| l learned new | I have new ideas for communicating policies and | l have new knowledge to share | Important ideas were | Presenters responded effectively to | | | | | What shoppe(s) would you | | |
|---------------------------------|---|----------------------------------|---------------------------------|---|---|-----------------------------------|--|---|--|---|---|
| concepts in customer service | procedures to library customers. | the value of my library. | clearly stated and explained | questions and comments | Overall, I found the in- service valuable. | The registration process was easy | Time allowed for the in-service was | The most useful part of the training was: | What change(s) would you make to improve this in- service? | Other trainings or speakers you would like to see | Additional Comments |
| 4 | . 4 | 4 | 4 | 5 | 5 | 5 | About right | Getting comments and ideas from others during the break out sessions regarding each topic, very helpful. | Nothing, it was very well planned, great topics, thoroughly enjoyed it. | Programming ideas for all ages to provide to the public during Covid and beyond. | Appreciate all the hard work that was given to make this possible, thank you very much. |
| 5 | | | 5 | 5 | 5 | 5 | About right | Getting to hear ideas on how we can present policies differently. | I would offer "comment cards" for our patrons to fill out, that way we can know exactly what we can improve on. | none that I can think of at this moment | |
| 4 | | 5 4 | 4 | 4 | 5 | 5 | About right | new ways for communicating policies | no | n/a | n/a |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | About right | Looking at libraries through a different set of lenses. Adapting to environs. | Nothing. | How to draw teens in w/o using foods as a lure. | Great speakers; felt some topics/sub-categories weren't applicable because they were job duties performed by library director and I don't have access to that information. |
| 4 | 3 | 5 | 5 | 5 | 5 | 5 | About right | I don't have perfect customer service skills but I do have a LOT of experience in that focus, so the segment that targeted management and public relations, especially when talking about stakeholders and how we can interact with public officials, was the most interesting/useful for me, personally speaking. | None. Erin, this was a solid in- service even though we all have to continue social distancing and interact via Zoom. | All and any of them. | Thank you for hosting this event and THANK YOU for lunch! |
| 4 | | 6 4 | 5 | 5 | 5 | 5 | About right | The first presenter was very good. (Susan?) As a staff member, it was very informative and reassuring to know that some people believe internal customers like myself are equally as important as external customers. | Cure covid so we can be back together in person! | Team building as staff members | Thank you to everyone involved in putting this training together during these tricky times. |
| 5 | | 5 | 5 | 5 | 5 | 5 | About right | The customer service part was the most useful for me because we can always strive to do better for our patrons and that is the heart of bringing people back to using the library. | It was hard to hear when put in groups that had more than one in the actual room they were in. The conversation wasn't as productive unfortunately. If possible, for Zoom meetings in the future request that people be in separate rooms. | I think a training on how to market our libraries through our websites and social media would be helpful. After seeing other libraries websites, I have a lot of work to do. Collection development, in | knowledge is power and you are |
| 3 | | 3 | 5 | 5 | 4 | 5 | Too long | MaryKay's talk reinforcing the importance of reaching out to tell our story to public officials, and the process by which this can happen. | For me, this was too long for zoom training. Three hours might have been better IMHO. | particular what essential reference materials need to be kept up to date in print, now that information is readily accessible via internet sources. | Good job with the technology, Erin. The break-out room set up was really efficientI didn't know what to expect with that but you had it dialed in. Thank you. |
| 5 | 5 | ; 5 | 5 | 5 | 5 | 5 | Too short | I loved the Susan Bower section of the training. | Continue bringing in "different ways of customer service" information. Susan did a fabulous job, I loved how she basically said the same thing I have heard in the past, but she had a "different way of delivery". At least that is how I felt about it. | How to work effectively with difficult co-workers | Thank you Erin for continuing the district meetings through this darn co-vid times. |

