

Welcome to Delaware Public Services Meeting

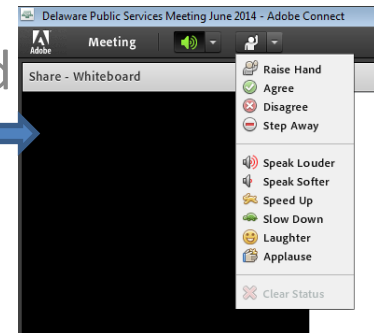
<http://aalstaff.lib.de.us>

Wednesday, June 18, 2014
10am to 12pm

While you wait for the meeting to begin, try this:

- In the chat area, type a “hello!” to everyone
- If you are ready for the meeting to begin, raise your hand

(If none of this makes sense, just hang on...
you'll be an expert at all of this in a few minutes!)



Agenda:

The first part of our meeting is devoted to helping everyone feel comfortable using Adobe Connect. We'll walk through how to use Adobe Connect and its features and cover some basics for making the experience wonderful for all!

The second part of our meeting (which will be recorded) will cover –


- Database Days update (final decisions announced)
- Virtual reference software changes
- Going from global to local (beginning July 1)
- Library “Working Visits”

Whiteboard drawing tools

In the upper-left corner of the Share pod, the tools below are available to create text and drawings on the whiteboard.

 Selection tool

 Pencil tool

 Highlighter tool (click Pencil to access)

 Delete Selected

 Text tool

 Shapes tool

 Undo

 Redo

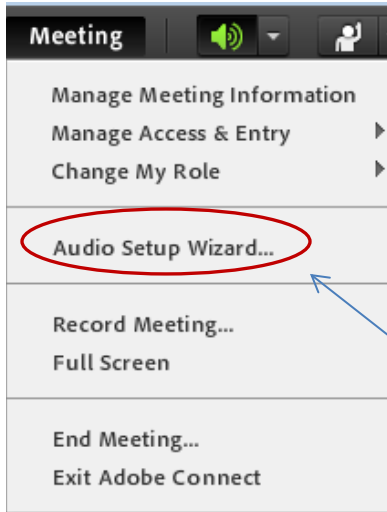
Let's play!

On the whiteboard:

- ❖ type a greeting (use “T” for text) and then change your text color, font, and/or size
- ❖ draw something in your favorite color (use the pencil), and then use different line colors and sizes
- ❖ make a shape (like a rectangle) by using the shapes tool



Audio/Visual on Adobe Connect



Welcome!

example

While you wait for the meeting to begin, go ahead and run the Audio Wizard. You'll find it at the top under "Meeting."

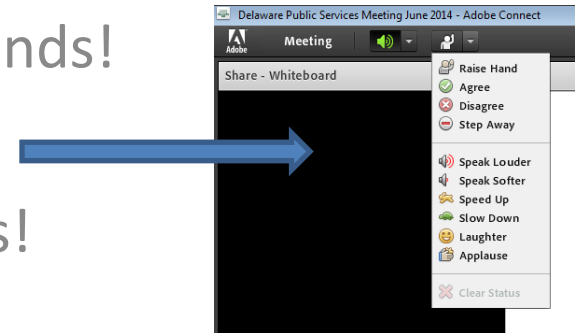
If anyone has a headset today, would you like to give this a try?



Best Practices

Our overall purpose is to use this so that we can share information on a regular basis and learn about each other's activities, challenges, and successes in order to shape Delaware Libraries' Public Services

- Mute yourself to prevent distracting sounds!
- Use “raise hand” and other features!
- Use chat for comments, questions, ideas!



Delaware Libraries

Webcam



Delaware Libraries



The second part of our meeting (which will now be recorded)

- Database Days update (final decisions announced)
- Virtual reference software changes
- Going from global to local (beginning July 1)

Databases FY15

Ebsco -

- Masterfile Premier
- Novelist
- Reference USA
- Flipster

Learning Express

Free -

- Workforce Skills in the 21st Century - Glassdoor (free)
- Ancestry (free, DPA records link)
- Duolingo

