



Delaware Reference/Public Services Group Meeting Agenda

Link to Meeting:

<https://delawarelibraries.adobeconnect.com/refsvcsapr2017/>

Conference calling option is available for this meeting. If you prefer to use a telephone for audio use these steps:

After logging in, dial 1-877-366-0711

When prompted, use the passcode 46926995#

Topic	Presenter/ Lead	Notes/Actions
Welcome, introductions Round Robin Topic: (Poll – Red, Yellow, Green from Mark Brown/Baldrige) <i>How do you gauge customer satisfaction?</i>	Cathay	Discussion: How do you know when your patrons are truly satisfied? Do they simply say ‘thank you’, do they tell you a story about how it went and what happened, do you see them walk out the door with books in tow? Baldrige reference: http://bit.ly/2o31KvW
Guest: Pat Young, Disaster Research Center	Pat Young/Cathay Keough	Interview style question-answering on the topic of what the Disaster Research Center offers to libraries as well as levels of preparedness for a potential disaster.
Marketing: Ideas from Pinterest	Cathay	<ul style="list-style-type: none"> • https://www.pinterest.com/proquest/library-marketing/ • http://bit.ly/2oRz9qO • http://bit.ly/2nBMZND
Reference: Marketing and Exploring Changes	Cathay for Charlotte	UMD Intern development of “evolution of reference” project
Discussion: Fighting fake news	Cathay	LibGuides, evaluation tips, CRAAP test comics http://guides.lib.de.us/fakenews http://guides.lib.de.us/c.php?g=634325&p=4452483 http://aalstaff.lib.de.us/resources/ Esp. part C: http://aalstaff.lib.de.us/aalhelp/helpful-resources-for-new-staff/
Reference and ILL	Cathay	Questions about your library’s ILL process
LibAnswers: Social Media Integration	Cathay	Laurel Public Library
Discussion: Homework Help online	Cathay	Working with youth services, school librarians.
Professional Development Reference/Public Services	Katie / Cathay	Learning Express: Next meeting June 12 Professional Development LibGuide (and tracking your learning) Keep track of your professional development on the Professional Development Achievement Tracker

Thank you!

Next meeting: Monday June 12, 2017/ 1:30 – 3:30 pm (in person?)

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

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