

Delaware Reference Services Group Meeting  
Monday, January 22, 2018

1:30-3:30pm Link: <https://delawarelibraries.adobeconnect.com/refsvcsmtgjan2018/>

**For Audio:** You can use your computer. A headset is preferred for best sound quality. Or you can call in on your telephone:

Conference Calling #: 1-877-366-0711

Passcode: 46926995#

## Agenda

1. Introductions
2. Brief discussion: **Levels of engagement – how far do we go when helping patrons?** \*Please come prepared to share a story about a recent encounter you've had when you realized you needed to end the interaction you were having with a patron (online or in person). What was the patron needing? Where did the conversation go? What happened at the end?
3. Route 9 Librarian Yumarys Polanco-Miller will give us a presentation on immigration and resources to help library patrons: "[Local & Global Services for Immigrants.](#)"
4. Brief Walkthrough: Using Reuse Answers and FAQs to expedite your answering.

Next meeting: In person on Monday, March 12, 2018 at the Delaware Public Archives and DDL Training Center, Dover. Guest Presentation is "Delaware Public Archives Resources to Assist Patrons" with Dawn Mitchell. (<https://aalstaff.lib.de.us/events/124/march-12-2018-tentative-delaware-library-reference-services-group-meetings-2018/>)