

## Delaware Reference/Public Services Group and Liaison Meeting

Wednesday April 8, 2015

10am to 12pm online



Link to meeting: <https://delawarelibraries.adobeconnect.com/refsvcapril2015/>

A headset with a microphone optimizes our meeting experience. If you do not have a headset, free:

Dial: 1-877-366-0711

When prompted, use Passcode: 46926995#

### Meeting Notes

| What                | Update   | Who                  |
|---------------------|--|----------------------|
| Introductions       | <ul style="list-style-type: none"><li>Library Reference/Public Services updates - Round Robin</li></ul>  | Meeting participants |
| Training            | <ul style="list-style-type: none"><li><b>Reference Analytics</b></li><li>FAQs and query spy</li><li>How to review and close questions</li><li>How to make accounts</li><li>How to set away status</li></ul>  | Cathay               |
| Discussion          | <ul style="list-style-type: none"><li>Why is it so slow? Is this wasting my time? Maybe I should drop the hour?</li><li>what to do when you get a solicitation</li></ul>   | Cathay               |
| Databases/Resources | <ul style="list-style-type: none"><li>Ebook/E Audiobooks recommendations every 14 days</li></ul>   |                      |
| LibGuides           | <p>Here's a list of LibGuides that are in the pipeline. Maybe someone will have some resources already that they can contribute or have an interest that they will be willing to work on a guide. - Patty</p> <p>Diversity/Inclusion<br/>De Parks &amp; Recreation<br/>Teen health/teen dating/violence<br/>Addictions<br/>LGBT<br/>Readers' Advisory for DE Librarians<br/>Summer Reading (all ages + adults) Theme for booklists will be heroes.</p> <p>Most recent LibGuide: Agriculture (Here you will find information to benefit farms of all sizes, from homesteaders to commercial farmers.)<br/><a href="http://guides.lib.de.us/agriculture">http://guides.lib.de.us/agriculture</a></p> | Patty                |

Our next meeting is online on Wednesday, June 10, 2015 10am (No meeting in May)

Meeting information is provided on the Ask a Librarian DE staff support site:

<http://aalstaff.lib.de.us>