



## Delaware Reference/Public Services Group Meeting Agenda

Monday February 13, 2017 / 1:30 – 3:30 pm

Link to Recording: <a href="https://delawarelibraries.adobeconnect.com/p511jvz33qj/">https://delawarelibraries.adobeconnect.com/p511jvz33qj/</a>		
Topic	Presenter/ Lead	Notes/Actions
Welcome, introductions Round Robin Topic: <i>What is the primary reference services resource you've used this week?</i>	Cathay	Most responses indicated that patrons are asking about tax prep help.
Guest Presentation: Workflows Tips and Tricks for Reference Librarians, Part 2	Rose Harrison, DDL	Rose continued from where she left off in Part 1, digging a little deeper into the shortcuts for using Sirsi.
LibAnswers: Speedy refresher – answering your patrons' questions from start to finish	Cathay	A quick overview to refresh reference staff about how to use LibAnswers to answer questions. This included Reuse Answers, tagging, referring/assigning, creating internal notes, spam/error messages, and submitting questions as new, pending, closed.
LibAnswers: How to find your library's closed questions	Cathay	Showed how to search for questions that are closed.
LibAnswers: Social Media Exchange on Facebook	Cathay	Integrating Facebook into LibAnswers is easy and does not affect Facebook standings, yet allows patrons to ask questions through Messenger and posts. This alerts the liaison that a question (or response) came in and nothing is lost.
Professional Development  Reference/Public Services	Katie / Cathay	Upcoming Opportunities <ol style="list-style-type: none"> <li>a. Learning Express: In person with Shana Ashwood, March 20 was cancelled.</li> <li>b. Professional Development LibGuide (and tracking your learning) Please note the tab for <a href="#">Reviews of Webinars, Etc.</a> in the Professional Development LibGuide. Keep track of your professional development on the <a href="#">Professional Development Achievement Tracker</a></li> <li>c. Send comments and feedback about professional development activities to <a href="mailto:events@lib.de.us">events@lib.de.us</a> and they will be posted under this tab in the LibGuide.</li> </ol>

Thank you!

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

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