Delaware Public Services Group and Liaison Meeting Notes
Wednesday October 22 2014
10am to 12pm online via AdobeConnect

In attendance: Leerah Snead - Selbyville, Pamela Batten - Milton, Beverly LaFazia – Millsboro, Karen Olsen – Brandywine Hundred, Shelley Stein – Hockessin, Rose Harrison – DDL, Laurel Ferris – DTCC, Chris Paolini – North Wilmington, Renee O'Donnell – Wilmington, Wendy Roberts – Laurel, Michell Hughes – Dover, Kailah Neal – Wilmington University Library, Katie McDonough – DDL, Evelyn Alfred – UMD Intern for DDL/Ask a Librarian DE, Cathay Keough - DDL

Agenda

What	Update	Who/What
Introductions	• What's happening in your library (reference and public services)? Library updates - Round Robin	All participants offered library updates that included highlights of each library and a focus on "What are patrons/students asking?" Two shared themes were about wills and trusts (Bev/Millsboro) and what is happening with 3D printers. It was reported that Laurel, Wilmington, Woodlawn and Milton libraries are offering printing to patrons now. Pamela/Milton mentioned that they receive about a job a day now. Wendy/Laurel mentioned that staff (Jack) even printed something needed for their library (a mic stand for a wireless mic). The libraries are using the 'request to print' form; we discussed this. Renee/Wilmington let us know about a Halloween decorating contest that is being conducted on Facebook – and we can vote: https://www.facebook.com/WilmingtonLibraryDE/photos_stream Learning Express issue was also discussed, and Tech Support/Bill offered an update: "I verified that once [a] class is launched you will see an informational box which you must first "X" out of in order to click the "Allow Popups" button. If you click "OK" on the informational box the "Allow Popups" button disappears, so you have to make sure they are closing that box instead of clicking OK. We are looking into another solution currently and I will report back." This is posted on the IT tab of the Delaware Library Project Planning Guide (http://guides.lib.de.us/projectplanning/IT).

Training and upcoming trainings	• LibAnswers – schedule training • "Caring for the Mind" Friday, November 14, 9:30-12:30 Dover Public Library (registration open) • Ebsco – future training being developed for January online	Training is being scheduled for LibAnswers/LibChat on a first-come, first-served basis. See info and how to sign up at: http://aalstaff.lib.de.us/all-meetings-trainings/libanswerslibchat-training-schedule/ Contact Cathay for further details. Lydia Collins – NLM/MedLine Plus will give a 3 hour workshop to help staff learn tips and ways to help with those who are emotionally distraught and/or mentally ill. Registration information: http://aalstaff.lib.de.us/2014/10/10/caring-for-the-mind-workshop/
Virtual Reference	• LibAnswers update: Overview of current project highlights Questions about transition?	Cathay presented a brief update. Staff can now register for training (see above). Target date for libraries to have this on their websites: March 1.
Databases/Resources	• Streaming Video highlights	Cathay gave Bob's report on what is happening with streaming video and Flipster. Currently there are about 744 videos. Bob is focused on feature films at this time. See the Project Planning Guide in Collections for Flipster titles as well as for all e-Media reports: http://guides.lib.de.us/c.php?g=127528&p=833818
LibGuides	• Top used guides for September	Cathay gave Patty's list of top used guides for September. The very top? The Project Planning Guide! (The "Top Ten Guides" is added as Supplement Info to this month's Meeting Notes.)
Peto Quest/October http://guides.lib.de.us/	• Collaborative Guide Activity	Cathay led a discussion to ask "What do we need in order to help patrons?" from the lead in question "What are patrons asking?" Two ideas came: 1. It would be helpful to have a staff use LibGuide about how to determine Lexile and AR ratings. 2. Another LibGuide would be one about legal wills, living wills and trusts. There are registrars for probates/wills in each county, but how does a person legally make their own will, living will and/or trust?

Reference stats	• Chat sessions requested and Answers Sent	Cathay clarified the difference between these two qualifiers on the reports, reiterating that if no Delaware librarian is logged on to chat, the 'door is closed' and no patron can request chat (so this is reflected in the number of chats requested). Patrons can opt for email (Answers Sent reflects all email), and this has remained high since we have gone to local Delaware only coverage. Gaps on the statewide live reference coverage make it difficult for patrons to consistently use the chat option.
Announcements	• Upcoming events - ILEAD	Katie gave an overview of the statewide professional development opportunity called "ILEAD". (The ILEAD flyer is added as Supplement Info to this month's meeting notes.)

Our next meeting is online on Wednesday, November 19 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