



Delaware Reference/Public Services Group and Liaison Meeting  
Wednesday September 9, 2015  
10am to 12pm

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Link to meeting: <https://delawarelibraries.adobeconnect.com/refsvcssept2015/>

A headset with a microphone optimizes our meeting experience. If you do not have a headset, you can call in toll- free: Dial: 1-877-366-0711

When prompted, use Passcode: 46926995#

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### Meeting Agenda

What	Update	Who
Introductions	Welcome to new providers	All
Organization	Working with rude/disruptive patrons online	Cathay
Training	How to access reports on LibAnswers for your library's stats	Cathay

Note that there is no meeting in November due to the Veterans' Day holiday.

Our next meeting is online on Wednesday, October 14, 2015 10am

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