

NJLA Reference & Adult Services Section Meeting Minutes
August 25, 2022, 10:00 am via Zoom

In Attendance: Kate Russo, Deborah Blackwell, Janet Birckhead, Kate McGivern, Sherry Johnson, Eric Schwarz, Jennifer Larsen, Joe Louderback, Josh Melissari, Alicia Gough, Tony Joachim, Danielle Pitter, Shanshan Ming, Alicia Roman, James Fahey, Cindy Czesak, Lisa Bruckman.

The meeting was called to order at 10:00 am by Kate Russo and seconded by Deborah Blackwell.

At 10:01am, members were welcomed by Kate Russo, section president, and Deborah Blackwell, section vice-president.

Participants introduced themselves and shared where they worked and their roles in NJLA.

A discussion of when to meet in the future was held. It was determined that a meeting day/time doodle poll would be sent out the week to the membership listserv to inform when future meetings may be held along with participants' comments.

An overview of the NJLA Reference & Adult Services Forum was given (as follows).

- **NJLA 2022 Reference & Adult Services Section Forum**
 - Tough Topics: Empowering Solutions***
 - 1:00-1:30 - Registration
 - 1:30 - Welcome/NJLA Updates
 - 1:45-2:30 - Unique Resources for Serving the Community
 - 2:40-3:25 - Serving the LGBTQIA+ Community in Your Library
 - 3:30-4:15 - Handling Challenging Patrons
 - 4:15 -Closing Remarks/Raffle Prize Winners/Conclusion of Forum

- This event will be held on Thursday, October 20th from 1pm-4:30pm at Monroe Twp Library.
- Registration will be opening soon after Labor Day.

Topics for future meetings were also discussed. They included:

- How to attract non-resident patrons.
- Having library vendors present training on their products.
- Sharing with academic librarians: the availability of public library resources/specific technical services beyond their known work resources.

- **ELA/ESL Services**

Addressing the needs of patrons with limited English, as it pertains to:

- Having staff communicate with patrons effectively.
- Sharing the responsibility of communication fairly among staff of varied language levels.
- Available resources/programs to meet patron need for libraries with no bi-lingual staff members.
- Recruiting more bi or multilingual speakers into the library profession.
 - Programs to train existing staff into foreign language fluency.
 - Translating documents with sensitive information while also conveying to the patron that information, such as social security numbers etc, need to be handled carefully.

- **Resources for Seniors**

Gathering of local resources to assist seniors navigating our current world online. Specifically who in the community can be a library partner in this role.

- How to address gaps in both technical ability and the potential for a decline in physical ability which impacts access. E.g. a patron formerly proficient in mouse navigation suffers a stroke and now requires a touchscreen tablet.
- Resources to help seniors with smartphones, tablets, etc.

The meeting concluded at 10:37am.

September Meeting TBD.