

I learned new concepts in customer service	I have new ideas for communicating policies and procedures to library customers.	I have new knowledge to share the value of my library.	Important ideas were clearly stated and explained	Presenters responded effectively to 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	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	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	4	5	5 About right	new ways for communicating policies	no	n/a	n/a
5	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	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	5	4	5	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	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.	I so appreciate the kindness and fun brought into these meetings and all the work that it takes to make them run smoothly. The snacks delivered was above and beyond what I would expect but shows that you care about us. Thank you for all that and for helping me become a better Director. The speakers and information that was shared was useful. I always come away feeling like I have so much more to do to get to the level I want my library to be at but knowledge is power and you are helping give us the power to do better.
3	4	3	5	5	4	5	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.	Collection development, in 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 efficient...I didn't know what to expect with that but you had it dialed in. Thank you.
5	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.

