

Preventing Staff Burnout: Chat from webinar

- 12:05:50 PM from katie spencer to All Participants:
we were hoping to be able to check more than one box since we're a group watching and comprised of a variety of different positions
- 12:07:23 PM from Frances Chu to All Participants:
Be better managers
- 12:07:24 PM from Kristy Padron to All Participants:
It is an issue within our job.
- 12:07:29 PM from Heather Pisani-Kristl to All Participants:
Doing more with less
- 12:07:30 PM from Rhonda Schell to All Participants:
This is not a topic normally covered, so I thought it would be interesting.
- 12:07:31 PM from Samantha Everett to All Participants:
There are a lot of burned out staff and they want training on how to manage it.
- 12:07:33 PM from Melissa Del Castillo to All Participants:
Some low morale after some layoffs.
- 12:07:34 PM from Stephanie Beverage to All Participants:
We have had serious staff reductions, so everyone is being asked to do more
- 12:07:34 PM from Darla Brown to All Participants:
Our boss is making us.
- 12:07:34 PM from Pamela Kelly to All Participants:
too much work, too little time
- 12:07:35 PM from Johnna Waldon to All Participants:
I'm burned out
- 12:07:35 PM from Tom Hicks to All Participants:
To help with stress
- 12:07:39 PM from Kathy Schalk-Greene to All Participants:
I feel burned out
- 12:07:41 PM from Kay Morrow to All Participants:
Need to watch and cover for staff.
- 12:07:41 PM from Barbara Ring to All Panelists:
Because I'm burned out.

Preventing Staff Burnout: Chat from webinar

- 12:07:42 PM from Andrea Mancuso to All Participants:
Budget cuts resulting in less staff
- 12:07:42 PM from Lorry Willliams to All Participants:
we fear burnout from longer schedules in Summer
- 12:07:44 PM from Darla Wegener to All Participants:
Less staff, less money, lay offs, high expectations from patrons
- 12:07:44 PM from Carol Sheehan to All Participants:
We are burned out!!!!
- 12:07:44 PM from Patricia Perez to All Participants:
I liked the title
- 12:07:45 PM from Ronda Wittenberg to All Panelists:
To prevent burnout!
- 12:07:45 PM from Pat Auflick to All Participants:
I have a concern about a librarian burning out with too many responsibilities.
- 12:07:46 PM from Kristy Padron to All Participants:
certain times of the year it seems more common.
- 12:07:47 PM from E. Fondren to All Participants:
staff shortages and dealing with more work
- 12:07:49 PM from NC Raye Oldham to All Participants:
anticipating this due to contiued budget shortages and fewer staff
- 12:07:49 PM from Emily Young to All Participants:
keeping morale up.
- 12:07:49 PM from Alyssa Resnick to All Participants:
If am starting to feel burn out then my employees must be too!
- 12:07:49 PM from Kathy Hall to All Participants:
to prevent burnout
- 12:07:49 PM from eileen oshea to All Participants:
From Linda Santo - I'm burned out and my staff is too!
- 12:07:50 PM from Ann LaGumina to All Participants:
get some good ideas

Preventing Staff Burnout: Chat from webinar

- 12:07:50 PM from Maryruth Storer to All Participants:
concern about potential for burnout
- 12:07:51 PM from Aline Wilson to All Participants:
It's an issue now where I am as well!
- 12:07:52 PM from Sarah Foster to All Participants:
to learn to help staff handle the stress of working with the public
- 12:07:52 PM from Melissa Christakos to All Participants:
ditto
- 12:07:52 PM from marilyn matthes to All Participants:
to help staff cope
- 12:07:52 PM from k odonnell to All Participants:
front line staff is stressed and burned out what can we do?
- 12:07:52 PM from Kathy Albright to All Panelists:
I'm starting to hate my job. And my staff is low morale.
- 12:07:53 PM from Nanett Overholt to All Participants:
doing more work with less staff, storytimes, circulation, and teens
- 12:07:54 PM from Louise LaLonde to All Participants:
Staff shortages and busier than ever
- 12:07:56 PM from Lisa Selje to All Participants:
my staff is extremely busy and stressed during the summer
- 12:07:57 PM from Kelly Hulbert to All Participants:
Started working 4/10 work week
- 12:07:57 PM from D Grace to All Participants:
I am burnt out and ready to move on. I'm trying to not look at this as a prison sentence until I can leave.
- 12:07:57 PM from Christy Hightower to All Participants:
too much change is happening too fast -- need tips to survive
- 12:07:59 PM from Tom Goward to All Participants:
Problems with staff burnout
- 12:07:59 PM from Cara Vera to All Participants:
Summer is a busy time with SRP and we could use some stress relief!

Preventing Staff Burnout: Chat from webinar

- 12:08:00 PM from Trish Jenkins to All Participants:
Need to be able to address the challenge
- 12:08:01 PM from Kathleen Goodyear to All Participants:
I expect to be a manager at some point.
- 12:08:01 PM from Janice Collins to All Participants:
we have fewer and fewer staff and I need to find ways to protect the few I have left
- 12:08:02 PM from Cynthia Cameron to All Participants:
Considering all the upcoming changes at work, this is a big concern.
- 12:08:04 PM from Clarice Kelly to All Participants:
for recertification and interested
- 12:08:05 PM from nanci clary to All Participants:
We have lost positions this past year and still recovering from the stretch.
- 12:08:05 PM from Tami Garrard to All Participants:
layoffs - more with less - frustrating to staff
- 12:08:06 PM from Suzanne Busch to All Participants:
technology
- 12:08:09 PM from Christine Plante to All Participants:
Concerned about burnout among supervisors and staff
- 12:08:10 PM from Terri Pilate to All Participants:
I've felt burn out under when under stress. If I'm feeling I feel the staff I'm supervising is probably feeling it.
- 12:08:10 PM from Gair Helfrich to All Participants:
Too much to do and not enough time or people to do it
- 12:08:14 PM from Patricia Rivera to All Participants:
Staff shortages and library is even busier
- 12:08:15 PM from Joel Caithamer to All Participants:
general interest
- 12:08:20 PM from Pam North to All Participants:
Doing so much more with so much less - lots more stress
- 12:08:21 PM from Dorothy Frank to All Panelists:
Helping folks on the front line deal with people coming to the desk

