



Delaware Reference/Public Services Group and Liaison Meeting Notes  
 Wednesday July 8, 2015  
 10am to 12pm online

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Attendees: Dr. Annie Norman (DDL, State Librarian), Beth-Ann Ryan (DDL), Beverly LaFazia (Millsboro), Harry Fisher (DDL), Leerah Snead (Selbyville), Mary Brittingham (Millsboro), Shelly Stein (Hockessin), Gregg McCullough (Laurel), Michelle Hughes (Dover), Rebecca Hayden (Brandywine Hundred), Rose Harrison (DDL), Susan Upole (Delmar), Dave Giglio (Dover), Bob Wetherall (DDL – Guest Presenter), Deb Burton (DDL – Guest Presenter), Laura Bosley (UMD Intern – Guest Presenter), Cathay Keough (DDL, Statewide Coordinator)

Link to recording of meeting: <https://delawarelibraries.adobeconnect.com/p2zgbmag8xi/>

What	Update	Who/What
Introductions	Library Reference/Public Services updates - Round Robin	Meeting participants discussed how reference services are going in their libraries, focusing on summer reading and other recent programs/events.
Presentation (and New Reference Tally Sheet for FY 16)	<p>Reference statistics: Comparison of Reference Tally Sheet/Dewey Delaware for FYs 2014 and 2015</p> <p>Guest Presenter: Bob Wetherall, DDL</p>	<p>Bob Wetherall offered details from two years of library reference statistics (using Reference Tracker) that are provided by most of Delaware’s public libraries. These are compiled by the libraries through the Reference Tally Sheets and on Ask a Librarian Delaware’s reports. Bob reported that 8 of the public libraries are not giving Reference data consistently or at all.</p> <p>Through the presentation, it became apparent that it was assumed libraries were adding the data offered through AalDE’s monthly reports to the Reference Tracker/monthly reporting, but this may not be as commonly a practice as thought. A revised Reference Tally Sheet form for FY16 will include updated instructions to help make this clearer (Note – This updated form also includes a new “social media/*email” field for gathering questions asked/responded to through a library’s social media as well as a library’s unique email (not through LibAnswers/Ask a Librarian Delaware).</p> <p>Trends show that the number of questions asked by patrons has increased about 8% over the two years. In FY 2014, there were 303,271 questions reported. In FY 2015, the number is 328,185 (not all reports are in).</p> <p>The url for submitting monthly library reference stats:  <a href="http://tinyurl.com/referencetracking">http://tinyurl.com/referencetracking</a>          This url is also on the Reference Tally Sheet instructions.</p>

Presentation	<p>Evanced event categorization and Dewey (brief review, continued from last month)</p> <p>Guest Presenter: Deb Burton, DDL</p>	<p>Events listed on Evanced need to have a Dewey category as the primary field. Deb offered insight about how this helps give valuable information about the types of programs and events libraries offer.</p>
Presentation	<p>“Methods Patrons Use for Asking, and Current Trends/Preferences”</p> <p>Guest Presenter: Laura Bosley, UMD Intern</p>	<p>Ask a Librarian Delaware offers texting as an option for patrons to reach their library for assistance. Unlimited texting seems to be common for those who text. As Pew reports have described, the use of cell phones and texting has rapidly grown. Laura gave us a brief presentation about texting and library question-answering.</p>
VR/Reference Services Summary and Discussion	<p>Summary report from ALA Annual on Reference Services</p> <p>Cathay Keough, DDL Statewide Coordinator, Delaware Reference Services</p>	<p>The group had a discussion of reference and virtual reference services after Cathay gave a quick summary from her recent experiences at ALA Annual (June 2015).</p>
Additional Items	<p>A. Springshare update B. New Staff Support Site for Ask a Librarian DE/Reference Services</p>	<p>A. Cathay met with Springshare representatives to request possible updates on software (or other solutions)</p> <ol style="list-style-type: none"> <li>1. Topics/WordCloud = create an additional WordCloud or way to populate the WordCloud with other than the Topics as tied in with Reference Analytics</li> <li>2. Have a field for users that includes “library” so that we know which library each staff person comes from, on our LibAnswers account area.</li> <li>3. Data showing “no value” actually has value. Springshare is checking on this discrepancy. (Value is offered when we supply Reference Analytics/Dewey Delaware.)</li> </ol> <p>B. Coming soon: New Staff Support Site – new look, new feel to better assist Delaware library staff with all types of Reference Services for Delaware. (Same URL.)</p>

Meeting adjourned at 12:00. Thank you for attending!

Our next meeting is online on Wednesday, August 12 2015, 10am.

Meeting information is provided on the Ask a Librarian DE staff support site:

<http://aalstaff.lib.de.us>