

## Quarterly Liaison Meeting

Thursday, February 28, 2013

1:00 – 3:30pm Delaware Public Archives, Training Room, Dover

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## Meeting Minutes

In attendance: Dave Giglio-Dover PL, Wendy Roberts-Laurel PL, Heather Gore-Delmar PL, Rachel Wackett-Seafood PL, Pamela Batten-Milton PL, Chris Paolini-Wilmington PL (for NCC), Aurelia Simon-DTCC, Steve Newton-DDL, Cathay Crosby-DDL/Statewide Coordinator

- I. We had some brief introductions around the room.
- II. Some housekeeping: Suggested items to include on the policy pages for librarians who assist Delaware patrons –
  - a. Delaware law librarian from each County are available on Mondays, Wednesdays and Fridays from 11am to 12pm on chat, and legal/law questions can be referred to them for follow up.
  - b. Add a note to your policy pages regarding online language courses – we are seeing questions about Mango in particular.
  - c. Expired cards – having information on policy pages about why a card expired and what to do when that happens (and how to prevent it) is very helpful.
- III. Process of questions that come in from webform/email (demonstration, discussion). Cathay outlined how webform questions come in and how they are distributed. In the future, each library (SUP) will use their URL/chat form link for these webform questions, but we are in a transition phase so they are being fielded by Cathay. Questions that come in from chat are usually designated (unique URLs are linked on chat). Cathay still reviews these in Shared Followup and refers them to the patron's library when needed. Liaisons receive an email when questions are referred to their libraries. (If there is no liaison, no email is sent unless the question is assigned to a specific person.)
- IV. How to assign/refer questions (hands on walkthrough included how to add librarians to your Assign list. If providers for your SUP are not added, questions that are assigned to them do not trigger an email letting them know a question has been assigned to them for follow up. See:

<http://aalstaff.lib.de.us/training/training-tutorials/how-to-assign-questions-and-use-descriptive-codes/>

- V. Descriptive Codes – consistent use to be implemented March 1 statewide. We had hands on training for liaisons, and two tutorials are created for providers of chat and email: <http://aalstaff.lib.de.us/training> (We viewed the short tutorials.)
  
- VI. Brief sharing from ALA Midwinter (“New Tech for Reference” - primarily, two workshops: one on USA.gov social media and the other on roving reference. See my notes on Google Drive: <https://docs.google.com/document/d/14GXiSaTtTDa-xJElaew8Pt3jnsolvjQ6wpoE4cSp4gM/edit>) I also shared information about the newly reforming National Ask Campaign (I am on the committee). It is to market and promote reference services, similar to the Read Campaign. We are conducting a pilot program for Maryland AskUsNow.
  
- VII. QP updates – subject specialists and software “quality comments” – QuestionPoint’s latest update included a change in comments from librarians to librarians. These used to be visible to all and now they are masked. Quality comments are fielded by Wren and Gillian at QuestionPoint, two back up librarians and long-term QP staff.  
  
Qwidgets can be added to your library’s website (no cost) on multiple pages. These have a definite effect on increasing patron traffic. Please contact Cathay for information.
  
- VIII. Committee updates (School partnership and LibGuides)  
Cathay reported that the LibGuides Committee is active, with Patty as Committee chair. Liaisons and providers who expressed interest have been contacted by Patty. The School Partnership Committee still needs to be kick-started. Interested liaisons: please contact Cathay. (I know Wendy is on the committee.)
  
- IX. Notice that if you are going to DLA/MLA Joint conference – there is an informal meet up Thursday May 9 at 6 to 7pm, bar at the poolside for Ask a Librarian Delaware and Maryland AskUsNow! Providers.
  
- X. Meeting adjourned by 3:30

Next meeting - Thursday, May 23, 2013 (9:30am to 12:30pm)

Location: DDL/Training Center (see the AaLDE Staff Support Site for details)

Thank you!

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