



All Reference Services Group and Liaison Meeting

Thursday, May 23, 2013

9:30am – 3:30pm Delaware Public Archives, Training Room, Dover

In attendance: Susan Hengel (Appoquinimink PL), Heather Gore (Delmar PL), Leah Chandler (Sussex County Law), Kerri Hollyday (Dover PL), David Giglio (Dover PL), Sherri McCarthy (Newark Free Library), Beth Borene (Bear PL), Sara Thomas (New Castle PL), Shelley Stein (Hockessin PL), Jessica Olin (Parker Library, Wesley College), Barbara Litzau (South Coastal PL), Jean Kaufman (Brandywine Hundred PL), Steven Davis (Kirkwood PL), Elizabeth Kloetzer (Claymont and Elsmere PLs), Martha Boyd (Parker Library, Wesley College), Mary Katherine Bronson (Brandywine Hundred PL), Michelle Hughes (Dover PL), Katy Goff (Dover PL), Rose Harrison (Seaford PL), Jonathan Dunkle (DSAMH Medical Library), Jessica Prayer (Rehoboth Beach PL), Kevin Turner (Brandywine Hundred PL), Jerry Keiser (Seaford PL), Carol Reuben (Smyrna PL), Lesley Koble (Woodlawn PL), Bill Ferrell (DDL/guest), John Phillos (DDL/Delaware Access Services/guest), Steve Newton (DDL), Pamela Batten (Milton PL), Frances Susie (Milton PL), Kristen Gramer (Lewes PL), Pat Brown (Greenwood PL), Beverly LaFazia (Millsboro PL), Patty Hartmannsgruber (DTCC – Owens), Bob Wetherall (DDL), Renee O'Donnell (Wilmington PL), Cathy Hall (North Wilmington PL), Alison Miller (Rehoboth Beach PL), Jonnell Singh (Bridgeville PL), Sally Hatton (New Castle PL), Wendy Roberts (Laurel PL), Elaine D. Fike (Georgetown PL), Lynne Haines (Sussex County DoL), Hilary Welliver (Kent County DoL), Christine Paolini (Wilmington PL), Cathay Crosby (DDL/Statewide Coordinator, Reference Services Group).

- I. Welcome and Introductions: Meeting started at 9:30 a.m. with an around the room introduction. A summary of the development from virtual reference to all reference services for Delaware's public, academic and special was given. From this meeting forward we will meet bi-monthly whenever possible to discuss and shape Delaware's reference services. An ice-breaker ("make a rainbow with one crayon") was given.

- II. (10:00) Updates
 - Training-Email, Chat: New staff training in New Castle County is in development, including liaison training. Any other chat and email training needs, please contact Cathay.
Policy pages and keeping these updated was mentioned; this is an important resource for all who help our library's patrons so that we can provide patrons with current, accurate information and not just 'send them back' to the library to find out.

 - NCC changes to independent SUPs; New Castle County's libraries will each become individual institutions on virtual reference to allow for patrons to be able to chat, email, and instant messaging (aka "Qwidget") in the next few weeks.

Patrons will be able to select branch locations from a drop down menu on our Delaware Libraries' site at: <http://delawarelibraries.org/askalibrarian> . For email and other ways to contact, Delaware Libraries' site will have a portal page, as approved by the group (similar to Seattle Public Libraries and others' sites, to Ask a Librarian – see: <http://www.spl.org/about-the-library/contact-the-library>) to provide options for contacting libraries with questions through chat, email, IM, in person and telephone.

- State Schedule – A discussion of our Delaware state schedule of chat coverage was held (see: <http://aalde.lib.de.us/schedule>). Gaps in coverage when Delaware patrons come online include 12-1pm during the weekdays; it is encouraged that we cover these hours when possible.

It was also mentioned that we will be looking into covering local Delaware hours soon, now that we have a foundation of global hours (when we help patrons outside Delaware). Some librarians who provide chat mentioned that there has been value in helping patrons outside Delaware, however, as this has helped them further develop their reference and searching skills.

