

MARCH 1, 2023

Recording - <https://youtu.be/EmMw4iiTYPs>

Partner Spotlights this Month

- **Michelle Statham - DE State Housing Authority:** Presentation of free service provided by a statewide collaboration - [DelawareHousingSearch.org](https://delawarehousingsearch.org). Has graciously given 14,000 rack card and posters in English and Spanish for distribution to share this valuable information with libraries and the communities they serve. Please see presentation slides for more details.
- **Carol Amos – volunteer with DE Alzheimer’s Association:** Reviewed what Alzheimer’s is and provided important information and many resources!
 - Local Contact: Kristina Prendergast, Program Manager, Delaware Chapter - kprendergast@alz.org, 215-399-9205
 - **Please feel free to reach out to Kristina if interested in a (free!) presentation/outreach at your library.**
 - **24/7 Helpline 800.272.3900**
 - [Alzheimer's Association | Alzheimer's Disease & Dementia Help](#)
 - [2022 National Facts and Figures - YouTube](#)
 - **Resources:** <https://www.alz.org/help-support/resources>
 - **Free on demand e-learning:** training.alz.org
 - **E-Learning Spanish recordings:** <https://training.alz.org/espanol>
 - **Caregiver Center:** alz.org/care
 - **Community Resource Finder:** <https://www.communityresourcefinder.org/>
 - **I Have Alz:** <https://www.alz.org/help-support/i-have-alz>
 - **Volunteer opportunities:** <https://www.alz.org/get-involved-now/volunteer>
 - **Walk to End Alzheimer's:** alz.org/delval/walk
 - **The Longest Day:** alz.org/thelongestday

Business Reference Updates – Janet Wurtzel

- Reminder to promote basic/general resources available at libraries!
 - Meeting rooms/spaces for business owners/entrepreneurs to work.
 - Makerspaces!
- Please send any questions or suggestions for Business Reference/Entrepreneurial resources, to janet.wurtzel@lib.de.us.

DLC Team Updates



Information and updates from the
DLC Team

- Proposal from NCC: In an effort to make library experiences more inclusive, New Castle County would like to make the following request to change the naming of the Foreign Language and Juvenile Foreign Language collections to **World Language**.
 - **Please send any feedback/thoughts to dlc@lib.de.us**
- Upcoming “database freeze” when catalog will be unavailable. DLC Team will notify of date/time as soon as it is scheduled.
- School library project moving along – team very busy with onboarding school libraries.
 - First three schools in this “batch” going “live” in a few weeks
 - Next five schools set for onboarding and re-barcoding collection; “go live” target for June or July.
- Questions or issues? Please email helpdesk@lib.de.us.

Ask a Librarian Delaware Stats & Such

Monthly statistics – Number of unique tickets in February 2023: 308



- Prior year comparison of total tickets - 271 tickets from same time period last year; 368 tickets same time in 2021
- Text/SMS - 34; Voicemail messages – 6 (using a new message that directs patrons to contact a library directly for immediate assistance, or use AaLDE text message number, if able, or leave a message – so the number of voicemail messages have gone down considerably!)

Average turnaround time was **approximately 16 hours!** Thank you so much for keeping on top of your library’s queue & responding to the inquiries in such a timely manner!

- Monthly Reports are uploaded on 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 **21 excellent ratings** from the 22 patrons who participated in the follow-up survey.

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

- **Jill Bleyer – Brandywine Hundred:** “Jill went out of her way to find a difficult-to-find periodical. The Ask a Librarian service is very helpful..., Ask a Librarian staffers are knowledgeable and skilled and helpful.”
- **Kristin Cooper – South Coastal Library:** “Very helpful.”

DelawareLibraries.org



Miscellaneous Updates/Reminders

- OverDrive officially launching the “Deep Search/Notify Me” tag feature on 3/21/2023
 - Will review at April’s meeting
- Search Better! Course offered to Delaware library staff is still available!
- Do More Delaware! <https://www.domore24delaware.org/> - March 2, 2023!

Next Reference meeting – NOTE DATE CHANGE for April –

2nd Wednesday, April 12th, 2023 at 11:30am. Please register through LibCal to receive the meeting link and reminder email: [Reference & Online Services Meeting - LibCal - Delaware Libraries](#)

More Reminders...(not mentioned in meeting)

- ❖ **Tax Information** - please see this FAQ & share with patrons - [Where can I get tax help? - Ask a Librarian Delaware \(delawarelibraries.org\)](#)
- ❖ 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](#)

Reference & Online Services Meeting

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

