



Delaware Reference/Public Services Group Meeting Notes

Monday April 10, 2017 1:30-3:30 online

In attendance: Audrey Avery-Dover PL, Beverly LaFazia (Millsboro PL), Chris Paolini (Wilmington PL), Gregg McCullough (Laurel PL), Hilary Welliver (Kent County PL), Lani Hahn (Georgetown PL), Lola Owotomo, Shelly Stein (Hockessin PL), Pat Young (Delaware Disaster Research Center), Cathay Keough (Delaware Division of Libraries)

Link to Recording:
<https://delawarelibraries.adobeconnect.com/p4w8brsmlf6/>
 Recording begins with Pat Young's presentation. Recording is 1:34 in length.

Topic	Presenter/ Lead	Notes/Actions
Welcome, introductions Round Robin Topic: (Poll – Red, Yellow, Green from Mark Brown/Baldrige) <i>How do you gauge customer satisfaction?</i>	Cathay	Our group discussed ways to know when your patrons are truly satisfied. The 'marble method' for a quick, easy way to 'survey' can be found at: Baldrige reference: http://bit.ly/2o31KvW
Guest: Pat Young, Disaster Research Center	Pat Young/Cathay Keough	We had an interview style question-answering on the topic of what the Disaster Research Center offers to libraries as well as levels of preparedness for a potential disaster. Pat led us through how the DRC can work with libraries, how we are building upon the recent Disaster Summit day (Feb. 28, 2017), being a second responder and other options for libraries to plan and prepare for various types of disasters. There will be some follow up to come.
Marketing: Ideas from Pinterest	Cathay	<ul style="list-style-type: none"> • https://www.pinterest.com/proquest/library-marketing/ • http://bit.ly/2oRz9qO • http://bit.ly/2nBMZND Cathay showed ideas from Pinterest that may stimulate creative ways your library can market reference services, including online reference.
Reference: Marketing and Exploring Changes	Cathay for Charlotte	UMD Intern development of "evolution of reference" project was mentioned, with a 2-minute video draft preview of the completed project. It may be presented at the MLA/DLA Joint State Conference at the workshop "Future of Reference Part II".
Discussion: Fighting fake news	Cathay	Our group discussed ways to help patrons navigate the twisting paths of information, such as by using the CRAAP test. We can also help patrons and students learn through LibGuides, give evaluation tips, and post interesting 'comics' or posters. http://guides.lib.de.us/fakenews http://guides.lib.de.us/c.php?g=634325&p=4452483



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		http://aalstaff.lib.de.us/resources/ Esp. part C: http://aalstaff.lib.de.us/aalhelp/helpful-resources-for-new-staff/
Reference and ILL	Cathay	Questions about your library's ILL process: Information gathering is happening now. Jane (DDL) has received a good response, and we also wanted to get a sense about how this influences purchase decisions. For example, if a library or system receives repeated requests from a patron, would the library (or a library in the system) consider purchasing this? Those in attendance were in agreement that they would.
LibAnswers: Social Media Integration	Cathay	Laurel Public Library: Gregg McCullough from LPL offered his views about how it's going. They started with Facebook and Twitter integration just about a week ago. So far, so good. They have not expanded into using LibAnswers for scheduling posts (they use Hootsuite) but may opt for that in the future.
Discussion: Homework Help online	Cathay	Working with youth services, school librarians. This was a quick discussion about getting ready for fall. It would be good to revisit our School Toolkit for how to use our online (and in person) reference services and to have a class visit online. We can promote our homework help expertise this way. Anyone who would like to be on a team to get ready for fall, email Cathay (cathay.keough@lib.de.us).
Professional Development Reference/Public Services	Katie / Cathay	Learning Express: Next meeting June 12 – half the group wanted this online, the other half in person. I'll check with Shana from Learning Express to see if she is available in person and we'll go from there. Professional Development LibGuide (and tracking your learning) Keep track of your professional development on the Professional Development Achievement Tracker Cathay showed the Professional Development Guide which has this linked.)

Thank you!

Next meeting: Monday June 12, 2017/ 1:30 – 3:30 pm (in person or online - TBD)

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

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