

Delaware Reference/Public Services Group and Liaison Meeting

Wednesday October 14, 2015

10am to 12pm online



Link to recording: <https://delawarelibraries.adobeconnect.com/p50h4ot9evt/>

This recording is 1:28 minutes in length. Note that Katie McDonough's presentation begins around the 40 minute mark.

Meeting Notes

What	Update	Who
Introductions and Library Highlights	<p>Library highlights included:</p> <ul style="list-style-type: none">• List of liaisons and back up liaisons is found on the Delaware Libraries Consortium site (http://consortium.lib.de.us), in Reference Services.• ACA enrollment and library involvement was discussed. Enrollment period begins Nov 1 for 2 months, and there are less guides/assisters due to federal funding. DDL is looking into a possible alternative.	All
Springshare updates	<p>Summary update from working with Springshare tech</p> <p>The Ask a Librarian DE service moved to Springshare's LibAnswers software as of March 1, 2015. Delaware's service is the first to use this as a statewide, shared virtual reference option for Delaware library customers. It was initially set up simply under one queue (Ask a Librarian Delaware). Now we can expand into separate queues and begin taking advantage of features we have not been using. One big advantage is that when patrons select their library, an email notification will be automatically sent to that library's liaison notifying them that a question has come in. (Right now, liaisons should be checking on the Dashboard for their library's questions and patron activity. If questions sit for a while, Cathay has been assigning them so that an email is generated, to keep the question-answering process moving.)</p> <p>Other advantages include setting up accounts, separate widgets, and identities that are easier to maintain in separate queues. Providers who do email only could have a simplified account (more control over this). Liaisons and back-up liaisons will have the responsibility to maintain their library's questions, as usual.</p> <p>There would be no change for the patron. The URL (answers.delawarelibraires.org) remains the same and the patron portal page would be the same.</p> <p>Springshare would do the bulk of the development of separate queues. There is no additional cost for our service.</p> <p>Springshare tech can provide a demo walk through to show us and answer any questions.</p> <p>Cathay will set this demo time up and notify the Reference/Public Services Group via email soon.</p> <p>The 'how to do email' walk through has been updated, too: http://aalstaff.lib.de.us/all-meetings-trainings/training-tutorials/</p>	Cathay

Professional Development	Delaware Training Needs Assessment update Katie walked through an update on the Training Needs Assessment data with a focus on reference services and training. (Her presentation begins around minute 40 on the recording.)	Katie
Databases/Resources	Favorites and sharing Yammer Novelist arbookfind.com MedLine Plus Health on the Net Foundation http://www.hon.ch/home1.html Lexile ratings: https://lexile.com/fab/	All
Organization/ Scheduling	Doodle Poll results; meeting schedule for 2016 The group voted to have Monday afternoons, 1-3pm, bimonthly online meetings beginning in February 2016 with the option of adding alternative times if needed for special meetings and/or trainings. Dates will be double-checked to make sure there are no conflicts. Here are the proposed dates: Monday afternoon 1-3pm option: Skip January (we have a meeting in December) 1. February 8 2. April 11 3. June 13 4. August 8 5. October 17 (Oct 10 is a holiday for most libraries) 6. December 12 Cathay will email the group when these are finalized.	Cathay
LibGuides	Brief update; Suggestions for additions to Genealogy LibGuide to add Delaware Historical Society: http://www.dehistory.org/ UD's Genealogy LibGuide: http://guides.lib.udel.edu/genealogy	Cathay (for Patty)

There is **no meeting in November** due to the Veterans' Day holiday.

Our next meeting is online on Wednesday, December 9, 2015 10am

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