

Ask a Librarian Delaware



Quarterly Liaison Meeting

Thursday, November 15, 2012

1:00 to 3:00

Dover Public Library (new location: 35 Lookerman, Dover, DE)

Meeting Minutes

1. Brief intros and library updates. Among the updates: Dave reported that since the new Dover Public Library opened it is busy. Wendy summarized Laurel Public Library's reference services.
2. Patty Langley, from the Delaware Division of Libraries, discussed her work with LibGuides. An initial group will begin working with Patty to suggest resources. Patty will incorporate these into future LibGuides.
3. We had a presentation from Leah Chandler, law librarian from Sussex County. She and two additional law librarians (one from New Castle County and one from Kent County) will begin offering Delaware local chat coverage three times a week, on Mondays, Wednesdays and Fridays from 11am to 12pm. Librarians on chat can transfer law/legal questions or refer an legal questions to our new providers.
4. Marketing – Highlighters and post-it notes were distributed for marketing by each provider. (Those who were not in attendance at the meeting can contact Cathay.)
5. QuestionPoint updates and email training (Request Module) – QuestionPoint is focused upon updating **the Qwidget software** to make this fully accessible and easy for libraries' sites. Research shows that Qwidgets/widgets are preferred by customers since there is no form – just instantly begin to type a question to contact live help. The interface for the librarian is the same.

Anyone who would like to add the Qwidget to their library's site, please contact Cathay for easy instructions and support. Laurel Public Library has a Qwidget on their library's home page for patron use and has seen an increase in service:
<http://www.laurel.lib.de.us/>

Instructions and further information are also posted on the staff support site:

<http://aalstaff.lib.de.us/liaisons/marketing-and-promotion/qwidgets-for-your-library/>

Please let Cathay know if you would like help with this and also if you implement the Qwidget (so she can keep track of who has it).

Request Module – The catalog upgrade will eliminate the Sirsi Request Module. A webform is created for ILL and collection development requests, as well as to contact a Delaware librarian for assistance (see: <http://www.questionpoint.org/crs/servlet/org.oclc.admin.BuildForm?&institution=11078&type=1&language=1>)

Training for 'email only' staff who normally handle ILLs and requests is offered (contact Cathay). Each staff who normally has provided this as part of their library work needs to be trained in QuestionPoint in order to access these requests from patrons.

6. AaLDE School partnership committee – regroup. No updates; anyone interested in being on the School partnership committee please contact Cathay.
7. Staffing – discussion.
8. Training - New staff, refresher, and liaison training updates included announcements. Refresher training for liaisons was suggested for upcoming meeting.
9. Reports, Email follow up and Policy pages revisited; brief discussion and review for liaisons who needed training (followed meeting).
10. Next meeting: Thursday, February 14, 2013 was suggested. Location – Dover Public Library or Delaware Public Archives.

Meeting adjourned at 3pm.

Thank you for attending!