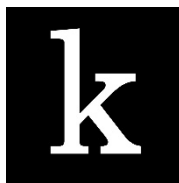


Reference & Online Services Meeting

December 7, 2022

Recording

No Partner Spotlight this Month – featured instead is a DDL Resource Show & Tell! <https://delawarelibraries.org/edia>



NORTHSTAR
DIGITAL LITERACY ASSESSMENT
A PROGRAM OF THE MINNESOTA LITERACY COUNCIL



AND MORE!

Ask a Librarian Delaware Stats & Such

Monthly statistics – Number of tickets: **495** - this number reflects 253 tickets for Dolly Parton Imagination Library. Of the 253 tickets, 227 were email correspondence initiated by DDL to parents of the child accounts that have been flagged by the USPS with NCOA mailing issues. We've had 32 parents, out of the 227 sent emails, who have responded to resolve their address issues.



- Prior year comparison of total tickets - 271 tickets from the same time period last year; 319 tickets same time in 2020.
- Text/SMS - 37; Voicemail messages - 19

Average turnaround time was **approximately 11** hours, which may be a bit skewed due to all the aforementioned Dolly Parton emails! Regardless, thanks so much for monitoring your queues and responding so quickly! **Speaking of the Dolly Parton Imagination Library (DPIL) – Delaware Division of Libraries is the affiliate in DE for the program. Please make sure your colleagues know to refer parents/patrons to Ask a Librarian Delaware if they have any questions, issues, or concerns with the service.** For AalDE liaisons – please feel free to assign any DPIL tickets to me or Kaitlin.



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- ❖ 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! More feedback surveys were completed for tickets received in November since I compiled the monthly reports so we ended up having thirty-nine (**39**) quality of service survey responses this past month (our most yet!!)

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

- **Dave Giglio – Dover Public Library:** “I got help quickly and got access to the information I needed. Thanks very much!”
- **Lisa Frank – Brandywine Hundred:** “Prompt, efficient and pleasant!”
- **Sandy Meyers – Frankford Public Library:** “Sandy provided excellent resources to answer my question. She asked me questions to confirm my request. She offered further support if needed.”

New Chatbot feature for LibAnswers

- ❖ Springshare released a new Chatbot feature in beta testing for libraries that do not use LibChat can utilize. Kaitlin and I are working on setting it up and testing it out. Springshare plans to release the live version in January 2023. We are still assessing whether we will use it or not.

Business Reference Updates – Janet Wurtzel

- ❖ Data Axle Reference Solutions review – unique source of verified, conglomerated information about businesses and individuals not available free online using a Google or other search engine.
 - Access through the Delaware Libraries’ eMedia page or through the [Business & Entrepreneurship LibGuide](#)
 - Great tool for small business owners, entrepreneurs, or anyone conducting business research.
 - Interested in a training session with the representative from Data Axle? Please let Janet know (or complete the poll sent out with these notes).
- ❖ Please send any questions or suggestions for Business Reference/Entrepreneurial resources, to janet.wurtzel@lib.de.us.

DLC Team Updates

- ❖ School library project moving along
 - Data for three schools are uploaded on a staging server that was set up for the school libraries' bib records. Records will be cleaned up/materials re-barcoded before adding to the live server/catalog.
 - 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

- ❖ [Search Better! Course](#) offered to Delaware library staff is still available until December 16th.
- ❖ [North American Virtual Reference Online Conference](#) is scheduled for February 21-23, 2023; Mark your calendars!

Next Reference meeting – Changed to **2nd Wednesday** – January 11, 2023, 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 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;

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- 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 holiday season!