Preventing Staff Burnout: Chat from webinar

- 12:08:23 PM from Nichelle Mack to All Participants:
Staff shortage, increased curriculum support, budget limitations
- 12:08:24 PM from Abby McMillan to All Participants:
General Interest.
- 12:08:26 PM from Caroline Gick to All Participants:
Concerned my staff is burning out and hoping to find ways to work with it
- 12:08:26 PM from Maryjane Carbo to All Participants:
My staff is burnt up ! You just can't do more with less !
- 12:08:30 PM from Renee Zurn to All Participants:
We're always being asked to do more with less staff.
- 12:08:32 PM from Debra Cemino to All Participants:
19 years of service. still love my job. interested in topic.
- 12:08:40 PM from Chris Rohde to All Participants:
Staff tells me they are stressed out
- 12:08:49 PM from Carol Coffey to All Participants:
I work with staff training.
- 12:08:50 PM from Ann Goodman to All Participants:
I'm bailing with a teaspoon.
- 12:08:51 PM from Donna Watkins to All Participants:
We have ongoing budgetary concerns that are weighing on our staff.
- 12:08:54 PM from Assunta Fleming to All Participants:
I joined this webinar because I feel burned out because we are expected to do more with less.
- 12:08:58 PM from Pam Thompson to All Participants:
Compassion fatigue creating stress and burnout
- 12:09:03 PM from Aline Wilson to Infopeople Project (privately):
I lost my sound; is that on your end?
- 12:09:06 PM from eileen oshea to All Participants:
If you have more than one WebEx window open, you will hear an echo. Close the extra windows and the echo will disappear
- 12:11:04 PM from Roslyn Templin to All Participants:

Preventing Staff Burnout: Chat from webinar

Our staff in our library are stretched beyond our limits with freezes in salaries/ jobs ... no City money & staff must give up all while higher-ups get more!

12:11:55 PM from Donna Watkins to All Participants:

Can we skip these activities and get the heart of the presentation???

12:16:32 PM from Ann LaGumina to Infopeople Project (privately):

My slides arent changing

12:17:01 PM from Kay Morrow to All Participants:

Will we have a chance to download this presentation?

12:17:04 PM from Cindi Hickey to All Panelists:

Would you put the title and author of the Burnout book in the chat? Thank you.

12:17:35 PM from eileen oshea to All Participants:

Handouts and PPT can be downloaded here:

<http://infopeople.org/training/preventing-staff-burnout>

12:17:53 PM from Kay Morrow to All Participants:

Thanks

12:18:18 PM from eileen oshea to All Participants:

Gorkin, Mark. Four Stages of Burnout: stressdoc.com/four_stages_burnout.htm

12:18:43 PM from eileen oshea to All Participants:

Sorry, should have been: Gorkin, Mark. Four Stages of Burnout:

http://stressdoc.com/four_stages_burnout.htm

12:19:11 PM from eileen oshea to All Participants:

Freudenberger, Herbert and Geraldine Richelson. Burnout: The High Cost of High Achievement New York, NY, 1981

12:19:32 PM from eileen oshea to All Participants:

Borysenko, Joan Z. Fried: Why You Burn Out and How to Revive Carlsbad, CA, 2011

12:20:04 PM from eileen oshea to All Participants:

Employee Burnout. <http://employer-employee.com/Burnout.html>

12:20:42 PM from eileen oshea to All Participants:

How to Prevent Burnout From Stress: Live like a Sprinter, a Long Distance Runner. <http://lifeevolver.com/prevent-stress-burnout-live-sprinter-long-distance-runner/>

12:20:59 PM from Dorothy Frank to All Panelists:

read for fun? I can't even KNIT any more!

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12:21:17 PM from eileen oshea to All Participants:
<http://lifeevolver.com/prevent-stress-burnout-live-sprinter-long-distance-runner/>

12:22:11 PM from D Grace to All Participants:
My new supervisor is the cause of the problem, so, no, she is not supportive.
She is just making it worse.

12:22:17 PM from Cynthia Cameron to All Participants:
Thank you for posting links :-D

12:22:19 PM from eileen oshea to All Participants:
Preventing Burnout. <http://livestrong.com/article/14719-preventing-burnout/>

12:23:05 PM from Auria Robinson to All Panelists:
wow burnout is serious

12:23:05 PM from eileen oshea to All Participants:
That handout is here:
http://infopeople.org/sites/all/files/webinar/2011/06-22-2011/Handout_1_Burnout_Assessment.pdf

12:23:59 PM from eileen oshea to All Participants:
what if the good leader is burned out?

12:24:51 PM from eileen oshea to All Participants:
Preventing Burnout: Signs, Symptoms, Causes, and Coping Strategies.
http://helpguide.org/mental/burnout_signs_symptoms.htm

12:24:52 PM from mia braswell to All Participants:
what if the whole staff is burnout and theirs no way for everyone to get the time off they need?

12:25:34 PM from Pam North to All Participants:
Yes, @mia,what if? My question as well...

12:25:37 PM from mia braswell to All Participants:
yes but everyone need it at the same time

12:27:02 PM from Sarah Foster to All Participants:
perfectionist

12:27:06 PM from Daniel Cornwall to All Participants:
Perfectionism

12:27:08 PM from Kristy Padron to All Participants:

Preventing Staff Burnout: Chat from webinar

being more task oriented than people oriented

12:27:08 PM from Isoke Fuller to Infopeople Project (privately):
Type A, Perfectionists

12:27:10 PM from Cindi Hickey to All Participants:
over functioning

12:27:12 PM from Reegan Breu to All Participants:
Three Signs of a Miserable Job is a great resource to start thinking about how to create a supportive team environment.