Flipster Title		Flipster Title	
1	Appleseeds	26	House Beautiful
2	Babybug	27	Kiplinger's Personal Finance
3	Backpacker	28	Kiplinger's Retirement Report
4	Bicycling	29	Marie Claire (US Edition)
5	Calliope	30	Men's Health
6	Car & Driver	31	Men's Journal
7	Clean Eating	32	National Review
8	Click	33	O, The Oprah Magazine
9	Cobblestone	34	Organic Gardening
10	Consumer Reports	35	Oxygen
11	Cosmopolitan	36	Popular Mechanics
12	Country Living	37	Prevention
13	Cricket	38	Redbook
14	Dwell	39	Road & Track
15	Elle	40	Rolling Stone
16	Elle Decor	41	Runner's World
17	Entrepreneur	42	Sail
18	Entrepreneurs Start Ups	43	Seventeen
19	Esquire	44	ShopSmart
20	Food Network Magazine	45	Ski
21	Girls' Life	46	Us Weekly
22	Good Housekeeping	47	Vegetarian Times
23	HGTV Magazine	48	Woman's Day
24	Harper's Bazaar	49	Women's Health
25	Horse & Rider	50	Yoga Journal
		51	Mental_floss

Virtual reference software changes for FY 15

<http://www.springshare.com/> (Springshare's LibAnswers/LibChat)

<http://questionpoint.org> (OCLC)

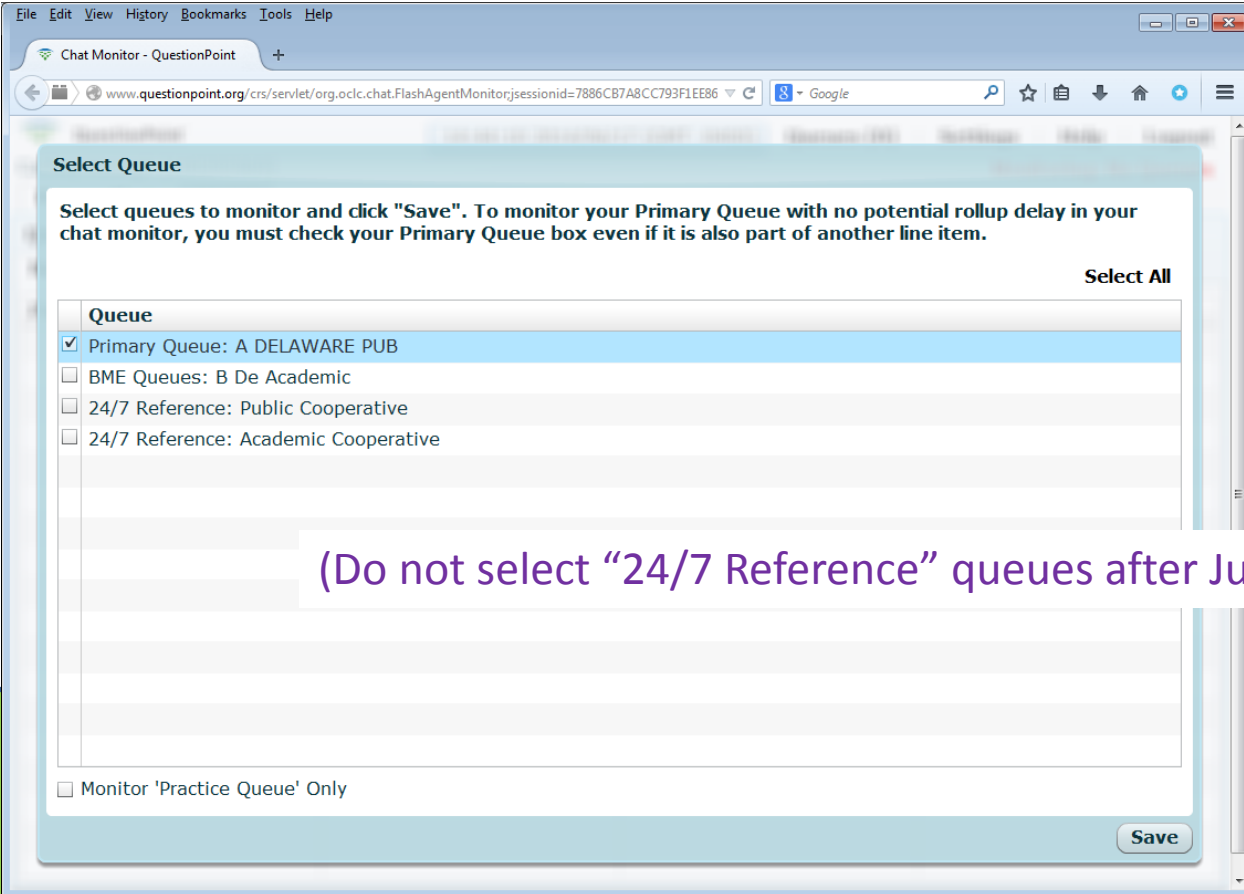
Steps:

