



Delaware Reference/Public Services Group Meeting Agenda

Monday August 8 2016 / 1-3pm

<p>Link to Meeting: https://delawarelibraries.adobeconnect.com/refsvcs8aug/ <i>Conference Call option for audio is provided: once logged on to the webinar call toll-free 1-877-366-0711 passcode: 46926995#</i> <i>You are also welcome to use your computer speakers/headset.</i></p>		
Topic	Presenter/ Lead	Notes/Actions
Welcome, introductions	Cathay	
<p>Guest Presentation:</p> <p>Three Years' Data on Reference Services (Dewey Delaware) FYs 2014-16</p>	Bob Wetherall, DDL and Beth Emerson, DDL	<p>Questions:</p> <ul style="list-style-type: none"> a) Has this core library service increased, decreased or maintained its number of transactions? b) Does this data show us any trends for reference services? c) Does this data reveal any gaps in what we are providing? d) Are we seeing any new evidence about the depth or transformational aspect to what we are providing through our interactions?
Working with patrons (online) who are in potential crisis situations	Alison Wessel, DHSS Library	A sample transcript will be shown as a recent example.
Three featured LibGuides	Cathay for Patty	<p>Allen McLane: http://guides.lib.de.us/allenmclane Remembering 9/11: http://guides.lib.de.us/911 Updated -Entrepreneurship with Global Delaware info http://guides.lib.de.us/entrepreneurship</p>
LibAnswers update: Social Media Exchange	Cathay	<p>Tour webinar offered on August 10: http://calendar.springshare.com/event/2692026?hs=a</p>
<p>Professional Development</p> <p>Reference/Public Services PD Needs</p>	Katie / Cathay	<p>Upcoming Opportunities</p> <ul style="list-style-type: none"> a. Professional Development LibGuide (and tracking your learning) Please note the tab for Reviews of Webinars, Etc. in the Professional Development LibGuide. Keep track of your professional development on the Professional Development Achievement Tracker b. Send comments and feedback about professional development activities to events@lib.de.us and they will be posted under this tab in the LibGuide.

Next meeting: Monday October 17 2016 1-3pm

Staff Support Site: <http://aalstaff.lib.de.us>

Ask a Librarian DE: <http://answers.delawarelibraries.org>