12:27:12 PM from Trish Jenkins to All Participants:
apathy is a big trait

12:27:13 PM from Sandra brautigam to All Participants:
Sometimes just an extra long lunch helps and recognition for good work. Maybe the long lunch can be the award.

12:27:15 PM from Pamela Kelly to All Participants:
strong sense of responsibility

12:27:16 PM from Darla Wegener to All Participants:
caring too much

12:27:17 PM from Dorothy Frank to All Panelists:
burnout - micromanagement, not being able to give up responsibility

12:27:19 PM from Melissa Del Castillo to All Participants:
high standards

12:27:19 PM from NC Raye Oldham to All Participants:
micromanaging

12:27:23 PM from Melissa Christakos to All Participants:
micromanaging

12:27:24 PM from Stephanie Beverage to All Participants:
High standards

12:27:28 PM from Cindi Hickey to All Participants:
desire to please others

12:27:28 PM from Jeanne Fondrie to All Participants:
lack of resilience, overachiever

Preventing Staff Burnout: Chat from webinar

- 12:27:31 PM from Ellen Bard to All Participants:
o.c.d.
- 12:27:31 PM from Auria Robinson to All Panelists:
Perfectionist
- 12:27:32 PM from Rhonda Schell to All Participants:
Not being able to say no
- 12:27:34 PM from Tracie Carignan to All Participants:
micromanaging!
- 12:27:36 PM from Cynthia Cameron to All Participants:
Taking things too personally.
- 12:27:39 PM from Aline Wilson to All Participants:
all of the above AND procrastinating (due to perfectionism)
- 12:27:40 PM from Terri Pilate to All Participants:
always seeing the negative.
- 12:27:40 PM from Kathy Hall to All Participants:
care too much and try to do it all
- 12:27:41 PM from Joel Caithamer to All Participants:
over achievers, wanting to please others before self
- 12:27:42 PM from Pam North to All Participants:
perfectionist
- 12:27:43 PM from Alan Howe to All Participants:
Perfectionism
- 12:27:50 PM from eileen oshea to All Participants:
inflexibility
- 12:27:53 PM from Emily Rohlfis to All Participants:
No room/\$\$\$ to move up
- 12:27:59 PM from Samantha Everett to All Participants:
martyr
- 12:28:13 PM from Frances Cantin to All Participants:
over achievers
- 12:28:46 PM from Kelly Hulbert to All Participants:

Preventing Staff Burnout: Chat from webinar

pessimistic

12:29:03 PM from Cara Vera to All Participants:
working and raising children

12:29:06 PM from Daniel Cornwall to All Participants:
lack of sleep

12:29:10 PM from NC Raye Oldham to All Participants:
overcommitting

12:29:11 PM from Cindi Hickey to All Participants:
sedentary

12:29:12 PM from Tom Hicks to All Participants:
poor diet

12:29:13 PM from eileen oshea to All Participants:
too many commitments

12:29:14 PM from Daniel Cornwall to All Participants:
no hobbies

12:29:15 PM from Darla Wegener to All Participants:
isolation

12:29:16 PM from Tracie Carignan to All Participants:
teenagers!

12:29:17 PM from Dorothy Frank to All Panelists:
other people expecting you to be perfect - they don't allow mistakes here

12:29:17 PM from Clarice Kelly to All Participants:
tired

12:29:17 PM from Rhonda Schell to All Participants:
Not taking care of your health

12:29:19 PM from Pam North to All Participants:
sole breadwinner

12:29:23 PM from NC Raye Oldham to All Participants:
adult children

12:29:23 PM from Sarah Foster to All Participants:
not eating healthfully- too much sugar = crash

Preventing Staff Burnout: Chat from webinar

12:29:24 PM from kirsten corby to All Participants:
nottaking vacation

12:29:25 PM from Cindi Hickey to All Participants:
choosing food to nurture oneself

12:29:27 PM from Sigrid Hudson to All Participants:
working through lunches, breaks

12:29:31 PM from eileen oshea to All Participants:
not getting enough exercise

12:29:32 PM from Kelly Hulbert to All Participants:
stretching yourself thin

12:29:32 PM from Sarah Foster to All Participants:
not enough excercise

12:29:35 PM from Cindy Maxey to All Participants:
nothing to provide satisfaction outside of work

12:29:35 PM from Kristy Padron to All Participants:
i detach from work , make boundaries, but people mistake it for not caring about
my job

12:29:37 PM from Trish Jenkins to All Participants:
no hobbies is great one!

12:29:37 PM from Ellen Bard to All Participants:
taking your work home

12:29:37 PM from Laura Parker to All Participants:
Lack of bounaries.

12:29:37 PM from Clarice Kelly to All Participants:
too much in life going on

12:29:38 PM from Sandra brautigam to All Participants:
Work, family and on-line college

12:29:38 PM from Vivian Washington to All Participants:
Lack of water

12:29:38 PM from Kathy Hall to All Participants:
no vacation

Preventing Staff Burnout: Chat from webinar

- 12:29:44 PM from Christine Plante to All Participants:
working at home
- 12:29:47 PM from Alan Howe to All Participants:
Distracted by little stuff easily
- 12:29:48 PM from Cindi Hickey to All Participants:
no quiet time for reflection and recovery
- 12:29:57 PM from Robin Hartman to All Participants:
too many meetings without time to debrief
- 12:29:57 PM from Dorothy Frank to All Panelists:
eating the wrong food - too much sugar and carbs
- 12:30:01 PM from Cynthia Cameron to All Participants:
Friends and activities that are completely outside of work.
- 12:30:13 PM from Auria Robinson to All Panelists:
adolescent children
- 12:30:19 PM from mia braswell to All Participants:
Work even when you are on vacation.
- 12:30:25 PM from Frances Cantin to All Participants:
not enough free time
- 12:30:27 PM from eileen oshea to All Participants:
smartphones
- 12:30:29 PM from Ann Goodman to All Participants:
Being a caregiver to an elderly parent.
- 12:30:56 PM from Cara Vera to All Participants:
too many meetings
- 12:31:00 PM from Darla Wegener to All Participants:
no funds, staff
- 12:31:03 PM from Maryjane Carbo to All Participants:
Lack of funding
- 12:31:05 PM from Suzanne Busch to All Participants:
hard to say no when directed from "upstairs" to do everything

Preventing Staff Burnout: Chat from webinar

12:31:08 PM from Trish Jenkins to All Participants:
too much changes

12:31:08 PM from Clarice Kelly to All Participants:
no time for partying

12:31:08 PM from Sarah Foster to All Participants:
difficult public!

