

Delaware Reference/Public Services Group and Liaison Meeting Notes

Wednesday, June 9, 2015

10am to 12pm online



In attendance: Kevin Swed (Claymont), Laura Bosley (UMD Intern for DDL/Ask a Librarian DE), Laurel Ferris (DTCC), Rose Harrison (DDL), Bev LaFazia (Millsboro), Julie Kirk (New Castle), Marge LaFond (Rehoboth Beach), Katie McDonough (DDL), Alison Miller (Rehoboth Beach), Sherri McCarthy (Newark), Susan Upole (Delmar), Wendy Roberts (Laurel), Chris Paolini (Wilmington), Gregg McCullough (Laurel), Shelley Stein (Hockessin), Cathay Keough (DDL)

Guest: Bill Wilson (Himmel & Wilson)

Link to Recording of this meeting: <https://delawarelibraries.adobeconnect.com/p8j0pr719di/>

Meeting notes

10am: Intros – Round Robin, and also introduced Laura Bosley (Harford County volunteer, with UMD, intern)

10:15am: Presentation of “Lies, Damn Lies and Useful Statistics” with Bill Wilson

Bill Wilson has been working in and with public libraries for over 50 years. He started working in libraries as a “page” in his neighborhood branch library and has worked as a library clerk, a bookmobile driver, a reference librarian, an interlibrary loan librarian, an outreach librarian, and in a variety of administrative capacities including serving as the Director of the Milwaukee County Federated Library System and as Wisconsin’s State Librarian. Bill and his wife, Dr. Ethel Himmel, have been providing consulting services to libraries and state library agencies since 1987. Himmel & Wilson has completed more than 450 project in 45 states and the District of Columbia. The firm first worked with Delaware libraries in 2003. We’re glad to have Bill come back again to help us learn about useful statistics!

11:30am: AaLDE news and business

- Dewey Event Type change in Evanced (marking events with Dewey Delaware as primary; more on this at the July meeting)
- Walk through on how to close questions in LibAnswers
- Mention of new tutorials and one 'how to' on the staff support site for using LibAnswers with AaLDE o how to claim, assign/refer questions to your library staff (for liaisons) (tutorial) o how to close questions (PDF) o how to add Reference Analytics in chat (and after a chat is closed), including Dewey Delaware (tutorial) • LibApps logon button is now on staff support site
- Ask a Librarian DE site is being upgraded!
- Next month’s (July 8, 2015) meeting will focus on comparing Reference Tally Sheet/Dewey Delaware stats for FYs 2014 and 2015

Meeting ended at 12:00pm

Next meeting online, Wednesday July 8 2015, 10am -12pm