

**March, 2022, Meeting Minutes for the NJLA Reference & Adult Services Section  
on March 22, 2022; 10:00 am to 11:00 am.**

**Join Zoom Meeting**

<https://us02web.zoom.us/j/82949154554?pwd=bzk1Q0JpRHpQRm5idjQ0UEhTNjNSQT09>

- **Welcome:** Meeting began 10:00 am.
- **Attendees:** Tony Joachim, Kate Russo, Vice President, Theresa Agnostelli, President (host), Lisa Bruckman (Recording the Minutes), Jennifer Konopacki, Eric Schwartz, Joe Louderback, Emily Crowell, James Fahey, Terri Coss, Kate McGivern.
- **Review of February minutes; NJLA Conference - June 1-3, 2022**
  - [Registration is now open](#)
- **Professional Development Survey Results-** shared by Eric Schwarz. We will be addressing these topics at future meetings.

Issues/questions for the Reference and Adult Services Section from the January 2022 professional development survey:

- Basic library skills (Liz Sann, Roxbury Public Library, [sannwabbit@verizon.net](mailto:sannwabbit@verizon.net))
- Reference for paraprofessionals (Alexandria Arnold, Bernardsville Library, [aarnold@bernardsvillelibrary.org](mailto:aarnold@bernardsvillelibrary.org))
- The Wonderful World of Databases! (Mary Vavrek, Sayreville Public Library, [mvavrek@lmsac.org](mailto:mvavrek@lmsac.org))
  - Theresa and Kate decided on a collaboration with the Technical Services Section at the NJLA Conference and would facilitate a discussion focussed on best practices in career development to be shared between the Paraprofessionals section and our Ref & Adult Services Section. Lisa, others thought this planned meeting would be beneficial for both groups of members.
  - Others are working on the panel regarding Database related programming, Kate said she will be moderating this panel. s
    - Theresa wondered if any one in our section has had experience with recording device used for Training session participation remotely.
    - Kate mentioned that South River Public Library is the device called The Owl, used to record both the visual presentation and coupling this with a recording of online events, useful when a participant is not able to be in-person during a Training session.
  - Theresa mentioned her participation in a Meeting at Plainfield Public Library on Leadership Roles in NJLA.
  - Jennifer Konopacki felt the meeting was a good opportunity for collaboration.

- Theresa mentioned that the meetings aiding those interested in bettering their interview performance might include Mock Interviews and include coaching from other participants who observed these performances.
- Eric mentioned that the Brainfuse database offers tips on tweaking Resumes.
- Theresa had often offered career coaching at Monmouth County College but wondered if this service should be part of a Librarian's position requirements to best benefit both the overall service capacities of the department and the library user.
- Joe commented that there is an entire department in academic institutions devoted to career coaching for students. He also mentioned that a certificate, called CPRW, is devoted to Resume Writing and could be an additional service offered by libraries like offering library users Notary Services.
- **Discussion Topic:**  
**Internal Communication within Reference Departments, all Library Staff.**

***Articles for Inspiration:***

[Exploring Internal Communication in Public Libraries: Challenges and Opportunities for Library Leaders](#)

**Talking to Ourselves: Internal Communication Strategies for Reference Services**  
<https://journals.ala.org/index.php/rusq/article/view/5641/6971>

[Talking to Ourselves: Internal Communication Strategies for Reference Services | Gottfried | Reference & User Services Quarterly](#)

**Questions:**

- - What information needs to be shared at your library?
  - How is this information shared?
  - What are the obstacles to internal communication in your library?
  - How can internal communication be improvised?
- - Theresa questioned the group about what types of internal communications within staff of Libraries: how information needed to function on a Reference Desk is passed from shift to shift between staff members who take over from the previous shift.
    - James Fahey commented that inter-communication between staff members is an extra important subject and important to the functioning of a Library. For those staff who need updates on new ways to function using new logistics of their workplace. There are technical tools to aid workplace communications: Micro Office Products offer solutions for larger libraries or other, and there are different purposes - some for general communications or for library-wide type communications (like

Base Camp or Teams, and those that are better for remote employees or special libraries.

- Lisa mentioned that some social media products can solve these communication problems: Discord is used in Bloomfield Public Library and its subscription pricing structure can be researched on Google.
- Tony said WPUNJ uses Teams for common transactions but the staff there primarily use email communications.
- Joe feels Springshare's LibAnswers offers a way to standardize and streamline FAQ responses to students in Chat communications.
- Eric commented on the benefit of crafting standardized replies to FAQs, especially if kept current with changing customer service needs.
- Theresa wondered if the old Reference Desk Notebook isn't still better than all the other solutions to keep a thread of How-Tos for those newcomers who are learning the workplace logistics of Reference Services - and are better than the classic Binder which needs to be kept up-to-date or it becomes useless.
- Jennifer felt that SCLSNJ agreed - you need a Binder since it's essential to hold all "stuff you need to know", "classic information".
- Tony Joachim said WPUNJ still has the Rolodex as a resource tool for the workplace but it's very out-of-date - but all staff typically Google for the up-to-date information instead of using the Rolodex.
- Jennifer commented that staff must keep up on the FAQs overall.
- Terri Coss of Bergen Community College has seen in the course of her career (back in Somerset County) to use various technical software resources to better workplace communications but still sees that using email for Library staff to inter-communicate is still the best of tools. Staff just can search their Inbox by the Subject of the info they need.
- Tony Joachim feels there is a cultural shift not yet addressed at WPUNJ.
- Terri Coss remembers that even in using a Chat Room at BCC for a few months but ultimately, any communications for daily how-tos heads back to email.
- Terri said BCC uses Google Calendar as well as a standard desk calendar but all staff members know to use the Google Calendar for the most recent scheduling changes.

- **Announcements**

- **Future Section Meetings**

- Volunteers to present or moderate on different topics for a portion of a meeting.
- What topics would you like to see addressed?
- Idea from Emily about librarians helping patrons develop resumes. From Eric: "Here is the site that I mentioned that appears to be free to use but then charges if you want to download or print the resume: <https://www.resume-now.com/> - I'm

not recommending it per se, but wanted to point out that it's an example of something that's out there. The guy at the library used it successfully to develop a good resume for his jobs in the warehouse field. We ended up doing screenshots so he could get his resume printed and distributed that day. I explained that he could bring back the printout some other time and we could retype it in Microsoft Word.”

- **Next meeting- April 26, 2022**
- **Sept, 2022, Meeting will discuss Databases.**