

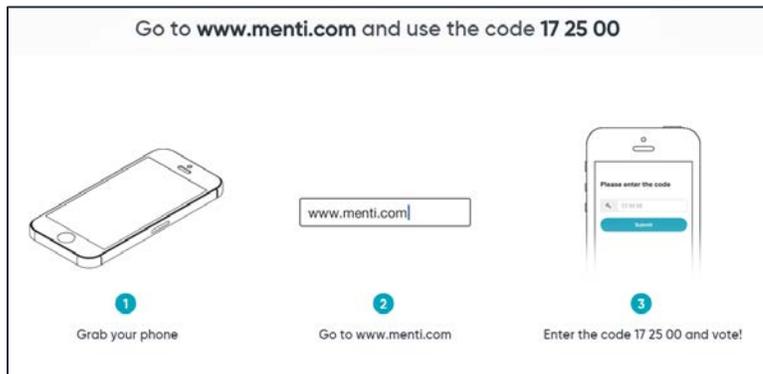
Delaware Reference Services Group Meeting  
September 17, 2018  
1:30-3:30  
Training Center, Delaware Division of Libraries (Dover)



### Meeting Notes

In attendance: Audrey Avery – Dover PL, Bethany Geleskie-DHSS Library, Gregg McCullough-Laurel PL, Chris Paolini-Wilmington Library, Jill Swain-Woodlawn PL, Cathay Keough-DDL

- Introductions/Welcome
- Maisha Duncan Carey, Instruction Librarian and Organizational Learning Coordinator, University of Delaware Morris Library gave a presentation on “UDLib/Search for Assisting K-12 students” . She provided a flyer for staff use, and went over searching functions, tips and ways to promote UDLib/Search to students, including homeschooled students.
- Reference Services Tutorials and Professional Development – briefly showed the upcoming switch from tutorials hosted on Ask a Librarian DE staff support site to Niche Academy. The first set of tutorials, including 4 or 5 for Reference services, will go live on September 25, 2018.
- FAQs – review of what exists, topics, and how to add FAQs. Please contact Cathay if you’d like more information, including access to the group FAQ lists.
- Discussion: Quickly went over Delaware Libraries’ eMedia page and had the group vote on “Which online resource do you find of most value?” using Mentimeter (as shown below).



The discussion touched upon the value of certain resources over others, and reasons why, such as the ease of access to today’s ebook collection on OverDrive. Another top choice was the shared statewide calendar since it provides important information for patrons to see what is happening at nearby libraries for referring to specific programs and classes. Ask a Librarian DE was also highlighted as important as a unique way to connect and interact with patrons, developing relationships and reaching those who are not able to or choose not to come into the library building.

- Next calendar year – topics and meetings

- Next meeting: Monday, November 19, 2018 **online** – Guest Presenter: LearningExpress. We'll also have a short presentation on the Delaware Department of Education's "Delaware First Application Process" – it is changing to an online application.
- Future meetings: The Delaware Reference Services Group meetings will be changed for 2019. We discussed topics and having two meetings: one in March and one in October. The group agreed that one online and one in person (Dover location) would be preferred. Topics were suggested, such as:
  - School/public library collaboration – effective methods
  - Medical/Health resources and approaches to patrons' questions
  - Copyright
  - Considerations for Open Access (i.e.; Science info/Science Hub evaluation)

Please contact Cathay if you have any further suggestions and additional agenda items for November's meeting. ([cathay.keough@lib.de.us](mailto:cathay.keough@lib.de.us))