12:31:09 PM from Stephanie Beverage to All Participants:
budget cuts, staff reductions

12:31:09 PM from Rhonda Schell to All Participants:
Public is too demanding and not appreciative

12:31:11 PM from April Brooks to All Participants:
patrons, staff always questioning your decisions

12:31:11 PM from Kara Firestone to All Participants:
NO RAISES

12:31:11 PM from eileen oshea to All Participants:
@Cara too true!!

12:31:12 PM from Debra Cemino to All Participants:
lack of appreciation

12:31:12 PM from Pamela Kelly to All Participants:
micromanagement

12:31:12 PM from Christine Plante to All Participants:
lack of staff

12:31:13 PM from kirsten corby to All Participants:
staffing levels too low - doing two person's jobs

12:31:14 PM from Tracie Carignan to All Participants:
Unproductive meetings

12:31:15 PM from Daniel Cornwall to All Participants:
everything is job one

12:31:16 PM from Carrie Gits to All Participants:
staplers!

12:31:16 PM from Carol Sheehan to All Participants:

Preventing Staff Burnout: Chat from webinar

Too much email!!!!

12:31:17 PM from p combes to All Participants:
Lack of incentives

12:31:17 PM from Robin Hartman to All Participants:
too many high priorities

12:31:18 PM from E. Fondren to All Participants:
doing the work of three people

12:31:18 PM from Kathy Hall to All Participants:
all need

12:31:19 PM from Kim Hack to All Participants:
Renovations!

12:31:21 PM from Melissa Del Castillo to All Participants:
letting go of valued employees

12:31:21 PM from Alan Howe to All Participants:
City's cutting budget

12:31:22 PM from Daniel Cornwall to All Participants:
lack of feedback

12:31:23 PM from Ellen Bard to All Participants:
too many bosses

12:31:24 PM from Nanett Overholt to All Participants:
requiring more jobs with fewer staff

12:31:24 PM from Sarah Foster to All Participants:
staff personality conflicts

12:31:25 PM from Stephanie Beverage to All Participants:
increasing volume of work fewer staff

12:31:26 PM from Terri Pilate to All Participants:
change in work duties to fill shortages

12:31:28 PM from Sandra brautigam to All Participants:
It was like that when I got it!

12:31:28 PM from Maryjane Carbo to All Participants:
Staff is afraid of being laid off

Preventing Staff Burnout: Chat from webinar

- 12:31:31 PM from Kristy Padron to All Participants:
no appreciation from higher ups
- 12:31:33 PM from Dorothy Frank to All Panelists:
no priorities, everything is due RIGHT NOW
- 12:31:33 PM from Ann Goodman to All Participants:
unclear work rules.
- 12:31:35 PM from NC Raye Oldham to All Participants:
slackers - the good workers end up carrying others workload as well
- 12:31:38 PM from Karen Kott to All Participants:
Major projects
- 12:31:39 PM from Gair Helfrich to All Participants:
inability to fill 20 open slots
- 12:31:41 PM from Alan Howe to All Participants:
lack of private work space
- 12:31:43 PM from Christina Manz to All Participants:
power struggles
- 12:31:43 PM from Maryjane Carbo to All Participants:
Not enough meetings?
- 12:31:44 PM from Isoke Fuller to Infopeople Project (privately):
mundane work, too many tasks
- 12:31:44 PM from Rhonda Schell to All Participants:
One department being responsible for too much
- 12:31:44 PM from Samantha Everett to All Participants:
being told what to do and not having a say in it - unrealistic deadlines
- 12:31:46 PM from Cynthia Cameron to All Participants:
High or heavy expectations and not enough appreciation.
- 12:31:47 PM from Mary Thompson to All Participants:
seeing employees not do their job treated the same or better than those who do
- 12:31:48 PM from Barbara Ring to All Panelists:
too many roadblocks, death of ideals

Preventing Staff Burnout: Chat from webinar

12:31:49 PM from Reegan Breu to All Participants:
Lack of recognition for accomplishments. Poor delegation and boundaries. Not enough focused meetings (need WIG meetings)!

12:31:55 PM from Celia Leathwood to All Participants:
feeling of no control

12:31:55 PM from Lisa Selje to All Participants:
trying to meet standards while getting my budget cut

12:31:59 PM from Christine Plante to All Participants:
short deadlines

12:32:00 PM from Nancy Kleban to All Participants:
lack of commimocation from administration

12:32:08 PM from Tina Carwile to All Participants:
too many projects with no help

12:32:11 PM from judith rivas to All Participants:
constantly shifting priorities

12:32:13 PM from Sigrid Hudson to All Participants:
no interesting projects; nothing new

12:32:17 PM from D Grace to All Participants:
being treated like a slave and being referred to as "worker bee"

12:32:32 PM from Barbara Ring to All Panelists:
administrators don't respect our time and waste meetings

12:32:49 PM from Clarice Kelly to All Participants:
pressures

12:32:50 PM from Auria Robinson to All Panelists:
overload work

12:32:54 PM from eileen oshea to All Participants:
Gorkin, Mark. Four Stages of Burnout:
http://stressdoc.com/four_stages_burnout.htm

12:32:58 PM from Robin Hartman to All Participants:
recognition requires time and attention -- both scarce resources

12:33:12 PM from NC Raye Oldham to All Participants:
acknowledge ways others contribute to the whole

