

Delaware Reference/Public Services Group and Liaison Meeting
 Wednesday January 21 2015
 10am to 12pm online



Link to recording: <https://delawarelibraries.adobeconnect.com/p682la1gyvf/>

Attendees: Kevin Swed (Claymont), Karen Olsen (Brandywine Hundred), Pat Burris (Law Libraries), Laurel Ferris (DTCC – Wilmington), Rose Harrison (DDL), Shelley Stein (Hockessin), Sue Rekart (Hockessin), Wendy Roberts (Laurel), Chris Paolini (Wilmington/Woodlawn), Jane Tupin (DDL), Pamela Batten (Milton), Lerrah Snead (Selbyville), Renee O’Donnell (Wilmington/Woodlawn), Jessica Prayer (Rehoboth Beach), Cathay Keough (DDL/meeting host)
 Guest Presenter: Joe Ceterski, Ebsco Trainer (begins on recording around 15 minutes into the meeting)

Meeting Notes

What	Update	
Introductions	Brief Library Reference/Public Services updates - Round Robin	<p>The topic we focused on concerned questions asked by patrons about entrepreneurship, incorporating a business, starting a small business.</p> <ul style="list-style-type: none"> • Laurel/Del Tech mentioned that they have a course on this topic and use print and online resources to help. There is a particular set of books that addresses basic information about business plans, etc. that is commonly used. • Wendy/Laurel and Sue/Hockessin mentioned that they regularly attend chamber and relevant meetings to network, partner, and promote library services. • Chris/Wilmington stated that she received a question this morning about how to start a magazine business. • Most libraries reported that they do not receive questions about this, and it was speculated that perhaps the IS centers are targeted for this, bypassing the reference librarians/staff.
Training	<ul style="list-style-type: none"> • Ebsco/Novelist Training (Joe Ceterski) 	<p>Joe gave a detailed presentation about using Novelist to help patrons, from reader’s advisory tools to creating displays (selection tool), saving articles and info in folders that cross over to</p>

		Ebsco, and more. The hour-long presentation is recorded.
Virtual Reference	Springshare, LibAnswers/Chat update	Cathay gave a brief update regarding the current state of the new software; that most of the public library staff are now trained. Need to finalize academic and special (Law) libraries' training (please contact Cathay to schedule this). Next month's meeting will focus on providing a refresher training and address any last minute concerns before we go live on March 1.
Databases/Resources	Statewide list development	Cathay is compiling a list of databases and resources each library provides, similar to what is listed on the Genealogy LibGuide regarding "where to find Ancestry.com", for staff use. It is almost complete.
LibGuides	Auto Repair	Patty created an Auto Repair LibGuide, to help with questions library staff receive about this (and since we do not have the AutoRepair Reference Resource as an online database any longer). It is found at: http://guides.lib.de.us/autorepair It was mentioned that YouTube "how to" videos are useful, but also that patrons who work on autos seem to prefer older Chilton's manuals as their cars and trucks may be older too.

Our next meeting is online on Wednesday, February 11at 10am – This is the meeting before we go live with the new chat software.

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

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