

Participant Comments: Joan Frye Williams - George Needham Workshop, 4/10/09

	A	B	C	D
1	Have you talked to anyone about the workshop yet?	Have you implemented any changes? If so, what?	Have you stopped doing something? If so, what?	What were the one or two concepts that most challenged you to rethink your current practices or that turned on a light bulb for you?
2	Yes, I asked Joan her availability & asked Mike to have her come to HPL because the workshop was excellent!	Incorporated ideas into our strategic planning process	People said, "the City (and Admin) won't let us do that" when I asked for the libraries to be closed on May 27 when Joan & George come. I stopped accepting that, lobbied for its importance, and asked "HOW CAN WE convince the city manager, the library	**"HOW CAN WE?" *younger generations having people and place with them wherever they go, and being "on the grid" almost all the time
3	Yes	No	No--but we are talking about it!	Redoing Reference Services. Renaming Patrons to Members
4	yes, several points were brought up at CircUs as we discussed policy procedure reviews.	Not yet.	Not yet.	To keep on talking up changes. With more people attending and thinking this way, something might just happen!
5	Yes, in our department. We have flip charts up, brainstorming numerous ideas.	Some simple things, like not being perfect at everything. Quick cataloging items that aren't in OCLC.	Stop waiting for OCLC bib records! Copy the paperwork to download record later.	Relationship-based enterprise! 1. Collect more personal stories from "members." 2. Worry more about getting the people back. Do things more quickly, don't wait for perfection. 1. "Make choices and have the courage to do it now!" 2. Don't be such a "guardian"! Facilitate! 3. Triage.
6	Yes	No, but plan on making changes re circulation desk, signage, etc.	No	Relationship between the mindset list and the services provided by the library Confirmation that we have been on the right track, but need to be more aggressive in making changes
7	Yes - briefed my boss, wrote a Public Services blog post, and talked with on-call staff and other attendees about various parts.	Thinking harder about print reference buying; looking for options for better wayfinding.	Making innovation only my job (special) - trying to encourage everyone to innovate.	Circ print reference; how to enable browsing when space is at a premium/patrons using holds even more (library=concierge service)....
8	Yes	No	We are in discussions about ending card cataloging of the hospital collection.	There was a phrase about being "essential" to furthering the mission with the public (as opposed to being convenient for the staff). That is making us think about how much effort some processes require with almost no return for the user.
9	Yes--several coworkers.	Not yet but we are seriously considering a few but they will need to be discussed first at the management/ISD level, I believe. Using Powerpac on the opacs instead of ActivePac since it is confusing people greatly since the last upgrade. Also moved an un-needed staff table to a greatly-needed public area for more study space/seating.	bosses about not having Ref librarians at the Ref Desk so much--have the paraprofessionals field the questions and call us out when they have a research question. Use the Librarians for more classes, programming, outreach and collection development work. Of course, this involves issues with staffing so it will take a while but best to get the ball rolling since it moves so	You know, I really appreciated the passion of the presenters---I was feeling worn down and tired when I arrived and felt revitalized by the end of the session because of the true passion for the library, for patrons/customers and the profession. Thank you! Also the need to review and re-evaluate regularly so we can keep up with what our patrons want as much as is possible.
10	Yes -- reported to the rest of my dept. at a monthly meeting and concepts from the workshop have come up in dept head meetings	Not implemented so much as utilized. Twice already since the workshop, ideas have been put to the 'does it show/grow/flow' test - with revisions to the original plan because of that process.	No....but I have a wee hit list. (gets tricky when it requires buy-in from other staff)	1-the flip from scarce information to information overload and time being more scarce. (I knew it at a personal-experience, gut level, but hadn't made the connection to how we provide library services). 2 - information "snacks" - how might we repackage/deliver early literacy info differently
11	Yes. We have had many discussions within our office. We have set up a large notepad for collecting ideas in an ongoing manner.	We are experimenting with new ways of getting information out to the public.. at the moment, I am trying to learn video editing and sharing software so we can explore streaming video as a method for information transferral.	Not yet.	Time is scarce: That sometimes you need to run with an idea and not go through a lengthy planning process. The idea that convenience will trump quality every time and perfectionism is the enemy of efficiency. It seems that we might want to consider ways for making experimentation more possible. Simplified Wayfinding: People can only process so much information. It is best to simplify the process and avoid information overkill. This is hard. I have a tendency to want to give as much information as possible. It would be more effective to give only the most important information. The difficulty and challenge lies in knowing what is "the most important".
