

## Reference & Online Services Meeting

October 5, 2022

### Recording

#### Partner Spotlight:

##### ❖ Joel Rudnick, [Legislative Library](#) (email: [jar@delaware.gov](mailto:jar@delaware.gov))

Librarian extraordinaire, Joel is the only librarian for the General Assembly, Division of Research, which is bicameral, non-partisan/neutral, and provides confidential service to the public.

- Joel conducts research and referrals, sharing legislative resources such as copies of bills, laws, code, and floor audio, in addition to indexing and collection management for the library
- Besides the Legislative Library, the Legislative Information Office is also public facing (but not open to the public for visitors to “browse” like in the library)
- Main difference between Legislative Library and County Law Librarians – Legislative Library has legislative material and the County Law Librarians have judicial materials (i.e., access to court cases and legal forms, etc.)
- For more information and details, please see Joel’s presentation available on the [Ask a Librarian Delaware Staff Support Site](#)

#### DLC Team Updates – Michelle Hughes

- ❖ Remove User Wizard use will be discontinued soon; alternate process will be shared with staff shortly.
- ❖ PL Steering is creating a subcommittee to review guidelines proposed by NCC Libraries for notes and comments in patron records. In the meantime, please remember to keep all notes/comments fact-based and professional.
- ❖ New widget in testing for mismatched holds; any item with a Pick-up analytic in the call number field will be affected. This will help so patrons cannot change the default pick up library when placing holds on certain items, such as hotspots or Chromebooks. This widget will only be available in Enterprise, not in the mobile app. Will send out a notice when it’s ready.
- ❖ New patron request form is in the works to add to Enterprise. This will be for when a patron is looking for a book and it is not in the catalog, they can submit a purchase/Interlibrary Loan request. It will be routed through Ask a Librarian Delaware when it is finalized.
- ❖ RFID update-
  - In Phase II: Kirkwood Library nearly complete; other libraries to follow and processing will continue through to April 2023
  - Any questions about RFID or self-check machines, please contact Michelle through the [helpdesk@lib.de.us](mailto:helpdesk@lib.de.us)

### Business Reference Updates – Janet Wurtzel

- ❖ Janet attended the NCC Chamber sponsored [Emerging Enterprise Center’s Entrepreneurial Summit](#) yesterday and was pleased that Jamar Rahming and Carl Shaw from Wilmington Public Library were Keynote Speakers! Great example of running the library with an entrepreneurial mindset and sharing their vision with the community!
- ❖ Janet is working with Georgetown Public and Route 9 libraries to assist with offering small business programming in their libraries. Please let her know if your library is interested, too.
- ❖ Reminder of all the Business resources found on the [Business & Entrepreneurship LibGuide](#).
  - Under the Learning for Aspiring Entrepreneurs tab- please note the new FREE platform entitled [Brian Hamilton Starter U](#). This is perfect for those wanting to start a business with low capital and “what you have in hand” or those in reentry. Encourage those seeking to learn entrepreneurial skills to start with this resource.
  - Second resource to recommend that is a “deeper dive” is the [Entrepreneurial Mindset Training](#).
  - For other options, there are more resources in the More Resources box under the listing for Brian Hamilton Starter U.
- ❖ Please send any questions or suggestions for Business Reference/Entrepreneurial resources, to [janet.wurtzel@lib.de.us](mailto:janet.wurtzel@lib.de.us).

### Ask a Librarian Delaware Stats & Such

[Monthly statistics](#) – September 2022-was a little slower than August with **291 total tickets** (287 tickets from the same time period last year; 466 tickets same time in crazy 2020; 228 in 2019)



Text/SMS - 46; Voicemail messages – 21

- ❖ Average turnaround time was approximately 21.5 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](#)
- **A HUGE THANK YOU to all the Ask a Librarian Delaware All Star Liaisons! Please see the listing with the meeting notes on the [Ask a Librarian Delaware Staff Support Site](#)**

## Reference & Online Services Meeting

### Ask a Librarian Delaware Stats & Such, continued

#### ❖ 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-three (23) quality of service survey responses this past month; **21/23** received 4/4 excellent service rating!

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

- **Anne Hiller Clark – DDL** – “Answer was quick and thorough. I’m impressed!”
- **Dave Giglio – Dover Public Library:** “Dave Giglio responded to me quickly when I asked about ordering a book. He took the additional step of placing a hold on the book since it was already owned by the library. I was most grateful to Dave.”
- **Eden Morgan – Brandywine Hundred:** “Eden has been fantastic as always!”
- **Rosie Mujica – Dover Public Library:** “The librarian was fantastic! She somehow managed to know just the book I was talking about with the description I provided. Honestly, I’m thankful she even tried, but having her recognize it was even better!”



### Miscellaneous Updates/Reminders

- ❖ **Libby Updates** –tags & wish lists can now be filtered by availability (please see help sheet on the [Ask a Librarian Delaware Staff Support Site](#))
- ❖ **NoveList Plus** – Access through [Delaware Libraries eMedia](#) page > Read, Track & Organize tab – redirects to login page and then onto the NoveList Plus homepage

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### Next Reference meeting – November 2, 11:30am-1:30pm

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

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

## Reference & Online Services Meeting

### More Incessant Reminders

- ❖ Please [email me](#) any topics or partner spotlight 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](mailto: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. Please reach out to [design@lib.de.us](mailto:design@lib.de.us) for access.
- [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](mailto:profdev@lib.de.us) with any training questions or issues. Katie McDonough or Jaclyn Hale 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!

## *Reference & Online Services Meeting*

- ❖ There are also other Professional Development Teams; please see this [LibGuide](#) for more information and/or email [profdev@lib.de.us](mailto:profdev@lib.de.us) or [events@lib.de.us](mailto:events@lib.de.us).



*Have a wonderful month!*