

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



Link to recording (training portion of meeting):

<https://delawarelibraries.adobeconnect.com/p1hkp27zcts/>

Meeting Notes

| What | Update | Who |
|---------------|---|--------|
| Introductions | Welcome to new providers (Jessica/Frankford, Terri/Kent County, Jill/Sussex County, Rachel/Salesianum School Library, Alison/Division of Mental Health and Substance Abuse Library) | All |
| Organization | Working with rude/disruptive patrons online Notes: added Policy of Mutual Respect link on patron portal page. | Cathay |
| Training | Showed a walk through on "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>