Preventing Staff Burnout: Chat from webinar

- 12:33:19 PM from Stephanie Beverage to All Participants:
we give a simple monthly prize to staff, to recognize good work
- 12:33:24 PM from kirsten corby to All Participants:
be sure and takes breaks, vacations
- 12:33:26 PM from Dorothy Frank to All Panelists:
My own work? nothing. However, I do appreciate the clerks who help me out.
- 12:33:27 PM from Patricia Rivera to All Participants:
handwritten thank you notes
- 12:33:27 PM from Johnna Waldon to All Participants:
just a simple thank you
- 12:33:27 PM from Darla Wegener to All Participants:
food
- 12:33:28 PM from Trish Jenkins to All Participants:
say thank you
- 12:33:28 PM from Sandra brautigam to All Participants:
Thank You's, weekly candy bar award
- 12:33:29 PM from Debra Cemino to All Participants:
Make sure you take a break
- 12:33:29 PM from Sarah Foster to All Participants:
treats!
- 12:33:30 PM from Joel Caithamer to All Participants:
more donuts
- 12:33:33 PM from Kathy Hall to All Participants:
slow down
- 12:33:34 PM from Nancy Kleban to All Participants:
praise, thank yous
- 12:33:34 PM from Rhonda Schell to All Participants:
Get together outside of work to talk
- 12:33:36 PM from Stephanie Beverage to All Participants:
We also encourage tea breaks

Preventing Staff Burnout: Chat from webinar

- 12:33:37 PM from Patricia Perez to All Participants:
Friendly competitions
- 12:33:38 PM from Ellen Bard to All Participants:
Saying please and thank you.
- 12:33:40 PM from Nanett Overholt to All Participants:
Pat on the Back certificate
- 12:33:45 PM from Jeanne Fondrie to All Participants:
make time for fun!
- 12:33:45 PM from Nicole Pasini to All Participants:
tell other people how great your co-worker is!
- 12:33:47 PM from kirsten corby to All Participants:
employee of the month
- 12:33:48 PM from Auria Robinson to All Panelists:
smile
- 12:33:48 PM from Stephanie Beverage to All Participants:
And we have donut Fridays once a month
- 12:33:49 PM from Celia Leathwood to All Participants:
have some fun, stop taking things so seriously
- 12:33:53 PM from Carrie Gits to All Participants:
Follow the Golden Rule.
- 12:33:53 PM from E. Fondren to All Participants:
coffee breaks, catching up on news from co-workers
- 12:33:53 PM from D Grace to All Participants:
we can't have fun chats with co-workers, we are not allowed to talk to each other
- 12:33:54 PM from Dorothy Frank to All Panelists:
what do you do for people who are on a diet? candy not so good
- 12:33:55 PM from Kristy Padron to All Participants:
an employee spotlight in the newsletter
- 12:33:57 PM from p combes to All Participants:
go for a walk
- 12:33:58 PM from Daniel Cornwall to All Participants:

Preventing Staff Burnout: Chat from webinar

flexible leave policies

12:34:01 PM from Clarice Kelly to All Participants:
being pleasant

12:34:02 PM from Aline Wilson to All Participants:
Yes, thank yous and just listening to complaints & venting

12:34:07 PM from Tom Hicks to All Participants:
mental health day

12:34:07 PM from natalia lebedeva to All Participants:
reward, reward; give them take time off

12:34:09 PM from Barbara Ring to All Panelists:
acknowledge structural problems beyond our control

12:34:10 PM from Nancy Kleban to All Participants:
music

12:34:11 PM from Reegan Breu to All Participants:
Offer to help others. Don't engage in gossip and backbiting - it's hurtful. Be courageous enough to share your perspective. Take informed risks.

12:34:11 PM from Robin Hartman to All Participants:
tell others what you appreciate about your staff within their hearing.

12:34:12 PM from Stephanie Beverage to All Participants:
Walking clubs

12:34:12 PM from Nanett Overholt to All Participants:
staff fun days

12:34:15 PM from Dorothy Frank to All Panelists:
take your lunch, eat right.

12:34:16 PM from Ellen Bard to All Participants:
Offer to help somebody in a stress situation

12:34:19 PM from Robin Hartman to All Participants:
boast about your co-workers

12:34:23 PM from Kelly Hulbert to All Participants:
keep job fresh by assigning new jobs

12:34:27 PM from Pamela Kelly to All Participants:

Preventing Staff Burnout: Chat from webinar

find what is important and meaningful to your staff first; donuts may not be it

12:34:30 PM from Sandra brautigam to All Participants:
Crazy Hat Day

12:34:36 PM from Patricia Rivera to All Participants:
have celebrations (birthday cake, project well done treats, etc.)

12:34:37 PM from Cynthia Cameron to All Participants:
Smile and be generous with compliments. Find ways to make your co-workers' work a bit better by doing your best at your job.

12:34:37 PM from Diane McKee to All Participants:
get boss to take more vacations!

12:34:38 PM from Trish Jenkins to All Participants:
offering variety in work day]

12:34:40 PM from Auria Robinson to All Panelists:
read a funny book

12:34:42 PM from C. W. to All Participants:
comfort food day

12:34:43 PM from Stephanie Beverage to All Participants:
Hawaiian shirt day

12:35:08 PM from Dorothy Frank to All Panelists:
we're not even allowed to wear hats.

12:35:11 PM from Samantha Everett to All Participants:
saying thank you, writing thank you cards, writing thoughtful performance reviews

12:35:35 PM from D Grace to All Participants:
Yes, for real. A new person said, "This is the quietest place I have ever worked. How come nobody around here talks to each other?" and I had to tell them we aren't allowed to.

12:35:52 PM from Darla Wegener to All Participants:
communication is essential

12:36:05 PM from Darla Wegener to All Participants:
Same here and the staff is the loudest

12:36:35 PM from Robin Hartman to All Participants:
put their job in perspective -- why their job matters

Preventing Staff Burnout: Chat from webinar

12:36:57 PM from Joel Caithamer to All Participants:
we have a bench press in our basement

12:37:19 PM from D Grace to All Participants:
No, I work in the back room. I'm referring to the back workroom people.

