

Delaware Reference Services Group Meeting  
Monday, March 12, 2018  
1:30 – 3:30pm



## Agenda

1. Delaware Public Archives: Tour and review of resources for reference services library staff with Dawn Mitchell and Tom Summers.  
  
-After the tour, Dawn will provide further information as a presentation in the Training Center
2. Ask a Librarian DE update: Discussion of chat service
3. Reference Services: Professional Development – want to get involved?
4. [Library Stories from Oct 2017-Feb 2018](#) (To submit your stories: <https://bit.ly/DELibraryStories>)
5. Questions about LibAnswers:
  - a. processes for spam
  - b. multiple questions from same patron
  - c. FAQs for staff

Thank you for attending today!

Next meeting: Monday, May 21 (online). See the Ask a Librarian DE/Reference Services Staff Support Site for dates and topics (<https://aalstaff.lib.de.us/>)