

Delaware Reference Services Group Meeting

May 21, 2018

1:30-2:40

Online (Adobe Connect)

Notes

Link to recording:

<https://delawarelibraries.adobeconnect.com/p5zhwpq2737f/>

Recording is 1 hour in length

Attendees:

Beth-Ann Ryan - DDL (Guest Presenter), Chris Paolini – Wilmington, Jaclyn Smagala – Dover, Audrey Avery – Dover, Jeanne Benzel – Brandywine Hundred, Jill Bleyer – Brandywine Hundred, Katalin Semararo – Milton, Kristen Gramer – Lewes, Laurel Ferris – DTCC Library, Lola Owotomo – Claymont, Missy – DDL, Rose Harrison – DDL, Sandra Massey – Seaford, Shelley Stein – Hockessin, Yumarys Polanco-Miller – Route 9, Pamela Batten – Milton, Cathay Keough – DDL.

- Introductions
- Guest presenter Beth-Ann Ryan (Deputy Director, Delaware Division of Libraries) will update us on the DLC app, Library Card Campaign, and the new shared calendar. Beth-Ann provided current information about each topic and answered questions (see recording). Mobile app is in beta testing, Library Card Campaign will roll out Baby Cards (0-5) this summer, and the new shared calendar will be a Springshare product, likely coming in the fall.
- “Marketing library services” – how do your patrons know about and connect with you through Ask a Librarian Delaware? (“From Awareness to Funding” – are patrons aware? Are library resources like Ask a Librarian DE visible, understandable and easy to access on your library’s website?) Tie in relevant info from the [OCLC public library report: From Awareness to Funding](#).



Cathay pointed out various parts of this report, which largely shows an overall decrease in library use but a steady confidence with the quality of library services. What has changed in the ten years since the previous report has to do with social media and smartphones, like the iPhone, the Great Recession (driving library users to the library, such as to search for jobs), and the increased dependency on government funding. For libraries, this report can help us understand more about how we need to ‘be where patrons are’ (online) to be relevant.

See this summary report for details.

- Revisiting professional development for reference and public services (Ask a Librarian DE staff support site and Delaware LibGuides/ProfDev for Reference Services).
Cathay showed the LibGuide for Professional Development and the Staff Support Site as repositories of content. Delaware libraries are moving through a threshold toward a unified professional development approach, beginning with tutorials. These will be housed on Niche Academy for self-paced, online instruction in various topics including Reference Services. Target date for the first of these tutorials is in the fall.
- Next meeting: Monday, July 16, 2018 online
Please send any meeting agenda topic ideas to Cathay Keough (cathay.keough@lib.de.us)

Thank you!