

## Chat from Designing Customized Library Services: Book-a-Librarian and BookMatch webinar

- 09/14/2010 11:53:00 AM from Jessica Chandler to All Panelists:  
Is it possible to put the PPT and materials URL into chat to be copies?
- 09/14/2010 11:53:32 AM from Infopeople Project to All Participants:  
Sure:  
[http://www.infopeople.org/training/webcasts/webcast\\_data/398/index.html](http://www.infopeople.org/training/webcasts/webcast_data/398/index.html)
- 09/14/2010 11:57:14 AM from Toby Greenwalt to All Participants:  
If you have questions throughout, you can tweet them to @theanalogdivide, or with the hashtag #ifpwebinars.
- 09/14/2010 11:58:42 AM from eileen oshea to All Participants:  
We'll be starting in just a minute or two, everyone!
- 09/14/2010 11:58:49 AM from Elizabeth Ponder to All Participants:  
Finally made it in!
- 09/14/2010 12:03:00 PM from Elizabeth Ponder to All Participants:  
suddenly it's really quiet
- 09/14/2010 12:03:03 PM from Jessica Chandler to All Participants:  
Cannot hear
- 09/14/2010 12:03:04 PM from Dawn Terrizzi to All Participants:  
can't hear anything now
- 09/14/2010 12:03:12 PM from Jessica Chandler to All Participants:  
Yes now
- 09/14/2010 12:03:13 PM from Dawn Terrizzi to All Participants:  
better!!
- 09/14/2010 12:03:13 PM from Elizabeth Ponder to All Participants:  
wow!
- 09/14/2010 12:03:14 PM from Nancy Fredericks to All Participants:  
oh that's better
- 09/14/2010 12:03:15 PM from Beth Ringsmuth Stolpman to All Participants:  
yes, sounds great
- 09/14/2010 12:03:18 PM from Chase McLelan to All Participants:  
much better

## Chat from Designing Customized Library Services: Book-a-Librarian and BookMatch webinar

09/14/2010 12:05:58 PM from Nancy Fredericks to All Participants:  
Will receive the presentation slides after the presentation?

09/14/2010 12:06:21 PM from Nancy Fredericks to All Participants:  
will we...

09/14/2010 12:06:47 PM from eileen oshea to All Participants:  
You can download today's presentation here:  
[http://www.infopeople.org/training/webcasts/webcast\\_data/398/index.html](http://www.infopeople.org/training/webcasts/webcast_data/398/index.html)

09/14/2010 12:06:54 PM from Beth Ringsmuth Stolpman to All Participants:  
Nancy, I think the slides are available already

09/14/2010 12:07:26 PM from eileen oshea to All Participants:  
If you missed it, here's the pre-webinar assignment: Before attending the webinar, make a list of topics your library would feel comfortable with providing on a 1-on-1 basis, ones you could stand to learn more about, and any you think should be off limits. We'll discuss them in the chat sessions.

09/14/2010 12:08:15 PM from Nancy Fredericks to All Participants:  
thanks

09/14/2010 12:08:56 PM from Elizabeth Ponder to All Participants:  
are we going to talk about how to promote the chat? We have a widget but not seeing a lot of use.

09/14/2010 12:09:23 PM from Elizabeth Ponder to All Participants:  
Ok, that's great. Thanks!

09/14/2010 12:11:41 PM from Nancy Fredericks to All Participants:  
Which library does roving reference with ipads?

09/14/2010 12:11:59 PM from Timothy Mountain to All Participants:  
I would love to have a component that covers the Circulation Staff too.

09/14/2010 12:12:16 PM from Nancy Fredericks to All Participants:  
Arlington Heights- thanks!

09/14/2010 12:12:24 PM from Elizabeth Ponder to All Participants:  
ah!

09/14/2010 12:14:03 PM from Nancy Fredericks to All Participants:  
Can the library patron request an particular librarian?

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09/14/2010 12:17:15 PM from Elizabeth Ponder to Infopeople Project (privately):

so if we download the ppt the link will be live?

09/14/2010 12:17:29 PM from Nancy Fredericks to All Participants:

Great so far

09/14/2010 12:18:32 PM from Infopeople Project to Nancy Fredericks (privately):

Not sure what you mean. You should be able to open another window and download.

