Delaware Reference Services Group and Liaison Meeting

Thursday, November 14, 2013
9:00am – 12:00 Dover Public Library, Meeting Room

In attendance: Josias Bartram, Beth Borene, Marie Cunningham, Ray Goode, Heather Gore, Rose Harrison, Patty Hartmannsgruber, Michelle Hughes, Cathay Keough, Patty Langley, Sherri McCarthy, Katie McDonough, Alison Miller, Dr. Annie Norman, Renee O'Donnell, Karen Olsen, Chris Paolini, Jessica Prayer, Wendy Roberts, Leerah Snead, Shelley Stein, Stacy Teffeau, Bob Wetherall.

Agenda

I.   (9:00) Welcome, announcements

II.   (9:15) "Collection Connections; Identifying Your Talents" – a experiential game developed and presented by Dr. Annie Norman. We divided into groups (4-6 per group) to play "Collection Connections" as a tool for identifying library staff and community strengths and gaps. As stated on the game's instructions for use:
Objective: "To fill up the board with creative ideas for programs using library collections and talents within your library and community."

Dr. Norman led us through the game and after playing it once through, we then focused on each person's talents. This included hobbies, interests in certain genres, specific education/degrees or experience in certain subjects. Library staff wrote these on Post-it Notes and stuck each to the "Collection Connections" board in the Dewey Decimal category this subject fit, and aligned with the level of expertise according to Maslow's Hierarchy (see game board for details on the Delaware Library Consortium site: http://consortium.lib.de.us/professional-development/collection-connections/). The talents were compiled and are attached as a separate document.

Library reference staff who wish to add their talents, please email Cathay Keough (cathay.keough@lib.de.us).

III.   (10:25) GED update – Marie Cunningham, Senior Librarian, Delaware Division of Libraries. Marie gave an overview of changes to the General Educational Development (GED), beginning after January 1, 2014. Changes include moving the testing process to be completely online and raising the fee associated with the test. See the State of Delaware for a list of centers who offer test prep and testing: http://www.doe.k12.de.us/infosuites/ddoe/aboutdoe/workgroups/adulted_pages/ged-centers.shtml

There is a concern that this will create an increased obstacle for those who may rely on alternative methods for completing their high school education, since an Internet connection and computer will need to be used. Payment for the exam requires a debit/credit card (no checks or money orders are allowed). Those who began the GED testing in 2013 must complete their work by December 31, 2013, or will need to begin anew in 2014, due to these changes. Users must make a "My GED" account for access. The test is strictly timed and provides an online Texas Instrument Calculator for use.

[Note: Since this update from Marie, the US Department of Education and HUD provided a webinar discussing NTIA/BTOP and GED changes on December 11, 2013. The information provided through the webinar is attached as a separate document.]

We also mentioned that our Delaware libraries have Learning Express, which provides online test preparation for GED (and other common test needs). Learning Express is upgrading to version 3.0 as of December. Both 2.0 and 3.0 will be simultaneously offered for a few months, since the platforms are of different software and users will need to transfer their saved work from 2.0 to 3.0 (and re-register on that newer platform). Learning Express is scheduled to present information during Database Days on January 22, 2014 (See: http://aalstaff.lib.de.us/events/37/reference-services-group-meeting-database-days/ for information and to register.)

IV.   (10:35) Job Centers/BTOP/IS update on changes – Ray Goode, Job Center Coordinator, Dover. Ray gave a brief history of the Job Centers and the progression of changes now that these are evolving into Inspiration Spaces (IS). The proposed idea is to have a day a week dedicated for different IS interests, such as job seeking, entrepreneurship, Maker Spaces, ACA/Health enrollment and tax assistance, etc. See his presentation, attached as a separate document, for further details.

