



Delaware Reference/Public Services Group and Liaison Meeting Notes
 Wednesday April 8, 2015
 10am to 12pm online

Attendees: Alison Miller (Rehoboth), Leerah Snead (Selbyville), Michelle Hughes (Dover), Renee O'Donnell (Wilmington), Rose Harrison (DDL), Shelly Stein (Hockessin), Cathay Keough (DDL)

Link to recording of meeting: <https://delawarelibraries.adobeconnect.com/p23jseu1orz/>

What	Update	Who/What
Introductions	<ul style="list-style-type: none"> Library Reference/Public Services updates - Round Robin 	<p>Meeting participants discussed how reference services are going in their libraries, focusing on the tax preparation assistance program and ACA/Choose Health Delaware programs. Most mentioned that summer reading preparation is underway.</p>
Training	<ul style="list-style-type: none"> Reference Analytics FAQs and query spy How to review and close questions How to make accounts How to set away status 	<p>Cathay gave walk-through steps on each of these topics. There are some 'how to' tutorials being developed and offered on the AaLDE staff support site.</p> <p>Reference Analytics are working; the Dewey Delaware coding needs to be added to each question. We also looked at FAQs and how QuerySpy offers insights to how our patrons/students are using our service and asking questions. Two categories will be added: circ/account and policy questions.</p> <p>Review and Close Questions: Admins should review the Dashboard on LibAnswers for their library's questions, and close questions when they are completed. Analytics and tagging can be added anytime.</p> <p>The Away status was also discussed as some tickets (questions) in March had been assigned to people who were on vacation. When a user's Away status is set to "Yes" no questions can be assigned to them. Admins can also set one of their team member's Away status for them when they are away, or when they return.</p> <p>We also walked through how to make Regular accounts (Admins/Liaisons should do this for anyone in their library who needs to answer questions.)</p>

<p>Discussion</p>	<ul style="list-style-type: none">• Why is it so slow? Is this wasting my time? Maybe I should drop the hour?• what to do when you get a solicitation	<p>The group briefly discussed how to respond to these possible scenarios. For the first, the group reiterated the importance of being available and having options for patrons, and the more the service is live/online consistently, the more patrons will learn to rely on it for immediate help. We also talked about the schedule (http://aalstaff.lib.de.us and click on “schedule”), gaps in coverage, and some ways to fill those gaps.</p> <p>Cathay has a new liaison/admin list to send out for an update.</p> <p>For solicitations, Cathay offered Oregon’s Answerland service’s info for consideration:</p> <p>“We sometimes get these questions in chat, but more often they come to us as email questions. In our guidelines for answering email questions we include:</p> <ul style="list-style-type: none">• If you get a “question” in email that is obviously a pitch from a bookseller, answer the question with a message such as: "Answerland is a collaborative statewide information service of Oregon’s libraries. We try to help Oregon citizens with their information needs, but we do not have any funding to purchase library materials. Can you tell us which library you are trying to contact? We'll have someone from that library reply to your question". It’s also appropriate to let the bookseller know how to contact individual libraries. <p>I think the main thing that we want to convey to the librarians who staff answerland is that they can treat this like any question – do a reference interview, find out more about the user's need, and connect the user with a library that will be able to respond.</p> <p>Some of these questions may really be spam, but we also get authors hoping that their local libraries will have an interest in their books.”</p>
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Databases/Resources	<ul style="list-style-type: none"> Ebook/E Audiobooks 	Update: ebook usage continues to grow. Ebook recommendations are limited to one every 14 days.
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> <ul style="list-style-type: none"> Diversity/Inclusion De Parks & Recreation Teen health/teen dating/violence Addictions LGBT Readers' Advisory for DE Librarians Summer Reading (all ages + adults) Theme for booklists will be heroes. <p>Most recent LibGuide: Agriculture (Here you will find information to benefit farms of all sizes, from homesteaders to commercial farmers.) http://guides.lib.de.us/agriculture</p>	<p>Cathay passed along Patty's update to list the upcoming and new LibGuides and to encourage library staff to give Patty ideas for sites, resources and input on any LibGuide.</p> <p>Patty Langley: patty.langley@state.de.us</p>
Additional Items	<ol style="list-style-type: none"> Nickname on chat Recording from Intellectual Freedom workshop provided by Deborah Caldwell-Stone, ALA Office of Intellectual Freedom 	<ol style="list-style-type: none"> It was noted that a full first name, last name seemed to be appearing when on chat. Cathay will double check this. Nicknames, when added to a user's account, should be the only name showing. The Intellectual Freedom workshop on Thursday April 2 was recorded, but the session was jumpy in parts. We are seeing if we can re-record this session with Deborah Caldwell-Stone. In the meantime, we may send out what we have (Cathay will check).

Meeting adjourned at 12:00.

Thank you for attending!

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>