12:37:26 PM from eileen oshea to All Participants:
annual review of job descriptions can be helpful so the boss and employee know what is supposed to be getting done

12:37:49 PM from Dorothy Frank to All Panelists:
At this workplace, if you miss a comma, they hand it back to you and you get yelled at. They make a huge deal out of little things.

12:37:55 PM from Darla Wegener to All Participants:
Natalie tell the director this, most people will listen

12:38:32 PM from Cynthia Cameron to All Participants:
We have a good system of rotating duties and stations at our library. I've always appreciated that.

12:38:53 PM from Darla Wegener to All Participants:
That's good, everyone is unique but need to be acknowledged

12:38:53 PM from Kim Hack to All Participants:
Need to fully train staff before asking them to complete tasks.

12:39:29 PM from Clarice Kelly to All Participants:
we have our own job duties

12:39:42 PM from kirsten corby to All Participants:
collaboration is essential in librarianship

12:40:48 PM from Robin Hartman to All Participants:
You have to prioritize professional development for the sake of those you work with/for.

12:40:58 PM from Ann Goodman to All Participants:
A patron is waiting for me to finish this webinar so I can help them. I feel guilty keeping them waiting....

12:41:13 PM from Pam North to All Participants:
Its difficult to build a fun culture if you are burned out yourself

12:41:28 PM from Dorothy Frank to All Panelists:

Preventing Staff Burnout: Chat from webinar

the beatings will continue until morale improves

12:41:32 PM from Frances Cantin to All Participants:
care about your staff, talk and have fun

12:41:47 PM from Clarice Kelly to All Participants:
relax sounds good

12:41:52 PM from Darla Wegener to All Participants:
post comics, share proper jokes, laugh at yourself

12:41:58 PM from Joel Caithamer to All Participants:
I think shooy was a verb used during the time of pilgrims

12:42:05 PM from Robin Hartman to All Participants:
this is being recorded. You can help the patron and miss a few minutes of the
presenation and catch anything you missed on the recording later.

12:42:18 PM from eileen oshea to All Participants:
meditation: often confused with napping! :-)

12:42:23 PM from E. Fondren to All Participants:
its really helpful if your job provides a gym on site

12:42:32 PM from Alan Howe to All Participants:
Pun!

12:43:03 PM from eileen oshea to All Participants:
I'm good enough and smart enough and darn it, people LIKE me!

12:43:14 PM from kirsten corby to All Participants:
LOL Eileen

12:43:18 PM from Robin Hartman to All Participants:
Smalley

12:43:30 PM from Patricia Perez to All Participants:
I am an alcoholic, thanks to this job!

12:43:42 PM from Darla Wegener to All Participants:
I started drinking

12:44:01 PM from Clarice Kelly to All Participants:
i not started drinking yet

12:44:10 PM from Pam North to All Participants:

Preventing Staff Burnout: Chat from webinar

Cheers!

12:44:26 PM from C. W. to All Participants:
Are you sure that's water in that bottle?

12:44:33 PM from p combes to All Participants:
For daily affirmations: <http://www.shaktigawain.com/>

12:44:42 PM from Clarice Kelly to All Participants:
pass em around Katie

12:45:06 PM from Mary Thompson to All Participants:
@Natalie- yes, always very defensive. and caring too much about what others are doing.

12:45:15 PM from Dorothy Frank to All Panelists:
play with my puppy

12:45:31 PM from Suzanne Busch to All Participants:
"Finish each day and be done with it. You have done what you could. Some blunders and absurdities have crept in; forget them as soon as you can. Tomorrow is a new day. You shall begin it serenely and with too high a spirit to be encumbered with your old nonsense." – Emerson

12:45:38 PM from Robin Hartman to All Participants:
I'm a workaholic

12:46:11 PM from Sandra brautigam to All Participants:
I like trees. I can turn my back to the building and just look at the trees in the landscape.

12:46:20 PM from Kathy Hall to All Participants:
I am a workaholic too

12:46:22 PM from E. Fondren to All Participants:
if you like video games, dance central for xbox kinect is so much fun! nice way to get active after work

12:46:27 PM from Kay Morrow to All Participants:
I have a small group of library friends we take a day off and recharge.

12:46:55 PM from Auria Robinson to All Panelists:
Very nice

12:46:56 PM from eileen oshea to All Participants:

Preventing Staff Burnout: Chat from webinar

@Suzanne: love that quote from Emerson!

12:47:09 PM from Mary Thompson to All Participants:
I now have Let it Go on my hand. Gonna leave the other one empty!

12:47:37 PM from Maryjane Carbo to All Participants:
I see the beginner's mind in a few of my staff. It's a lovely thing and amazes me to think that I used to be like that!

12:47:51 PM from paula singer to All Participants:
letting it go it an great ability -- and tool

12:47:54 PM from Barbara Ring to All Panelists:
Stress is also when things don't change and should

12:48:17 PM from Karen De Shazer to All Participants:
No kidding!

12:48:37 PM from paula singer to All Participants:
to the workaholics: i hope you find some tools here to help

12:48:45 PM from Suzanne Busch to All Participants:
darn I'm tired of "challenges"

12:49:13 PM from Karen De Shazer to All Participants:
Sometimes it just feels better to use the old jargon.

12:49:15 PM from paula singer to All Participants:
yes, too many "growth experiences" ...

12:49:33 PM from Dorothy Frank to All Panelists:
how about a growl?

12:49:38 PM from Kay Morrow to All Participants:
I did slow down today by taking this webinar!

12:49:56 PM from Clarice Kelly to All Participants:
this break is nice

12:50:05 PM from Tracie Carignan to All Participants:
Take advantage of EAP!

12:50:10 PM from paula singer to All Participants:
look at those trees and take a breath! just for a minute ... several times a day ...
will make a great difference

Preventing Staff Burnout: Chat from webinar

12:50:29 PM from Robin Hartman to All Participants:
acknowledging losses is very hard

12:50:36 PM from Auria Robinson to All Panelists:
I started to take 15 mits brakes to listen music.