- Reports – April question-answering rate was 88%; one of the highest percentages. We are holding pretty steady on chat questions. Some libraries are beginning to use the IM feature (Qwidget) and see an increase in questions from their patrons when they do this. Contact Cathay if interested in having this or knowing more. See the “Reports and Stats” page (<http://aalstaff.lib.de.us/liaisons/reports>)
- Marketing - Library site visits is an idea Cathay presented to help promote our online reference services and resources to those who visit the library in person but may not know much about our online options. The scenario: have a portable table and chair, a laptop and handouts to sit in a library's foyer or entrance if possible, during a weekday afternoon or maybe on a weekend. Laurel Public Library's Qwidget contest was summarized as another example of marketing.

Suggestions:

- i. Have this turn into a “Stump the Librarian” contest
- ii. Updates on FB and Twitter
- iii. Have the staff at the library do this instead of Cathay
- iv. Go to other venues, such as book fairs etc. (“Go into the community”)
- v. Visit schools during ‘back to school’ meetings, typically in August
- vi. Wilmington's Farmer's Market
- vii. Partner with the Friends Group's Book and Bake Sales
- viii. Incorporate Job Centers

- ix. School Districts
- x. Home School Meetings, websites, and newsletters
- xi. Bookmarks
- xii. Make an appearance at community events
- xiii. Use portable hot spots (wifi setups) to demo
- xiv. PTA meetings
- xv. Create packets/kits of Ask a Librarian information (related to school partnership committee)
- xvi. Logo stickers for each public computer

Any library staff can incorporate this into their presentations and presence at events, such as those listed above.

Hockessin Branch (Shelley Stein) volunteered to be the first library to try this with Cathay. If others are interested, please contact Cathay to discuss and schedule.

- Committees; an additional agenda item was added, to discuss and form three committees:
 - LibGuides
 - School Partnerships
 - Database Review

A sign up sheet was offered and some of those present signed up to be on committees. It was suggested to have an online collaborative site for interaction and the sharing of resources. Cathay will develop a wiki.

(Note: As of June 1, 2013 the wiki is completed and is online at:

<http://qoo.gl/WmxXQ>

Committee leaders have been contacted and committee members will be contacted soon. If your name is not on a committee and you'd like to be part of that, please contact Cathay.)

(12:00) Lunch

III. (12:30) JAWS/ZoomText demonstration and walkthrough

-Guests John Phillos (Delaware Library Access Services), Bill Ferrell from DDL, presenters Walter (DLAS/Blind Ambitions Group) and Elisha Jenkins (Division for the Visually Impaired). JAWS was showcased, showing how it works and sounds to someone who is familiar with the program. Some features of JAWS was highlighted, such as being able to slow the speech down. Each library was given a folder with information about the two programs. Bill has offered a list of computers and their libraries that contain JAWS/ZoomText, on our Delaware Library Catalog Consortium site at:

<http://consortium.lib.de.us/files/2012/10/Jaws-ZoomText-PCs.pdf>

IV. (1:30) Group Discussion: **“What is Reference?”**

Goal: To come to a statewide agreement regarding the definition for Delaware’s reference services.

Discussion included looking at the definitions from the Delaware Libraries’ Reference Tally Sheet (handed out last November), “Seeking Synchronicity” (Marie Radford/Lynn Connaway), Pew, and ALA-RUSA. New Castle County’s reference librarians offered information about their previous deliberation to define reference services. Bob Wetherall suggested resending the Reference Tally Sheet. He also provided perspectives from the federal needs as well as local level considerations. It was emphasized that the definition of reference for Delaware’s libraries will be broad-based to fit all our libraries and to provide for each library to further define it for themselves. Statewide, the Reference Tally Sheet and Descriptive Codes used on chat give Dewey Delaware information as well as a foundation of data for federal funding reporting needs. Further discussion can continue on the newly formed wiki: <http://goo.gl/WmxXQ> and at future meetings.

V. Future meetings will be bi-monthly and incorporate professional development as much as possible. Topics include:

1. Where is reference headed? (July)
2. STEM (September)
3. Obamacare will be a special workshop in October
4. GED changes (November) - going into effect January 2014

Meeting adjourned at 3:15pm.

Next meeting is on **July 11 (9:30 – 3:30 unless otherwise indicated)**

Location: Dover Public Library, meeting room

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