



Delaware Reference/Public Services Group Meeting Notes

June 13, 2016 1-3pm

In attendance: Alison Wessel (DHSS Library), Annie Norman (DDL State Librarian), Chris Paolini (Wilmington/Woodlawn), Dave Giglio (Dover), Gregg McCullough (Laurel), Jeanne Benzel (Brandywine Hundred), Kailah Neal (Wilmington U Library), Kevin Swed (Appoquinimink), Lola Owotomo (Claymont), Rose Harrison (DDL), Shelley Stein (Hockessin), Tameca Beckett (Laurel), Katie McDonough (DDL), Cathay Keough (DDL). Guest Presenter: Noemi Mendez Eliassen, US Census.

Link to Recording:

<https://delawarelibraries.adobeconnect.com/p1n90viwrip/>

Recording is 1:31 in length, most of which is from Noemi Mendez Eliassen's presentation

| Welcome, introductions | Cathay | Notes/Actions |
|--|---|--|
| Guest Presentation on "Unlocking the Value of Census Data" | Noemi Mendez Eliassen, U.S. Census Bureau | The US Census data provides freely available information to help with small business and entrepreneurship assistance. This presentation offers steps for finding pertinent info. |
| Ask a Librarian DE: FAQ ebook purchase recommendations/holds requests update | Cathay | FAQ 12489: http://answers.delawarelibraries.org/faq/124819? FAQs give us consistent answering and help us share answers. It is a quick way to respond to patrons too, using "Reuse Answers" when replying to patrons (look on the right of the screen under the "add tags" area). |
| Ask a Librarian DE: Chat is Closed | Cathay / Discussion | Group was positive regarding the change; expressed that there is more flexibility with their time. There was mention that it looks like more patrons are emailing and texting – future reports will let us know. |
| Ask a Librarian DE: Spam Folder Maintenance Review | Cathay | Reviewed spam folder; not everyone will see the spam even if there is a number indicating spam is in that folder. Sometimes only the AaLDE Admin can see this. Cathay (and when gone, her back up is Beth-Ann Ryan) will continue to monitor this and move questions to the Dashboard that are not truly spam. |
| Email/SMS Turnaround Time | Cathay | April and May reports offer turnaround time information, showing how long it is taking us to get a response to a patron. We let patrons know to expect 2 regular business days; it is often taking longer to get back to patrons. Texting |

| | | |
|--|----------------|---|
| | | expectations shown on user behavior research indicates that we should be responding quickly – as frequently as possible. |
| Professional Development 1. Reference/Public Services PD Needs based upon the Training Needs Assessment 2. Current offerings: 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. c. Upcoming Opportunities | Katie / Cathay | Review of some PD offerings (attachments) and the development of the training group as a next phase to the Training Needs Assessment. |

Meeting adjourned at 2:45pm.

Next meeting: Monday August 8, 2016 1-3pm

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

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