

Delaware Public Services Group and Liaison Meeting Notes

Wednesday November 19, 2014

10am to 12pm online

Agendas and previous meeting notes are available at:

<http://aalstaff.lib.de.us/liaisons/meeting-minutes/>



Link to recording (1:46): <https://delawarelibraries.adobeconnect.com/p6hn4b0hnhg/>

Attendees: Beverly LaFazia (Millsboro), Michelle Hughes (Dover), Patty Hartmannsgruber (DTCC – Owens), Chris Paolini (Wilmington), Heather Bolden (Hockessin), Pamela Batten (Milton), Karen Olsen (Brandywine Hundred), Wendy Roberts (Laurel), Renee O’Donnell (Wilmington), Laurel Ferris (DTCC – Wilmington), Kailah Neal (Wilmington University), Evelyn Alfred (DDL intern/UMD), Cathay Keough (DDL)

Agenda

What	Update	Notes
Introductions	<ul style="list-style-type: none">Library updates - Round Robin	<p>Topic this month: “What business questions are being asked? Are patrons asking about start-ups or scale-ups? Are they targeting certain kinds of businesses and business needs? Are they using your meeting rooms?”</p> <p>This month’s topic is generated through the IS team’s increasing efforts to connect with entrepreneurs. Additionally, Alta Porterfield was selected to represent Delaware at the upcoming Career Development Facilitator Training in January 2015.</p> <p>Discussion: Some libraries reported that questions have to do with starting a business (consulting, clothing store, pizza shop, or hair salon, for examples) or non-profit. Questions stem from how to fund a start-up, such as if there are any grants for a non-profit. Wilmington Library added that they use NOLO’s resources to help with business/legal questions.</p> <p>ACA/Choose Health Delaware medical insurance coverage for small businesses is also commonly asked.</p>

		<p>DTCC-Owens mentioned that they have an entrepreneurship group that meets each fall (non-credit). This year, it was a person who wants to brew Mead.</p> <p>It seems to many library staff that patrons are not asking reference librarians directly for help, but come when stuck on part of their research to start a business. It may be helpful for us to know how many ‘how to start a business’ books are being checked out, if Ebsco is used for this, and if the LibGuide on Entrepreneurship is commonly used.</p> <p>Regarding meeting room use for small business/entrepreneurs: Some libraries do not allow for-profit businesses access to large rooms, or charge for use of their meeting rooms. Typically, the meeting rooms/study rooms are intended for non-profits and civic groups, though tutoring is commonly held in study rooms. One library mentioned that it would not work well to allow a person to meet with clients, conduct business, etc. since the meeting room is not private or soundproof and voices carried. (They had trouble with this in the past.)</p> <p>Finally, there was mention that a kind of civil engineer was asking a library to print out 3D pieces for a structure he was putting together as a kind of presentation or job proposal. (Please refer to the recording of this meeting for further details.)</p>
FAQs on Springshare	<ul style="list-style-type: none"> • Walkthrough of what this feature is, why it’s used, and how to make a FAQ 	Evelyn (Intern) offered a step by step process for making a FAQ.
LibChat	<ul style="list-style-type: none"> • What does chat look/feel like on Springshare (an interactive experience) 	Cathay gave a live view of how chat works, showing the patron and librarian sides.

<p>Training and upcoming trainings</p>	<ul style="list-style-type: none"> • LibAnswers – register for your training (http://aalstaff.lib.de.us/) • “Caring for the Mind” presentation available -- (http://aalstaff.lib.de.us/2014/10/10/caring-for-the-mind-workshop/) • Ebsco –training developed for January 21 online 	<p>Cathay mentioned that LibAnswers/LibChat training is being conducted on a first-come, first served basis. Sign up for training by viewing the calendar of options and emailing Cathay with your choice. Some training sessions can offered in person if that is preferred. See the calendar for details, linked from the AaLDE staff support site.</p>
<p>Virtual Reference</p>	<ul style="list-style-type: none"> • LibAnswers update 	<p>Current project highlights were given. (answers.delawarelibraries.org)</p>
<p>Databases/Resources</p>	<ul style="list-style-type: none"> • New check out limit 	<p>eBooks/eAudiobooks/Streaming Video check out limit is increased from five to seven.</p>
<p>LibGuides</p>	<ul style="list-style-type: none"> • Delaware Legislative LibGuide http://guides.lib.de.us/delegislature 	<p>Sara Zimmerman (Legislative Hall librarian) created a new LibGuide; Delaware Legislature</p>
<p>Peto Quest/October http://guides.lib.de.us/</p>	<ul style="list-style-type: none"> • Discussion 	<p>There was discussion about whether the group found the Peto Quest helpful and interesting. The majority in attendance do not and would like to try something different, but would need time to give this some thought.</p> <p>Post-meeting idea: How about a ‘transcript of the month’ review? There are examples from library staff - they do amazing work on helping patrons. We can take one a month and, with permission, use this as a way to learn from one another.</p> <p>This is also in response to the idea that ‘we ask each other for help’ within a library, and we can expand this statewide (to our collaborative group). Additionally, when we were a global chat service, we benefitted from seeing what others were offering to patrons; this would be our Delaware version.</p>
<p>Announcements</p>	<ul style="list-style-type: none"> • Upcoming events – ILEAD 	<p>Flyers were presented</p>

	<ul style="list-style-type: none">• Library Town Meeting - Thursday, December 4 in Dover• Interpersonal Communication Basics workshop - Tuesday, December 9• Facilitation Skills workshop - Tuesday, January 13	
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Our next meeting is online on Wednesday, January 21 at 10am. December's meeting scheduled for 12/17 is cancelled. Please submit any agenda items you'd like to discuss, explore, and present to Cathay Keough.

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

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