



All Reference Services Group and Liaison Meeting

Thursday, September 12, 2013

9:30am – 3:30pm (in person option) Dover Public Library, Meeting Room

9:30 – 3:30pm (video conferencing option) Seaford Library, Job Center

In attendance:

- In person at the Dover Public Library, meeting room: Pam Batten (Milton), Heather Bolden (Hockessin), Diann Colose (DDL), Bonnie Elliott (Georgetown), Laurel Ferris (DTCC-Wilmington), Katy Goff (Dover), Heather Gore (Delmar), Patty Hartmannsgruber (DTCC-Owens), Susan Hengel (Appoquinimink), Patty Langley (DDL), Alison Miller (Rehoboth Beach), Chris Paolini (Wilmington), Jessica Prayer (Rehoboth Beach), Leerah Snead (Selbyville), Shelley Stein (Hockessin), Frances Susie (Milton), Kevin Swed (Claymont), Sara Thomas (New Castle), Bob Wetherall (DDL), Catherine Wimberley (Dover), Bill Ferrell (DDL Tech Support), Annie Norman (State Librarian), Cathay Crosby (DDL)
 - Virtual (video conferencing) at the Seaford Library, Small Business/Job Center lab: Rose Harrison (Seaford), Stacy Teffeau (Seaford) Lynne Haines (SDOL), Dean Dey (Georgetown Job Center), Katie McDonough (DDL), Jerry Kaiser (Seaford), Beverly LaFazia (Millsboro).
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Meeting notes:

- I. (9:30) Welcome, introductions, sharing
Included thoughts about "Interesting Reference Questions", how we would address these, issues that have come up, increase in law/legal questions and perimeters about working with these.
-break-
(10:00) OverDrive Marketplace features presented by Diann Colose (DDL). Increased abilities for library staff to assist patrons who are having trouble with ebooks include moving patrons up the holds queue, and returning items for patrons. Diann can assist libraries with OverDrive account needs. OverDrive's Marketplace also has tutorials and current information for library staff.
- II. (10:30) The Dream Manager and you; discussion with Annie Norman
 - a. What did you think of the book?
 - b. How do you think we all can apply it
 - i. as employees
 - ii. with the public?

Annie led us through "The Dream Manager" to touch upon favorite quotes, which characters we

identified with, and how the story resonated with us. We also discussed ways to apply it to our lives, work and workplace and explored ways to make this realistic (small increments, planning with flexibility, “Leading from any Position”). For the public, we talked about the Geek Campaign and the Delaware Dream, and touched upon the need for dreams with financial planning (such as learning through programs as what “The Money School” offers). Annie stressed the importance to continue this conversation in the near future.

III. (11:00) Reference Service Group updates

- a. Databases Committee – Katie McDonough
- b. LibGuides Committee – Patty Langley
- c. School Partnerships Committee – Cathay Crosby
- d. Ask a Librarian DE – Cathay Crosby
- e. Dewey Delaware – Bob Wetherall

IV. (12:00) Lunch Break

- a. (1:00) Learning Express mini-workshop and overview, given by LE reps Renee Lee and Kyle Swann, touched upon STEM, GED and US Citizenship Naturalization testing, ebooks, and courses offered through Learning Express. They gave case scenarios and time to work on how we would use LE to help on each case.
Renee provided an overview of 3.0 coming in October, which looks and feels much different. There are features that will be available in this new version. Note that 2.0 and 3.0 will be offered simultaneously for a few months since saved information on version 2.0 will need to be transferred by the patron to their new account (which they need to create) on the 3.0 version.
- b. A basic “How to” was created by Cathay to help with how to log onto LE, register for an LE account, etc. and will be offered with these meeting notes.

V. (3:15) Wrap up. Next meeting; Thursday November 14 at the Dover Public Library.

Submitted by Cathay Crosby, Statewide Coordinator
Delaware Reference Services Group
September 16, 2013