



## Delaware Reference/Public Services Group Meeting Agenda

Monday December 12, 2016 / 1-3pm

Link to recording:

<https://delawarelibraries.adobeconnect.com/p504mck4j3d/>

In attendance: Pat Batten – Milton, Shelley Stein – Hockessin, Lola Owotomo – Claymont, Lani Hahn – Georgetown, Kailah Neal – Wilmington University, Jeanne Benzel – Brandywine Hundred, Hope Ellsworth – IS/Sussex, Alison Wessel – DHSS, Mary Hanes – DHSS, Chris Paolini – Wilmington/North Wilmington, Rose Harrison – Delaware Division of Libraries, Cathay Keough – Delaware Division of Libraries

Topic	Presenter/ Lead	Notes/Actions
Welcome, introductions Round Robin Topic: <i>What is the primary reference services challenge you've seen this week?</i>	Cathay	Sharing of topics that have been coming up for library staff include job searching, adapting to new the new computers that are being installed in some libraries, a couple of history-related questions, patron wondering why holds disappeared, inquiries about tax prep help, increase in interest in ValueLine, working with international students and patrons (communication/culture), and patrons needing help with OverDrive's new interface.  Suggestion to have a presentation or training on working with others who come from different countries (English is not their first language).
Guest Presentation: Workflows Tips and Tricks for Reference Librarians, Part 1	Rose Harrison, DDL	(Recorded) Part two will be at the next Reference Services Group meeting on February 13, 2017.
Announcement: Switch of Staff Support Site	Cathay	Showed work in progress. Mentioned Professional Development Team reference services work; reference interview resources.
Schedule of Reference Services Group Meetings for 2017	Cathay	Results from poll – most would like online meetings with an occasional in-person meeting, bi-monthly on Mondays and afternoons, same format. Next three meeting dates: Mondays: February 13, April 10, June 12 Time: 1:30-3:30 Other dates of interest: Learning Express in-person training on March 20 1-3pm State conference: May 10-12 2017
LibAnswers: Speedy refresher – answering your patrons' questions from start to finish	Cathay	(Tabled for next meeting.)
LibAnswers: Social Media Exchange on Facebook	Cathay	Showed live view how FB looks on LibAnswers. DDL's FB feeds in through LibAnswers so patron's FB Messenger-sent questions or comments can come in through Ask a Librarian DE.

*See you in 2017! Thank you and Happy Holidays!*

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

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