09/14/2010 12:19:12 PM from Amy Hingst to All Participants:

Pardon me, but will there be an available recording of this webinar? I am only getting a few words audio-wise.

09/14/2010 12:20:28 PM from Infopeople Project to Amy Hingst (privately):

Hi Amy, yes the archive will be available later this afternoon. You can also call in now by clicking on the "Request button above in the participants panel.

09/14/2010 12:20:50 PM from Nancy Fredericks to All Participants:

e-government

09/14/2010 12:20:59 PM from Joyce Ryan to All Participants:

This would be great for high school students without a school librarian

09/14/2010 12:21:25 PM from Nancy Fredericks to All Participants:

we currently are providing one on one for e-gov only

09/14/2010 12:21:27 PM from Elizabeth Ponder to Infopeople Project (privately):

we get a lot of request for legal forms - of course we never advise, but sometimes it can be an at length appointment

09/14/2010 12:21:27 PM from Rukshana Singh to All Participants:

job applications? constant source of frustration for our patrons

09/14/2010 12:21:31 PM from Sharon Tyler to All Participants:

health topics

09/14/2010 12:21:31 PM from John Reynolds to All Participants:

online job search assistance

09/14/2010 12:21:32 PM from Sandy Smith to All Participants:

## Chat from Designing Customized Library Services: Book-a-Librarian and BookMatch webinar

job searching

09/14/2010 12:21:35 PM from Kelly Brown to All Participants:  
Language instruction software/databases with ESOL customers

09/14/2010 12:21:40 PM from Elizabeth Ponder to Infopeople Project (privately):  
Genealogy is a big one for us

09/14/2010 12:21:48 PM from Carol Anderson to All Participants:  
The 1-0n-1 seems to work well with genealogy.

09/14/2010 12:21:55 PM from Amy Hingst to All Participants:  
Thank you!

09/14/2010 12:22:01 PM from Sandy Smith to All Participants:  
legal

09/14/2010 12:22:02 PM from Wendy O'Connor to All Participants:  
Creating a resume

09/14/2010 12:22:08 PM from Elizabeth Ponder to Infopeople Project (privately):  
I would think that just teaching people HOW to use the databases would be one

09/14/2010 12:22:11 PM from April Szuch to All Participants:  
Creating and using email

09/14/2010 12:22:12 PM from Christine Mendoza to All Participants:  
Patent and trademark questions - we are a PTDL library.

09/14/2010 12:22:29 PM from Valerie McCurdy to All Participants:  
lineage questions

09/14/2010 12:22:42 PM from John Reynolds to All Participants:  
how to use email or facebook to keep up with grandchildren

09/14/2010 12:23:03 PM from Elizabeth Knefel to All Participants:  
Posting photos to a web page

09/14/2010 12:23:30 PM from Elizabeth Ponder to Infopeople Project (privately):  
We hate it when people give us their social security information

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09/14/2010 12:23:40 PM from Elizabeth Ponder to Infopeople Project (privately):

sometimes they do even with us telling them NO!

09/14/2010 12:27:02 PM from April Szuch to All Participants:  
How many staff are part of this program?

09/14/2010 12:27:23 PM from Nancy Fredericks to All Participants:  
so patrons can request anytime the library is open?

09/14/2010 12:28:15 PM from Wendy O'Connor to All Participants:  
do you do walk in appointments?

09/14/2010 12:28:21 PM from Nancy Fredericks to All Participants:  
thanks

09/14/2010 12:28:44 PM from Mary Ross to Infopeople Project (privately):  
Any plans to move Book-a-Librarian to other than F2F delivery, e.g., web conferencing session?

09/14/2010 12:31:06 PM from Rukshana Singh to All Participants:  
Is the organizer the Reference Services Supervisor or has this responsibility been farmed out to one of the Reference Librarians?

09/14/2010 12:31:52 PM from Rukshana Singh to All Participants:  
Ok great. Thanks.

09/14/2010 12:35:13 PM from Nancy Fredericks to All Participants:  
Has there been any discussion of charging for this service?

09/14/2010 12:36:00 PM from Nancy Fredericks to All Participants:  
we need to generate revenue!

09/14/2010 12:36:18 PM from Sandy Smith to All Participants:  
BAL would work with volunteers instead of library staff?

09/14/2010 12:38:22 PM from Carol Anderson to All Participants:  
What kind of movies do you like?

