

Reference & Online Services Meeting

November 2, 2022

Recording

Partner Spotlights:

- ❖ Greg O’Neill, Director of Patient and Family Health at Christiana Care and Chair of the Health Literacy Council of Delaware (Please see presentation slides shared in email and also uploaded on the [AaLDE Staff Support Site](#)).
 - Key takeaways:
 - Would like to “plant a seed” to promote the importance of health literacy alongside basic literacy needs
 - “Crisis of understanding: 9 out of 10 lack skills to manage health and prevent diseases; 1 in 3 have basic or below basic health literacy
 - 5 Key points to promote health literacy (please see slides)
 - New Health Literacy Council comprised of national members, steering committee, tasks group/committees, and general membership
 - Inaugural/Virtual Forum scheduled for Wednesday, November 16th from 9am-12pm – [Register here!](#)

- ❖ DE Journalism project on Polarization - Dr. Annie Norman:
 - [Delaware Community Foundation](#) received a two-year grant and invited news media in DE to join together around one topic to lead to a solution of that topic and invited libraries and other community partners to participate by hosting community conversations. Topic is **Polarization**.
 - [Strengthening Delaware Journalism \(ljidelaware.org\)](#)
 - Need professional facilitators at libraries to host programs, such as book circles; **Please let Annie know if you’d like to participate in hosting a program** (annie.norman@delaware.gov). Would like one library from each county, at least.
 - [Home - Delaware Journalism Collaborative – LibGuides:](#) please email reference@listserv.lib.de.us with suggestions/recommendations of content related to Polarization (links, titles, resources) to add to this LibGuide.
 - Join the [Delaware Community Foundation](#) on Nov. 16, 2022 at 10 a.m. for a presentation by Mónica Guzmán, author of *I Never Thought Of It That Way: How To Have Fearlessly Curious Conversations in Dangerously Divided Times*. [Register here!](#)

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- Please keep an eye on what's going on in meeting rooms & latch onto library initiatives, such as DCF & DE Humanities' events and work with them to partner.
- **Please add upcoming events at your libraries to LibCal** to promote these programs and collaborations! There are many events scheduled at libraries that are not listed in the events calendar.
- When hosting events at your library, please make sure to offer a hybrid option or livestream. For any technology needs, please submit a ticket to helpdesk@lib.de.us.

Ask a Librarian Delaware Stats & Such

[Monthly statistics](#) – October 2022- **290 total tickets** (232 tickets from the same time period last year; 404 tickets same time in crazy 2020; 166 in 2019)



Text/SMS - 33; Voicemail messages – 23

- ❖ Average turnaround time was approximately 17 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](#)
- ❖ 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-two (22) quality of service survey responses this past month; **20/22** received 4/4 excellent service rating!



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

- **Jamie Morris – Dover Public Library:** "Always, always outstanding service with rapid response. Thank you!"
- **Jill Bleyer – Brandywine Hundred:** "No complaints. Replies are fast and courteous."
- **Sandy Meyers – Frankford Public Library:** "The response was very prompt and answered my question clearly."

Tracking Reference Statistics

Please use the [Reference Tally sheet](#) and transfer the statistics into the [Reference Online Tracker](#) form by the 5th of each month. To clarify what to track, here is how RUSA defines reference questions (and what are not) that are aligned with federal reporting requirements:

1.0 Definition of Reference

Reference Transactions are information consultations in which library staff recommend, interpret, evaluate, and/or use information resources to help others to meet particular information needs. **Reference transactions do not include formal instruction or exchanges that provide assistance with locations, schedules, equipment, supplies, or policy statements.**

[Measuring and Assessing Reference Services and Resources: A Guide | Reference & User Services Association \(RUSA\) \(ala.org\)](#)

Examples of what is NOT a reference question:

- Asking for directions, such as where the bathroom is, where the DVDs are (locations);
- when is the next Storytime or book club meeting (schedules);
- how to use the printer or copy machine (equipment);
- do you have earbuds for sale, can I use the stapler (supplies);
- how many checkouts are allowed (policy);
- training classes/programs/1-on-1 **scheduled** tech help training (however, "on the spot" tech help **is considered a reference transaction** counted in the 000s on the tally sheet/reference tracker form).

Examples of what ARE reference questions:

- Any question that requires use of specific knowledge only library staff would know, for example, searching in the catalog, searching WorkFlows, or using any library resource would definitely be considered and counted as a reference transaction.
- when a patron asks where certain types of books are in the library, such as "where are the cookbooks?" (though it may seem like a directional/location specific question), since library staff know that cookbooks are in the 641 section and a typical non-library person would not.

Please see this [article](#) on the importance of gathering statistics - *Learning from our Statistics-Public Libraries*

New Chatbot feature for LibAnswers

- ❖ Springshare released a new Chatbot feature that libraries that do not use LibChat can still utilize. Kaitlin and I will be working on setting it up and testing it out. Stay tuned for more information!

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Business Reference Updates – Janet Wurtzel

- ❖ No updates this month!
- ❖ Reminder - business resources are on the [Business & Entrepreneurship LibGuide](#).
- ❖ Please send any questions or suggestions for Business Reference/Entrepreneurial resources, to janet.wurtzel@lib.de.us.

DLC Team Updates – Michelle Hughes

- ❖ WELCOME BACK, Vinny Alascia, System Admin. Librarian on the DLC Team!
 - Vinny was key in implementing the Delaware Library Consortium and shared catalog back when it started! We are so happy to have him back!
 - Vinny will be instrumental in the school library project
- ❖ School library project moving along, especially after the announcement last week from Rep. Longhurst! (Check out [this news coverage](#) – one of several!)
 - In the process of adding three schools; more to come!
 - Using a staging server for school library's bib records to clean up before adding to the live server/catalog. Working closely with SirsiDynix.
 - Please reach out to school librarians or school administrators in your area and let the DLC Team know (dlc@lib.de.us) of any interest in joining the consortium.
- ❖ Questions? Please email helpdesk@lib.de.us.

Miscellaneous Updates/Reminders

- ❖ Election time!! [How to Vote in Delaware](#)
- ❖ [Northstar Digital Literacy](#) – Assessments now available in Latin American Spanish & New Social Media module
- ❖ It's a [hoopla Bonus Borrow](#)s month! [Dive into a New Series Collection](#)
- ❖ [Festival of Words](#) scheduled for December 3rd!
- ❖ University of Maryland "[Search Better](#)" course offering
- ❖ [North American Virtual Reference Online Conference](#) is scheduled for February 21-23, 2023 and the [call for proposals](#) is now open!

Next Reference meeting – December 7, 11:30am-1:30pm

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

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

DelawareLibraries.org



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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;
 - 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 for access.
 - [Reference - CORE - Professional Development for Delaware Library Staff - LibGuides](#)
 - [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 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!
- ❖ There are also other Professional Development Teams; please see this [LibGuide](#) for more information and/or email profdev@lib.de.us or events@lib.de.us.

*Have a wonderful month filled with gratitude
and thanksgiving!*