12	Yes	Twitter (IM), Facebook	Not that I'm aware of	Thinking of dispatcher with professional librarians, floating collections
13	Yes...pretty cool stuff!	We are in process on some changes but I have already started to call folks using the library members...not patrons!	See above.	Retooling reference. Retooling loan periods to better meet member's needs
14	Yes	No, but we will be proceeding with ideas about changing the library rather drastically and feel reassured about our thinking. We will be changing signage with some of their suggestions.	No, but we will... we'll probably check out all Reference material.	I've heard Joan before, but love the idea of thinking from the perspective of the customer. I really appreciated her little stories - like the one about her seeking medical information. The piece about honoring the past and working with nay sayers will be critical to getting buy in on changes. GREAT STUFF!!

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15	yes	removed some signs and clutter	stopped putting brochures in 2 different areas	thank off letters
16	We've been talking about it in our office and we've be sharing different ideas and writing them on a flip chart.	Be more open to the new technologies (I'm using more our laptops for my presentations). Also, remembering that i want to build relationships with people i talk to and let them see how the library can be a place of service, resources and entertainment, rather than just "sell" them the library because they're great, we can't assume	I want to change my ppt to be more inspiring and fun...no more bullets!!	That we should always think cooperatively and plan for what's coming our way (future)...we can achieve so much with our differences and similarities. Every voice has a value, it could be the voice of many people that maybe can't be heard.
17	yes	no	no	self-directed is not self-service (referring to patron services) service is based on relationships, not transactions
18	Yes	No chance yet	Not yet	-Keeping track of what people want that we don't offer, might want to consider in future. This is what they want! Reference is about helping with information overload rather than holding the perfect piece of information someone is waiting for.
19	Yes	No	No	What we do out on the public service floor has the potential to be involved in new discoveries for patrons, new connections can be made, new relationships, transformative experiences can happen for our users, but we need to be able to create the spaces for that happen, and we need to engage our patrons as such. Not just see them as another transaction.
20	Yes	Taken several things out of reference and put into circulation; deleted some items from reference collection. Trying to minimize or eliminate clutter, both physically and visually.	Trying to get into the habit of calling patrons members. Trying to be ultra aware of jargon usage, and stop using it in public setting.	The issue of collecting old formats - we don't collect microfiche, but we still have a CD-ROM and VHS collection. Time to rethink that? Also, what about the databases? They are terrific resources for librarians, but perhaps not what members want. The notion of avoiding perfection - just try something. Consider it a prototype or a work-in-progress, but get it started.
21	yes, the staff, the friends of the library, the President of the Library Foundation, Director of the Pacific Library, several other attendees	Not yet	Not yet	ways we interact and communicate with patrons e.g. service desks, piles of paper, library entrance, reference
22	Yes. We discussed it at our department head meeting this week.	Set up a twitter account and facebook page (we talked about this prior to workshop but the workshop moved us along) More personal follow up to selected donors about how their donations are being used.	Not yet	Shifting from materials/information focus to user/relationship focus
23	Yes	No	No	We don't have to achieve "perfect".
24	Yes	Not quite yet	Not quite yet	Service Desk Dispatcher "Make quality convenient"
25	Oh yes! Can't stop talking about in fact. The workshop was really inspiring and thought provoking.	Hmmm....well, I've started a No Journal and I believe that the people in charge at my library (I'm not one of them) are seriously considering some BIG changes based on the workshop and the ideas presented. So we'll see!	Not exactly, but I did offer to let someone borrow a reference book for a week...and I hope to make our reference borrowing policy even more lenient.	Changing "membership" benefits, like letting people take 25 books for 6 weeks, instead of 50 books for 3 weeks. Also, using the self-checks primarily as the check-out desks and getting rid of the big circ desks; also embedded community librarians. All of the possibilities to make staffing more efficient and more customer-friendly were really the highlights for me.
