

Delaware Reference Services Group Meeting
Online using Adobe Connect
Monday, January 22, 2018

Link to recording (Recording begins with guest presentation):
<https://delawarelibraries.adobeconnect.com/ppnrrykqas76/>

Notes

1. Introductions
2. Brief discussion: **Levels of engagement – how far do we go when helping patrons?** *Please come prepared to share a story about a recent encounter you've had when you realized you needed to end the interaction you were having with a patron (online or in person). What was the patron needing? Where did the conversation go? What happened at the end?
(This discussion was not recorded.)
3. Route 9 Librarian Yumarys Polanco-Miller will give us a presentation on immigration and resources to help library patrons: "[Local & Global Services for Immigrants.](#)"
4. Brief Walkthrough: Using Reuse Answers and FAQs to expedite your answering.

Next meeting: In person on Monday, March 12, 2018 at the Delaware Public Archives and DDL Training Center, Dover. Guest Presentation is "Delaware Public Archives Resources to Assist Patrons" with Dawn Mitchell. (<https://aalstaff.lib.de.us/events/124/march-12-2018-tentative-delaware-library-reference-services-group-meetings-2018/>)