensed childcare
 - Website: <https://www.cffde.org/accesscare>
 - Call: 1-800-734-2388
 - Request Enhanced Services for more hands-on assistance
- Maintain the MyChildDE.org website, which is a great resource to share with community members!
- Works with DDL's Alta Porterfield on a regular basis to make sure libraries have current information to share.

Feel free to email Beth at Elizabeth.smith@cffde.org with any questions.

Keda Dorisca, Community Engagement Manager, Unite Us Delaware: presented on the platform and how it is a collaboration with organizations to coordinate care for those in need by connecting health and social care. Reviewed the Assistance Request forms that are available for patrons/staff to access on Delaware Libraries' website besides the Ask a Librarian Delaware patron portal page.

Feel free to email Keda at keda.dorisca@uniteus.com with any questions.

Ask a Librarian Delaware Stats & Such

Welcome Kaitlin McGee - DDL Virtual Reference Assistant!

Monthly statistics – August 2022-was a little busier than July with **351 total tickets** (239 tickets from the same time period last year; 458 tickets same time in 2020; 229 in 2019)

Text/SMS - 46; Voicemail messages – 17

- ❖ Average turnaround time was approximately 16.5 hours! Thanks so much for monitoring your queues and responding so quickly!
- ❖ Monthly Reports are uploaded to the [Ask a Librarian Delaware Staff Support Site](#)



❖ **THANK YOUs:**

- Sandy Meyers (Frankford) & Lisa Frank (Brandywine) tied for answering 38 inquiries in August

❖ [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! Thirty-five (35) quality of service survey responses this past month; **32/35** received 4/4 excellent service rating!

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

- **Sandy Meyers:** "I got an answer immediately, and Sandy Meyers was pleasant and very helpful."
- **Eden Morgan – Brandywine Hundred:** "Eden is excellent for her job taking care of the people, who need help. We appreciate!"
- **Lisa Frank – Brandywine Hundred** "Always a pleasure to deal with Library people! We are fortunate to have such an excellent public library system in the state. Many thanks for all you do! "

Business Reference Updates – Janet Wurtzel

- ❖ Reminder of all the Business resources found on the [Business & Entrepreneurship LibGuide](#).
- ❖ Thanks for using the [referral form](#) to connect your patrons to coaching from the DE Division of Small Business. The number of submitted forms is increasing. Coaching is also available in Spanish from Negocios using [this form](#). If your patron's first language is Spanish, they may prefer learning in Spanish from a coach competent in Latino culture even if they are fluent in English. Please ask them.
- ❖ Please consider taking advantage of [the training offered by Data Axle for Reference Solutions](#). There are five different live webinars presented by Data Axle's trainer. I learn something new each time. Consider joining me for A Librarian's Introduction to Reference Solutions on September 14 @ 2PM EDT and Use Cases: Applying Tools & Data Filters on September 21 @ 2PM EDT.
- ❖ Please send any questions or suggestions for Business Reference/Entrepreneurial resources, to janet.wurtzel@lib.de.us.

DLC Team Updates – Michelle Hughes

- ❖ RFID update-
 - Close to the end of Phase I. Finishing up at Newark very soon.
 - Phase II to begin immediately after.
 - New inventory wands are available; reach out to Michelle through helpdesk@lib.de.us if interested.
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Next Reference meeting – October 5th, 11:30am-1:30pm

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

Miscellaneous Reminders

- ❖ **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

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](#) & [delawarelibraries.org pages](#) – for patron self-referral or staff entry.
 - 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.

Happy September and
LIBRARY CARD
SIGN-UP MONTH!



DelawareLibraries.org