09/14/2010 12:38:27 PM from Kelly Brown to All Participants:  
What was the last book you read and liked?

09/14/2010 12:38:28 PM from Jamie Malley to All Participants:  
What was the last book you read, that you really liked?

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- 09/14/2010 12:38:43 PM from Laura Shea-Clark to All Participants:  
Do you prefer books with strong characters, descriptive language, or an exciting plot?
- 09/14/2010 12:38:44 PM from Tessa Michaelson Schmidt to All Participants:  
What book do you recommend or give to others?
- 09/14/2010 12:38:47 PM from Elizabeth Knefel to All Participants:  
Do like a particular author?
- 09/14/2010 12:39:55 PM from Infopeople Project to All Participants:  
Chat WILL be available for download at end of webinar and we will post on our website on the description page.
- 09/14/2010 12:42:51 PM from Celeste Steward to All Participants:  
Ah...it's Mad Men characters!
- 09/14/2010 12:43:15 PM from Rukshana Singh to All Participants:  
Is that minder sheet automatically generated or is it an Excel spreadsheet?
- 09/14/2010 12:46:05 PM from Toby Greenwalt to All Participants:  
[[brackets]]
- 09/14/2010 12:47:52 PM from Kat Blair to All Participants:  
Do you get your reviews online?
- 09/14/2010 12:50:03 PM from eileen oshea to All Participants:  
He's good. Did you see any of Lauara solomon's Drupal webinars? She was good at this too.
- 09/14/2010 12:55:26 PM from Mary Ross to All Participants:  
Toby, are there any plans to move Book-a-Librarian to other than F2F delivery, e.g., web conferencing session?
- 09/14/2010 12:56:03 PM from Mary Ross to All Participants:  
Yes, patron books session, staff conducts it.
- 09/14/2010 12:56:42 PM from eileen oshea to All Participants:  
Do you do/have you tried any of these activities (like Book-a-Librarian) using smartphones?
- 09/14/2010 12:56:45 PM from Infopeople Project to All Participants:

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### WebEx Meeting

- 09/14/2010 12:57:59 PM from Elizabeth Ponder to All Panelists:  
thanks!
- 09/14/2010 12:58:03 PM from Christina Derwee to All Participants:  
Thank you for the webinar!
- 09/14/2010 12:58:04 PM from April Szuch to All Participants:  
Thank you! Great webinar
- 09/14/2010 12:58:06 PM from Joan Henderson to All Participants:  
Thank you! Wonderful!
- 09/14/2010 12:58:07 PM from Valerie McCurdy to All Participants:  
thank you
- 09/14/2010 12:58:08 PM from Kelly Brown to All Participants:  
Thank you
- 09/14/2010 12:58:16 PM from Amy Hingst to All Participants:  
Thank you! Very informative!
- 09/14/2010 12:58:17 PM from Diane Huckabay to All Participants:  
Thanks!
- 09/14/2010 12:58:18 PM from Elizabeth Knefel to All Participants:  
thanks
- 09/14/2010 12:58:19 PM from Chase McLelan to All Participants:  
Great Webinar
- 09/14/2010 12:58:22 PM from Amber Conger to All Participants:  
did you make any specific modifications after you started the service?
- 09/14/2010 12:58:31 PM from Lauren McMullen to All Participants:  
Thank you!
- 09/14/2010 12:59:16 PM from Carol Anderson to All Participants:  
Will we receive a certificate of attendance?
- 09/14/2010 12:59:46 PM from Amber Conger to All Participants:  
yes, thanks! what age group uses the service most?

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09/14/2010 13:00:03 PM from Toby Greenwalt to All Participants:  
Book-a-librarian: seniors

09/14/2010 13:00:06 PM from Valerie McCurdy to All Participants:  
can we get a copy of your slideshow?

09/14/2010 13:00:15 PM from Infopeople Project to All Participants:  
ipweb@infopeople.org

09/14/2010 13:00:24 PM from Valerie McCurdy to All Participants:  
thanks

09/14/2010 13:00:29 PM from Infopeople Project to All Participants:  
[http://www.infopeople.org/training/webcasts/webcast\\_data/398/index.ht  
ml](http://www.infopeople.org/training/webcasts/webcast_data/398/index.html)

09/14/2010 13:01:03 PM from Amber Conger to All Participants:  
thanks!