



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

Notes

In attendance: Pam Batten-Milton, Katalin Semeraro-Milton, Christine Paolini-Wilmington, Jeanne Benzel-Brandywine Hundred, Jaclyn Smagala-Dover, Yumarys Polanco-Miller-Route 9, Cathay Keough-DDL

1. Delaware Public Archives: Tour included behind-the-scenes glimpse of resources for reference services library staff with Tom Summers and Dawn Mitchell.

-After the tour, Dawn presented further information about the DPA and its resources, especially those we can access online, in the Training Center. See her PowerPoint for details and links.
2. Ask a Librarian DE update: Discussion of chat service; any interest in expanding service? Discussion, with no next steps determined.
3. Reference Services: Professional Development – want to get involved? Cathay talked about the Statewide Professional Development Team (SPDT) and curriculum development for reference. If anyone involved in reference would like to be on the statewide professional development team, contact Cathay.
4. [Library Stories from Oct 2017-Feb 2018](https://bit.ly/DELibraryStories) (To submit your stories: <https://bit.ly/DELibraryStories>). There were 9 stories submitted for this report. Cathay encouraged more and walked through how to submit a story.
5. Questions about LibAnswers:
 - a. processes for spam – the group was shown the spam folder, how to send something ‘to spam’ and a general process we have been using. Feedback given – continue to do the same process.
 - b. multiple questions from same patron – procedure is to remove duplicates and send out a copy of the question (ticket) on Ask a Librarian DE staff listserv. Feedback given – continue to do the same process.
 - c. FAQs for staff – restricted area for sharing ‘how to’ and policy information is just beginning to be developed. Will need circulation group input, to verify policies and wording for helping staff know what information to give to patrons. These FAQs for staff will be developed in conjunction with the curriculum, but will be available to providers who are logged into LibAnswers, giving them a way to access necessary information when they are answering emails, texts and social media questions.

Thank you for attending!

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/>)