26	Yes. Really enjoyed getting to be creative with people from my library.	No. Unfortunately, we have to move at a slower pace than that!	No, but the next time someone brings up a drunken dwarf situation at a meeting, I will call them on it.	Patrons consider themselves to be "Members". People have good thoughts about the library and we should use that to our advantage.
27	Yes, the staff at the library	Yes, weeding reference, carts with "just returned"	Encourage staff to print "on-demand" not "just in case".	Using the word "member" not "patron". Get rid of clutter (posters, flyers, signs).
28	Our Outreach team has been talking about it a lot. I've also spoken with Mike Smith about it.	The 4 of us from Outreach who attended have a flip chart posted that we are writing our inspirational ideas on - we are determined to move forward with most or all of them.	I have stopped calling people who take advantage of our library services patrons, users or customers. I've slipped up a couple of times. I've been trying to call them members although this does get a bit confusing since we call the local libraries in the cooperative "members". I think we can keep this clarified by making sure we call the libraries, "member libraries". The other things I listed to stop doing will require others cooperation and agreement.	1) Less perfectionism, more efficiency & Less caution, more flexibility - we need to cut out as much internal WCCLS beauracracy as possible and enable or employees to "just do it" with out all the process and required permissions. We especially miss opportunities in regards to technology if our processes are too drawn out. 2) "Maintain your brain" services - what a cool idea! I see a headline - "Maintain the health of your brain at the library" - this article could encompass a very wide variety of library services, including early literacy, homebound, cultural programming, computer classes, and checking out books to READ. 3) Handling Objections - let's fold this into our managers meeting and "Show

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29	Yes - many people!	Yes - "How can we" and keeping track of the "no's"	I've tried to stop using library jargon when working with members.	Whether we are working for our convenience rather than our members' and how to overcome staff barriers to new ideas and change. Turning change into a positive experience by exploring "how can we" rather than "we can't."
30	Yes.	We will start referring to people as members. I haven't implemented any changes yet but the work shop has influenced the way I'll be thinking about reporting data. Librarians are overloaded with information. When appropriate present summarized information and offer drill downs that can be selected to show detail information. Also, perhaps circulation reports should show the totals at the top and then list details rather than having folks flip to the end to see the totals	not yet	not so many paper handouts for special programs; choice of loan periods for patrons; plan for success-plan how to scale programs; less perfectionism, more efficiency; convenience will trump quality any time;
31	Yes, my supervisor.	"Library Evangelism:" I'm getting more excited about promoting the libraries when I talk to people outside of the libraries.	Nothing yet but I enjoy learning opportunities that provide insights to the needs of those I serve, Librarians.	I don't want to make those I serve work harder. I'm a linear thinker and like the natural flow of beginning to end. Placing totals at the top of a report just seems out of order to me. However, at times, I will also flip to the end to view totals and then later take a closer look at the details.
32	Yes!	"Library Evangelism:" I'm getting more excited about promoting the libraries when I talk to people outside of the libraries.	No...	To give people the information the WANT, not what I think they need. This will help me in thinking about the trainings we offer, handouts, etc. Short is good! :)
33	Yes	Yes, Asking staff to get rid of signs.	No	1.Re-think Reference Services & Resources 2.Reinforced need for a better materials handling system
34	Yes	No	No	Dispatch desk
35	Yes - I talked to Sylvia and Mark.	Only in my mind, but the plans are hatching.	I stopped thinking of libraries as less important than other services.	That library service is about relationships and we need to focus on that -- connecting people, books and resources. Also, the idea that convenience trumps quality. We make it really inconvenient for people to use us. Why?