1. Everyone goes local
as of July 1*

*this also means we do not have 24/7 Spanish

Delaware Libraries

- ✓ For public libraries - select “Primary Queue: A Delaware Pub”
- ✓ For academic libraries - select “BME Queues: B De Academic”



The screenshot shows a web browser window titled "Chat Monitor - QuestionPoint" with the URL www.questionpoint.org/crs/servlet/org.oclc.chat.FlashAgentMonitor?jsessionid=7886CB7A8CC793F1EE86. The main content area is a "Select Queue" dialog box. It contains the following text: "Select queues to monitor and click 'Save'. To monitor your Primary Queue with no potential rollup delay in your chat monitor, you must check your Primary Queue box even if it is also part of another line item." Below this text is a table with a "Queue" header and four rows. The first row, "Primary Queue: A DELAWARE PUB", is selected with a checked checkbox. The other three rows, "BME Queues: B De Academic", "24/7 Reference: Public Cooperative", and "24/7 Reference: Academic Cooperative", have unchecked checkboxes. A "Select All" link is located to the right of the table. At the bottom of the dialog box, there is a checkbox labeled "Monitor 'Practice Queue' Only" which is unchecked, and a "Save" button.

Queue
<input checked="" type="checkbox"/> Primary Queue: A DELAWARE PUB
<input type="checkbox"/> BME Queues: B De Academic
<input type="checkbox"/> 24/7 Reference: Public Cooperative
<input type="checkbox"/> 24/7 Reference: Academic Cooperative

Monitor 'Practice Queue' Only

Save

(Do not select “24/7 Reference” queues after June 30, 2014)



Current: “Ask a Librarian Delaware is a FREE, 24/7 online information service. Note that during the times that we are busy or offline, you may be chatting with someone from one of the cooperative libraries around the world.”

As of July 1, change to: “Ask a Librarian Delaware is a FREE online information service. Note that there may be times that we are busy or offline. You may always email, call or visit us in person.”

From: lib.de.us/askalibrarian

Steps:

2. Three to five libraries volunteer to pilot LibChat*



*It's helpful if your library has a streamlined way to update your library's website.

Steps:

3. Train library staff on LibChat

Steps:

4. Evaluate along the way

Steps:

5. Transition

Delaware Libraries



Delaware Libraries



Delaware Libraries



Volunteers?

Delaware Libraries



Library “working visits”

Libraries who have contacted me:

1. Brandywine Hundred
2. Hockessin
3. Bear
4. Claymont
5. Wilmington/North Wilmington
6. Laurel

Thank you for attending!


Next meeting:


Wednesday July 16, Dover Public Library
10am to 12pm

<http://aalstaff.lib.de.us/events/47/delaware-public-services-meeting-july>


Whiteboard drawing tools


In the upper-left corner of the Share pod, the tools below are available to create text and drawings on the whiteboard.


 **Selection tool** - Selects a shape or area of the whiteboard. Click a shape to select it. Drag on the whiteboard or content to create a selection rectangle that selects all the shapes within the rectangle. The selection rectangle has eight control points for resizing the selected shape or shapes. Shift-drag a corner control point to maintain the aspect ratio when you resize. Select and drag a shape to move it. To add a shape to the selection, Shift-click the shape.


 **Pencil tool** Creates a free-form line. You can customize stroke color and stroke weight by using the color picker and stroke weight pop-up menu at the lower part of the Whiteboard pod.


 **Highlighter tool** (click Pencil to access) Creates a free-form thick marker line. You can customize stroke color and stroke weight by using the color picker and stroke weight pop-up menu at the lower part of the Whiteboard pod.

 **Delete Selected** Deletes items selected with the Selection tool.

 **Text tool** Creates a floating multiline text field. You can customize fill color, font face, and font size by using the color picker, font pop-up menu, and font size pop-up menu. Drag to create a text area where you can type.

 **Shapes tool** Click and hold to choose from rectangles, ellipses, lines, arrows, and more. Use the options to the right of the tool to customize appearance. Drag to expand the shape. Hold down the Shift key while dragging to create even width and height for shapes, or snap lines every 45°. If your company has a licensed Adobe Connect account, you can use custom images for shapes. See www.adobe.com/go/devnet_connect_stamps.

 **Undo** Undoes the previous action. You can undo the following actions: drawing a shape, moving a shape, resizing a shape, clearing the whiteboard, and changing a shape's property. There is no limit to the number of times that you can perform this operation in the pod.

 **Redo** Repeats the previous action.