



# Delaware Reference/Public Services Group and Liaison Meeting Notes

Wednesday August 12, 2015

10am to 12pm online

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Attendees: Dr. Annie Norman (DDL, State Librarian), Beth-Ann Ryan (DDL), Beverly LaFazia (Millsboro), Shelly Stein (Hockessin), Michelle Hughes (Dover), Rose Harrison (DDL), Dave Giglio (Dover), Katie McDonough (DDL), Renee O'Donnell (Wilmington), Kailah Neal (Wilmington Univ.), Laurel Ferris (DTCC-Wilmington), Karen Olsen (Brandywine Hundred), Laura Bosley (UMD Intern for DDL– Guest Presenter), Cathay Keough (DDL, Statewide Coordinator)

Link to recording of meeting: <https://delawarelibraries.adobeconnect.com/p10k5kqwnmq/> (2 hours)

What	Update	Who/What
Introductions	Library Reference/Public Services updates	Libraries discussed scanners/faxes that are now being implemented for public patron use, exploring how these are working in libraries that have them, costs, usability issues, etc. Michelle/Dover may follow up with an email to the Ask a Librarian DE listserv asking for more input.
Presentation	“Trends and Preferences in Virtual Reference” – Guest Presenter, Laura Bosley	Laura offered a review of the literature and research regarding reference trends, primarily focused upon virtual reference, and suggestions for where library reference services is headed.  The url for submitting monthly library reference stats: <a href="http://tinyurl.com/referencetracking">http://tinyurl.com/referencetracking</a> This url is also on the Reference Tally Sheet instructions.

Quick summary of Staff Support Site	Overview of the newly-revised Staff Support Site for Ask a Librarian Delaware/Reference Services (Cathay)	Cathay briefly walked through key features on the updated site, found at: <a href="http://aalstaff.lib.de.us">http://aalstaff.lib.de.us</a> , including the chat schedule, login button to LibAnswers for Ask a Librarian DE, meeting info, training info, agendas and notes, and reports.
Reference Tracker	Reference Tallying and Social Media (Cathay)	<p>The new Reference Tally Sheet for FY2016 (beginning July 2015) is aligned with the Reference Tracker, for online reporting once a month by libraries. Keep track of any question-answering through your library's Facebook, Twitter, etc. (social media) and if your library has a separate email account outside of LibAnswers.</p> <p><b>Do not submit virtual reference questions that are through LibAnswers/Ask a Librarian Delaware on this Reference Tracker.</b></p> <p><a href="http://tinyurl.com/referencetracking">http://tinyurl.com/referencetracking</a></p>
Evanced Update	Shared Statewide Calendar, Evanced (Cathay)	Beth-Ann Ryan will send out instructions for cleaning up Events for your library on Evanced. Event types need to be cleaned up as an early stage in preparation for a software platform update from Evanced developers, for a year or so from now.
FAQs	Frequently Asked Questions on LibAnswers/Ask a Librarian Delaware (Cathay)	<p>FAQs begin to populate when a patron types in the question field on the patron portal page (<a href="http://answers.delawarelibraries.org">http://answers.delawarelibraries.org</a>). In order for these to be effective, the FAQs truly need to be relevant, easy and commonly asked questions.</p> <p>Some staff are adding to the FAQs questions that may not be commonly asked, perhaps by mistake?</p> <p>Queries can help us determine questions patrons commonly asked, through QuerySpy. It also helps us see the way questions are being asked.</p> <p>When we use tagging/topics, we drive questions to be reusable for our answering. "Reuse Answers" shows up on the right hand side of the librarian's area for replying to patrons (email/texting). We can help populate these with relevant answers from other library staff as well as with FAQs.</p>

List of providers, duties, libraries	Ask a Librarian Providers List for assigning/referring questions (Cathay)	<p>The liaison list offers the names of the liaisons/admins and their back up liaisons/admins (if any) by library. This list was sent out earlier this year for feedback and updated.</p> <p>Liaisons are to frequently check on LibAnswers to see if there are any questions for their libraries and then assign/refer them to staff within each of their libraries as appropriate. (As of this meeting, Cathay has continued to assign questions to liaisons to speed up the process.)</p> <p>Cathay has a request in to Springshare to see if there is a way to add a field on our accounts in order to provide the library name.</p>
Walkthrough	How to add OWA (or other email services) on your iPhone (Beth-Ann Ryan)	Beth-Ann provided steps for adding an email account to a smartphone (iPhone). Screenshots and a quick 'how to' are being developed.
Next Meeting	Topics (Cathay)	It was suggested that a walkthrough on how to run reports on Reference Analytics in LibAnswers be part of September's meeting.

Meeting adjourned at 12:15. Thank you for attending!

Our next meeting is online on Wednesday September 9, 2015, starting at 10am. If you have agenda items, please send them to Cathay Keough ([cathay.keough@lib.de.us](mailto:cathay.keough@lib.de.us)).

Meeting information is provided on the Ask a Librarian DE staff support site: <http://aalstaff.lib.de.us>