| 3 | 4 | 4 | 5 | 5 | 4 | 5 | About right | Getting staff to think about the *why* behind our policies was great. | The in-service was great. I liked the breakout rooms. It would be awesome to be in person, but you did well with the electronic format. Some of the customer service info was more applicable to private sector businesses but sparked some good discussion on how we could tailor the ideas for our library. | I will have to think more on that someone with a lot of experience in library programming and marketing would be a great speaker. | Thanks for your hard work! |
|---|---|---|---|---|---|---|---------------|--|--|---|---|
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | About right | I enjoyed the break out groups and getting to hear input and ideas from other librarians. Many times they have an idea or solution I had not thought of. | None. I thought it was great and I am looking forward to the next one. I miss the in person meetings but I thought the way the zoom meeting was run went above and beyond. | Collection development and weeding, maybe potential programs we could have at our libraries. | This was a great in service and I really appreciate having the opportunity to be involved. I am sure a lot of work goes into these and I truly feel that it is worth it. There is a feeling one gets after a great in service that inspires us like a second wind. When I am feeling run down or out of ideas these in service meetings and getting to hear from others is helpful, inspiring and uplifting. Thank you. |
| | | | _ | _ | | | | I really enjoyed Susan Bowers presentation, and her answers to the questions people presented to her. They were all really | | | |
| 2 | 2 | 2 | 5 | 5 | 2 | 5 | About right | helpful. | None To not have it online. | n/a | NA It was nice to not have to skip in- service this time, however I cant wait to get back to being in the same room with all our fellow librarians and staff. I feel that I learn and take home more good ideas. Thank you for all that you do to make our jobs and libraries more pleasant. |
| 2 | 3 | 4 | 3 | 4 | 3 | 5 | Too long | Breakout rooms | Meet in person | I would like training to be shorter if over zoom. The same amount of time in person would be fine, | |
| 3 | 3 | 3 | 3 | 2 | 3 | 4 | About right | Seeing how other libraries are doing. | Maybe more self care | none | I was disappointed in the presentation that Susan Bower gave. I felt that she dismissed COVID. The virus is having a great impact on libraries and to state we should have more events is ridiculous. |
| 2 | 2 | 4 | 4 | 4 | 3 | 5 | Too long | MaryKay on advocacy. Small group discussions in breakouts. Individual library presentations. | No more customer service training! Through no fault of her own, the presenter's talk was boring because we have gone over that same info way too many times in in-services already. Imagine it is difficult to find new and inspiring presentations on this topic. Maybe discussions and or | also in libraries in general. More on where libraries are headed for the future. | The in-service was too long for being on the Zoom format. I think ending at, say, 2 pm vould have been better; lunch could be shorter to accommodate that. Having said that, I really appreciate all the time and work that must have gone into organizing something like this on Zoom, and then moderating it successfully. Thank you. |
| 3 | 4 | 4 | 4 | 3 | 3 | 5 | Too long | I enjoyed the breakout sessions with people I don't regularly talk with. | I think an all day zoom meeting is very draining. I would quit at 12:30, I think. | Stephanie Chase has great ideas about the value of rural libraries. She would be a very encouraging and inspiring keynote. | |
| 3 | 4 | 4 | 4 | 5 | 4 | 5 | j About right | Getting together and hearing new ideas. | It would be great to meet in person again!! (But, I totally understand why we can't meet | I really enjoyed the one with the police on safety. I think you do a fantastic job putting these trainings together. | Thank you for your time and all you do! Your hard work doesn't go unnoticed!! |

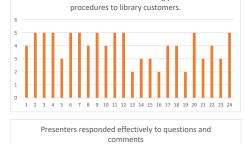
| 2 | 2 | 4 | 4 | 4 | 3 | 5 | About right | I know it wasn't ideal for connecting with the whole district, but we had great discussions with our PPL staff during the break out time. The library videos and updates | content for libraries with such different staffing numbers. I don't think it is worthless for partiime staff to be exposed to bigger picture ideas, but it helps if there is some content that is dirctly relevant to their day to day work too. | Can not think of anything at this time. | |
|---|---|---|---|---|---|---|----------------------------|---|---|--|---|
| 3 | 5 | 5 | 5 | 5 | 5 | 5 | About right | How to explain policies | I hope we can have more speakers join us in the future to share. | Maker Workshops Grants Adult Programing | |
| 2 | 3 | 5 | 5 | 5 | 5 | 5 | About right | The breakout groups. We found ourselves addressing real questions without the interruption of patrons. We really got into the | | handout where you breakdown how to make sure you are creating mutually beneficial opportunities, discuss shared responsibilities etc. | I really liked how we shared eachothers pop ups. It saved my library from having to buy new ones to fill out the display. It would be cool if we could come up with more traveling exhibits. I wish there was a way we could think tank a little bit more. |
| | | | | | | | | Customer service info and group | | How to maintain good boundaries with patrons and | |
| 4 | 4 | 4 | 4 | 4 | 3 | | Too long | | | self care. More ideas on marketing and | Thank you :-) |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | About right About right | libraries. I always enjoy customer service and believe everyone need to reminder | make it shorter. I enjoyed this one more than the past one that we did via zoom | advertising the library. Both speakers were AMAZING and kept me engaged | I am just not sure |



Important ideas were clearly stated and explained

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I have new ideas for communicating policies and





