



Recording (1:40): <https://delawarelibraries.adobeconnect.com/p5pn7ticbi5/>
 (Recording starts with Molly Olney-Zide's Presentation.)

Agenda	
<p>Welcome to our new providers from Wesley College/Parker Library, Seaford Library, Greenwood, and Laurel!</p>	Cathay
<p>Adobe Connect Features to Enhance Your Meeting: Cathay gave a brief overview of commonly-used features to familiarize participants with the meeting room, from running the Audio Set Up Wizard (or dialing in on a toll free number) to interactive icons (raise hand, 'yes' and 'no', applaud, step away, etc.)</p>	Cathay
<p>Guest Presentation on "Chronicling America" (attachment) Molly's talk walked us through features and how to use the Library of Congress's Chronicling America (America's historic newspapers) site. Online at: http://chroniclingamerica.loc.gov/</p>	Molly Olney-Zide, UD Librarian
<p>Ask a Librarian DE: Queues and Reports Stats: There are three areas; tickets, chat, and Analytics – to obtain reports. Since late November 2015, Ask a Librarian Delaware moved to the queue system (queue=library). Stats were explored. Email is per library (per queue), SMS is under Ask a Librarian Delaware (one text number =shared statewide so assigned by person, not queue), and chat is per library or AalDE (depending upon whether the library uses their own widget). Cathay will report back to the group on how to obtain clear, accurate monthly data per library. Idle Time: For chat only Each staff can set their idle time in minutes and compose a message that patrons read, such as "Thanks for your patience while I'm working on your question." This is triggered when chat is idle for the designated time, allowing the staff person a buffer if they are helping another person or answering the telephone. "Set Away" on the LibChat Operator Console when logged in for live help will set an immediate message to patrons when they submit a request for a chat session. The message comes up that states "Chat is online but the librarian is temporarily away. We appreciate your patience! You can also submit your question for email follow up." (And the link to do that is right below this message.) This gives the staff a way to set their status as "busy" when things come up while they are covering chat.</p>	Cathay
<p>What is an Embedded Librarian? (attachment) From David Shumaker's book linked here. The group talked about the role of reference services, exploring the idea of being "embedded" in ways that provide options for library customers, and shared experience and ideas about roving reference/</p>	Discussion

<p>Professional Development</p> <p>Cathay gave a view of the Professional Development LibGuide and featured some areas:</p> <ol style="list-style-type: none"> 1. Professional Development LibGuide (http://guides.lib.de.us/profdev) 2. Professional Development Tracker (to keep track of your learning): https://www.surveymonkey.com/r/ProfDevTracker 3. Some Upcoming Opportunities: <ul style="list-style-type: none"> • Ancestry/Heritage Quest (ProQuest) • Mental Health First Aid • Reference Services/AaLDE, Hockessin • Infopeople courses are included in the list of Professional Development Opportunities on the home page of the Professional Development LibGuide: <ul style="list-style-type: none"> • Monday, February 2-Monday, February 15 - Using Technology for Community Engagement • Tuesday, February 23-Monday, March 21 - Library Services for Patrons Experiencing Homelessness • Tuesday, February 23-Monday, March 21 - Staying on Top of Technology Trends 	<p>Katie and/or Cathay</p>
---	----------------------------

Thank you for attending today's meeting!

Next meeting: April 11, 2016 - [Apr Delaware Reference/Public Services Meeting](#) – online

Please send your agenda topics and ideas to Cathay: cathay.keough@lib.de.us