12:50:55 PM from paula singer to All Participants:
I love music , helps me too

12:50:57 PM from Robin Hartman to All Participants:
but it's liberating

12:51:04 PM from Donna Watkins to All Participants:
I like the graphic.

12:51:05 PM from Clarice Kelly to All Participants:
by the end of day I have no energy left

12:51:14 PM from paula singer to All Participants:
the emerson quote is great ... thanks for sharing

12:51:20 PM from eileen oshea to All Participants:
good blog to check out: <http://zenhabits.net/>

12:51:44 PM from paula singer to All Participants:
if you have no energy at the end of the day, what can you do? Hope you got some tips?

12:52:00 PM from Karen De Shazer to All Participants:
A bit of your favorite exercise.

12:52:01 PM from D Grace to All Participants:
I have 3 sayings on my computer: 1. CCC - Calm, Control, Challenge. It is from "Recovery", a BBC movie about a man recoving from brain damage after an accident. 2. KBO - Keep Bugging On, quoting Winston Churchill during WWII, 3. "Great spirits have always encountered violent opposition from mediocre minds." quote from Albert Einstein.

12:52:03 PM from Clarice Kelly to All Participants:
go home read a book

12:52:22 PM from Suzanne Busch to All Participants:
listen to a book on the way home

12:52:22 PM from Kelly Hulbert to All Participants:
i have over 200

Preventing Staff Burnout: Chat from webinar

12:52:26 PM from Kelly Hulbert to All Participants:
uh oh

12:52:28 PM from Chris Heckl to All Participants:
I am At 240

12:52:29 PM from paula singer to All Participants:
lots of great sayings/ thanks for sharing them

12:52:44 PM from Tina Carwile to All Participants:
Better take some time off, Kelly.

12:52:45 PM from Karen De Shazer to All Participants:
Thank you!

12:52:52 PM from Kathleen Goodyear to All Participants:
Sometimes taking a day off from time to time is more effective than taking one long vacation.

12:52:55 PM from Kelly Hulbert to All Participants:
thanks Tina

12:53:01 PM from Barbara Ring to All Panelists:
What do you do when everyone at work is burned out?

12:53:03 PM from kirsten corby to All Participants:
praise my employees more

12:53:03 PM from Karen De Shazer to All Participants:
Develop some other hobbies.

12:53:05 PM from Thomas Vose to All Participants:
I like the idea of a joke of the day.

12:53:13 PM from Karen De Shazer to All Participants:
Take more breaks.

12:53:25 PM from Karen De Shazer to All Participants:
Don't feel bad Kira!

12:53:29 PM from Tina Carwile to All Participants:
Don't feel badly Kira

12:53:35 PM from Darla Wegener to All Participants:
Remind us why we are here and that we are great!

Preventing Staff Burnout: Chat from webinar

12:53:36 PM from Suzanne Busch to All Participants:
no days off - feel too guilty leaving my staff to cope

12:53:40 PM from Dorothy Frank to All Panelists:
Kira - you're heading for burnout, just right now!

12:53:40 PM from Karen De Shazer to All Participants:
OOPS, badly!

12:53:41 PM from Clarice Kelly to All Participants:
i shut my door

12:53:45 PM from Assunta Fleming to All Participants:
Find a new job.

12:53:45 PM from viviana casillas to All Participants:
we need more staff

12:53:46 PM from Maryjane Carbo to All Participants:
Visit and praise the staff more often

12:53:47 PM from Nicole Pasini to All Participants:
@kira - tell your co-worker about what you learned!

12:53:49 PM from Darla Wegener to All Participants:
Change jobs

12:53:51 PM from Alyssa Resnick to All Participants:
TRAVEL! Vacation!

12:53:58 PM from eileen oshea to All Participants:
Link to handout #2:

http://infopeople.org/sites/all/files/webinar/2011/06-22-2011/Handout_2_Action_Plan_Burnout.pdf

12:54:00 PM from Karen De Shazer to All Participants:
Yes, fun and watermelon are the answers!

12:54:04 PM from Kay Morrow to All Participants:
Talk to others!

12:54:05 PM from Kelly Hulbert to All Participants:
take a vacation

12:54:13 PM from Tina Carwile to All Participants:

Preventing Staff Burnout: Chat from webinar

I need to leave my desk and take my lunch hours and breaks

12:54:14 PM from Celia Leathwood to All Participants:
Take my days off and encourage others to take time off as well.

12:54:16 PM from Nanett Overholt to All Participants:
let go work not necessary anymore

12:54:17 PM from E. Fondren to All Participants:
where can we access the complete presentation?

12:54:19 PM from Pam North to All Participants:
Need to shed my VERY HEAVY suit of armour & then I can help my staff

12:54:20 PM from Karen Kott to All Participants:
Wish I had a door to shut...

12:54:20 PM from Alyssa Resnick to All Participants:
Praise staff -- they need it!

12:54:25 PM from Kelly Hulbert to All Participants:
take my breaks

12:54:26 PM from Chris Rohde to All Participants:
Offer staff variety of work

12:54:28 PM from Cara Vera to All Participants:
Your staff will also get the relief of having the boss out of the office. :]

12:54:29 PM from Abby McMillan to All Participants:
Look for Self-Help books that can be uplifting. John Maxwell has often given me new perspective.

12:54:29 PM from Kathy Schalk-Greene to All Participants:
Plan a trip to Maine (I'm in NJ)

12:54:31 PM from Frances Cantin to All Participants:
Take my full lunch break

12:54:31 PM from Barbara Ring to All Panelists:
There is a difference between bitching about things and processing them.

12:54:32 PM from D Grace to All Participants:
I'm a Civil War re-enactor and shoot cannons.

12:54:34 PM from Patricia Perez to All Participants:

Preventing Staff Burnout: Chat from webinar

I will mentally escape to a mountain resort for about 10 minutes then come back to reality feeling relaxed

12:54:39 PM from Suzanne Busch to All Participants:
no my staff is very willing to take time!

12:54:48 PM from Kay Morrow to All Participants:
Leave the building

12:54:49 PM from Maryjane Carbo to All Participants:
When I really need to close the office door, I have a little sign that says, "Beware, Director has cooties!"

