



Delaware Reference/Public Services Group Meeting Agenda

Monday, April 11 2016 1pm-3pm

In attendance: Alison Wessel, Bev LaFazia, Chris Paolini, Gregg McCullough, Kailah Neal, Lola Owotomo, Rose Harrison, Shelley Stein, Tameca Beckett, Heather Lembeck, Beth Borene, Cathay Keough. Guest Presenter: Deborah Bergeron, ProQuest.

Link to recording: http://tinyurl.com/AaLDEApr2016mtgwithProQuest	
Welcome, introductions	Cathay
<p>Guest Presentation on “ProQuest: Heritage Quest and Ancestry – what’s new”</p> <p>Deb gave indepth looks at Heritage Quest and Ancestry, showing differences between the two and changes as of 2015. In Heritage Quest, a person can look up local history books and city directories, for example. In Ancestry, school yearbooks (up to year 2012) are offered. See the recording linked above for this hour-long recorded presentation.</p> <p>Link to ProQuest LibGuide/Genealogy: http://proquest.libguides.com/heritagequestiononline</p>	Deborah Bergeron, Senior Trainer, ProQuest
<p>Ask a Librarian DE: What if we could use live streaming to help patrons?</p> <p>We talked about GoToMeeting Free as an option for helping patrons one-on-one, as well as for staff to staff communication. GoToMeeting Free is at: http://free.gotomeeting.com</p> <p>Their tagline: “Online meetings without the hassle.” No registration or downloading are required. Simply click on, send a link to the person you want to talk to, and have them click on the link. You can opt to use a web cam or not. Screen sharing and document sharing are options. Recording is not an option. This is a basic, very simple way to connect with each other.</p>	Cathay
<p>Ask a Librarian DE: Spam Folder Maintenance</p> <p>When on the desktop in LibAnswers, please routinely check the spam folder for questions that your library may be able to help with. Some questions that are NOT spam are getting in there. Please help make sure we do not lose any patrons' questions this way, or delay in getting them the help they are seeking.</p> <p>Solicitations (such as multiple number of the same question asked, sent to each library) are still treated as spam.</p> <p>To move a question out of the spam folder, click on “Not Spam” and then indicate yes, you'd like to restore the question to the Dashboard. When it is moved, you will see which library queue the patron indicated. Please feel free to move any questions</p>	Cathay

<p>that are in spam that should not be there. When they are moved, the liaison for that library will be notified that a question has been assigned to his/her library (queue).</p>	
<p>The group was asked if they had any objection to using this for helping on ‘how to’ types of questions, and there were none. Some library liaisons may use this for ebook help, catalog help, indepth research, etc. If it is used, please let the group know. We may consider adding this as an option for our library patrons in the future.</p>	
<p>Mobile App Use – input from other statewide services Other statewide services have indicated that use of mobile devices for asking librarians question is something they are tracking. Generally, about 15% of questions are asked via a device (this is a conservative figure). A quick look revealed that Ask a Librarian DE is about the same. In March 2016, 13.82% of questions were asked via SMS texting. There are likely other questions asked via a mobile phone, iPad, Kindle Fire, etc.</p>	Discussion
<p>Professional Development – the following were featured during our meeting:</p> <ul style="list-style-type: none"> • Professional Development LibGuide (and tracking your learning) Please note the tab for Reviews of Webinars, Etc. in the Professional Development LibGuide. Send comments and feedback about professional development activities to events@lib.de.us and they will be posted under this tab in the LibGuide. • Don't forget to keep track of your professional development on the Professional Development Achievement Tracker <p>Some professional development opportunities:</p> <ul style="list-style-type: none"> • Tuesday, April 12 - DLA Legislative Day • Thursday, April 14 - What's New in Children's Literature - Dover • Friday, April 15 - ProQuest training on Ancestry & HeritageQuest • Thursday, April 21 - Tools & Tips for Jobs, Careers & Entrepreneurship, Bear • Thursday, April 28 - Tools & Tips for Jobs, Careers & Entrepreneurship, Dover • Saturday, April 23 - DLA Washington DC Bus Trip • Wednesday, May 4-Friday, May 6 - MLA/DLA Joint State Conference • Wednesday, May 11 - The Maker Hierarchy of Needs, DDL (email & flyer coming soon) • Wednesday, May 18, & Wednesday, May 25 - Serving Children with Autism Spectrum Disorder, Dover (email & flyer coming soon) • collectionHQ webinars • Flipster tutorials • ReferenceUSA online training 	Katie and/or Cathay

Meeting adjourned at 3:00pm

Next meeting: [Monday June 13, 2016 - Apr Delaware Reference/Public Services Meeting – online](#)