V.   (10:45) Brief discussion of Flaherty, Mary Grace, "The Public Library as Health Information Resource?" (2013). *iSchool Information Science and Technology - Dissertations.* Paper 82. (It is 245 pages; especially review pages 89-93 and 154-155)
Freely available from: http://surface.syr.edu/it_etd/82

Discussion topic: The author has processes in place - how can we build on it to improve reference services in Delaware?

---Since most of the group did not read this a discussion did not occur. It is tabled for a future meeting.

VI.   (11:00) Delaware Reference Services Reports and News
    a. Dewey Delaware/AaLDE: It was mentioned that Descriptive Codes need to be entered on chat and email questions in QuestionPoint. See the staff support site for how to do this: http://aalstaff.lib.de.us/training/training-tutorials/tutorial-how-to-

add-descriptive-codes-in-qp/

Descriptive Codes provide tagging of questions so that we can better identify what patrons and students are asking, what the trends are for our communities, and what possible gaps we may have. Tagging in QuestionPoint provides a function for searching by keyword so that the questions can be easily grouped.

b. Shared follow up and referrals on QuestionPoint: As of this meeting, liaisons are now to begin checking the Shared Follow up and Active questions lists for any chat/email that pertains to their library (be logged in with the library's 9-digit administrative number). Claim any that pertain to your library, and then refer these to your library's team member. For example, if the liaison claims a question for her library and needs Sally to work on it since it has to do with collection development, assign it to Sally for answering. Sally will receive an email notification that this has been assigned, and can send the answer directly to the patron. For a 5-minute tutorial, see the staff support site:

http://aalstaff.lib.de.us/resources/working-with-shared-follow-up-and-reviewingclosing-questions-for-liaisons/

c. Capture Your Stories! Cathay mentioned the need to begin writing down the stories we hear or experience on chat/email from our interactions with patrons and students. These can be brief, but are very important to gather. Maybe use a notebook or special online place to capture these stories. <mark>We will revisit this at a future meeting.</mark>

d. School Toolkit update (School Partnership Committee). As announced, the School Toolkit is completed and available. Great work by the School Partnership Committee! See the Toolkit at on the Ask a Librarian Delaware portal page: http://lib.de.us/askalibrarian/ "For teachers: How to have a class visit PDF"

e. ACA/Delaware Health Marketplace. Most public libraries in Delaware have provided presentations through one of the four agencies (Brandywine Women's Health, Westside Family Health, the Delmarva Foundation, and Christiana Care). They are also providing scheduled and repeated enrollment sessions. These are found on the shared Delaware library calendar and are showing up on Choose Health Delaware's site, too (in the Events: http://www.choosehealthde.com/Health-Insurance/Calendar#Dec2013). Choose Health Delaware is a site that offers information specific to Delaware, and gives options to set up a one-on-one session with a Marketplace Guide (and can assist on the phone, in person, and through chat as well).

The IS Centers (aka "Job Centers") are also scheduling weekly enrollment sessions.

The enrollment period ends on December 26, 2013 for coverage beginning January 1, 2014. Open enrollment ends on March 31, 2014. See the federal Marketplace site for dates (and further information): https://www.healthcare.gov/what-key-dates-do-i-need-to-know/#part=1 .

f. Database Days: This is scheduled for January 21-24, 2014 (January 20 is a holiday). Vendors include: Mango, Zinio, Learning Express, Ebsco, and ProQuest (who also provide Ancestry.com). Webinars and in-person presentations will be provided to help us learn more about the databases/resources and to be able to recommend their use. The Reference Services Group Database Committee is developing a survey for evaluating these resources.

See the staff support site for details and to register: http://aalstaff.lib.de.us/2013/11/07/database-days-are-coming/

(12:15) Wrap up

Next meeting: Wednesday, January 22, 2014 (during Database Days – we will have presentations from three vendors on this day)

Note that the Database Committee met from 12:30 to 1:15. See the Reference Services Group wiki for details: http://aaldestaff.pbworks.com/w/page/66457603/Databases%20Reference%20Services%20Group%20Committee