Delaware Public Services Group and Liaison Meeting

Wednesday July 16, 2014
10am to 12pm online at Dover Public Library, meeting room
http://aalstaff.lib.de.us/

Meeting minutes

In attendance: Rose Harrison (Seaford), Wendy Roberts (Laurel), Patty Hartmannsgruber (DTCC – Owens), Beverly LaFazia (Millsboro), Leerah Snead (Selbyville), Annie Norman (DDL), Beth-Ann Ryan (DDL), Bob Wetherall (DDL), Patty Langley (DDL), Cathay Keough (DDL)

What	Update	Who	Notes
Introductions	Library updates on Reference/Public Services	Cathay, Annie	Round robin from those present focused on summer reading and any feedback on database changes.
Databases	• FY2015 changes • LibGuides	Cathay, Patty, Beth-Ann, Annie	Learning Express 3.0 was discussed; the transition from 2.0 went smoothly. Subject specialists and areas were discussed; the idea of having a way to develop library staff search skills (such as through an interactive game based on Trivial Pursuit) was explored, led by Annie. Patty gave info about new LibGuides that have been published (http://guides.lib.de.us/), including a genealogy LibGuide. Feedback about gaps in resources and ways to continue to improve the LibGuides is encouraged. It is recommended that liaisons add a link to the genealogy LibGuide on each provider library's Ask a Librarian DE policy pages. Heritage Quest and Family Search was compared through a presentation given by Beth-Ann Ryan.
Virtual Reference	• Local coverage • Springshare, LibAnswers/Chat	Cathay	July 1 marked the beginning of "Local Delaware Coverage" on chat using QuestionPoint. There are some gaps in

			the weekly chat coverage. If Delaware library patrons come on to chat and no Delaware library staff are logged on to help, the patron receives a "closed" message that "no one is available right now" and is encouraged to use email or call/visit the library (with links to how to do this). Cathay is attending trainings on Springshare's new LibAnswers/LibChat version and is developing training for this new software. Pilot libraries are: Kirkwood, Bear and Rehoboth Beach They will lead the way – and will help shape the training and online presences for reference via library websites (for chat, email, IM, texting).
	• Pilot libraries		
Training	• RefUSA • Chat on Springshare's LibChat • Chat/Email on QP?	Cathay	ReferenceUSA will give an hour webinar during the August 20 meeting (online). LibAnswers training is being developed. Springshare's product is new; 'how to' handouts should be available by September 1. Beverly mentioned that she would like a refresher on 'searching while on chat.' It was also suggested to have a chat training include how to work with multiple patrons.
Library "Working Visits"	Six libraries – Bear, Laurel, Hockessin, Wilmington, Brandywine Hundred, Clayton	Cathay	Cathay reported that she will visit six libraries, to work alongside the reference staff as a way to refresh her in-person experience.

| Reference Stats | Counting Opinions Reference Tracker

Reference Tally Sheet | Bob | Bob reported that some libraries have not been submitting their stats and asked that if library staff have any questions or need help, to let him know.

The (Counting Opinions) Reference Tracker link is: http://tinyurl.com/referencetracking

The Reference Tally Sheet has been updated to include virtual reference tracking as an option. Libraries who would like to make sure they are counting telephone, email, chat, IM questions may opt for this updated form. The Reference Tally Sheet is intended to be flexible and can be edited to meet each library's needs. |

The meeting adjourned at 11:45am.

Next meeting is August 20, 2014, online via AdobeConnect.