12:54:49 PM from Karen De Shazer to All Participants:
Chocolate is very good!

12:54:50 PM from Jeanne Fondrie to All Participants:
bellydance

12:54:51 PM from Samantha Everett to All Participants:
have boundaries and work-life balance

12:54:52 PM from Debra Cemino to All Participants:
I put headphones on during my lunchtime so noone bothers me

12:54:56 PM from Kristy Padron to All Participants:
take a nap in the car

12:55:04 PM from Kelly Hulbert to All Participants:
coconut cream pie

12:55:05 PM from Dorothy Frank to All Panelists:
jeanne - yah, bellydance!

12:55:06 PM from Suzanne Busch to All Participants:
go out and ride my horse

12:55:08 PM from Kristy Padron to All Participants:
oh, no, i'm parked!

12:55:14 PM from kirsten corby to All Participants:
I only check my email 3 times a day - having ti open continually makes me crazy

12:55:17 PM from Joel Caithamer to All Participants:
caber tossing!

Preventing Staff Burnout: Chat from webinar

- 12:55:18 PM from viviana casillas to All Participants:
can we get the links to all hand outs please?
- 12:55:18 PM from Gerald Franz to All Participants:
yes, I also close my eyes in the car for a bit, even in S. Florida
- 12:55:20 PM from Auria Robinson to All Panelists:
I listen music in my car. I love it
- 12:55:23 PM from Cara Vera to All Participants:
Enjoy those furlough days to the max!!!!
- 12:55:28 PM from D Grace to All Participants:
I'm also a Mountain Man Fur Trapper re-enactor and throw tomohawks.
- 12:55:30 PM from Maryjane Carbo to All Participants:
A 15-minute walk every afternoon is a great pick-me-up
- 12:55:30 PM from Aline Wilson to All Participants:
Try saying NO w/o feeling guilty!
- 12:55:32 PM from eileen oshea to All Participants:
@Joel - cool!
- 12:55:33 PM from Karen Kott to All Participants:
I'm going to have to get another horse.
- 12:55:36 PM from Karen De Shazer to All Participants:
What is real estate porn?
- 12:55:40 PM from Tina Carwile to All Participants:
Kelly -- love the coconut cream pie! Let's go to Polly's Pies one day and get a piece
- 12:55:42 PM from Emily Rohlf to All Participants:
Taking a short nap can also really boost your motivation and brain power (Brain Rules!)
- 12:55:43 PM from Robin Hartman to All Participants:
it's helpful to think of it as a break for everyone else if I take a break or vacation.
- 12:55:49 PM from Nichelle Mack to All Participants:
Great presentation!
- 12:55:49 PM from Darla Wegener to All Participants:
HOpe the chat is archived too

Preventing Staff Burnout: Chat from webinar

12:55:53 PM from Nanett Overholt to All Participants:
how do we best pull in co-workers to get on board here?

12:55:56 PM from Karen De Shazer to All Participants:
Try Lumosity for brain training fun!

12:56:07 PM from eileen oshea to All Participants:
real estate porn: looking at pics of naked houses

12:56:11 PM from Infopeople Project to All Participants:
IT IS

12:56:11 PM from E. Fondren to All Participants:
what's the link for the full presentation?

12:56:12 PM from Sigrid Hudson to All Participants:
Librarian Flash Mob Friday...(ok, just kidding) Maybe it will work in someone else's workplace.

12:56:13 PM from Cara Vera to All Participants:
How to best function with administration that is perfectionistic?

12:56:15 PM from Karen De Shazer to All Participants:
LUV it!

12:56:16 PM from Clarice Kelly to All Participants:
thank you for this break

12:56:21 PM from Suzanne Busch to All Participants:
any tips on older staff and technology

12:56:23 PM from Theresa Mayer to All Participants:
Broaching the subject if you identify symptoms in a staff member you supervise?

12:56:23 PM from Kristy Padron to All Participants:
you might want to bring up what kind of recourse peopel have at work to bring up grievances

12:56:26 PM from Barbara Ring to All Panelists:
How do you help colleagues when everyone is burned out, as opposed to feeding the burnout?

12:56:37 PM from mia braswell to All Participants:
I need a pizza after all of this!!!!!!!!!!!!!! :P

Preventing Staff Burnout: Chat from webinar

12:56:43 PM from Karen De Shazer to All Participants:
Lunch is ahead!

12:56:46 PM from Tina Carwile to All Participants:
Great webinar. Thank you. Feel very sad thinking about this topic, but feel hopeful.

12:56:49 PM from Clarice Kelly to All Participants:
i want pizza toooo

12:56:55 PM from Nancy Kleban to All Participants:
Where are there chat groups to continue these conversations? Are there any?

12:56:57 PM from Theresa Mayer to All Participants:
Broaching the subject if you identify symptoms in a staff member you supervise?

12:56:58 PM from Karen De Shazer to All Participants:
Thanks again!

12:56:59 PM from viviana casillas to All Participants:
Can we get a copy of the slides or handout links?

12:57:11 PM from Karen De Shazer to All Participants:
Archives?

12:57:17 PM from Barbara Ring to All Panelists:
What happens if there is no administrator to talk to?

12:57:26 PM from Darla Wegener to All Participants:
Ice Cream!!!!

12:57:27 PM from Sigrid Hudson to All Participants:
Presentation handouts: <http://infopeople.org/training/preventing-staff-burnout>

12:57:28 PM from Aline Wilson to All Participants:
How to communicate staff's feeling of burnout when he (a new manager) feels they aren't busy!

12:57:41 PM from Auria Robinson to All Panelists:
Pizza!

12:57:42 PM from Cynthia Cameron to All Participants:
Often those who create policy seem way out of touch with the reality of implementing it on a day-to-day basis.

12:57:44 PM from Cindi Hickey to All Participants:

Preventing Staff Burnout: Chat from webinar

Thank you. Very interesting webinar. Thanks to the participants for sharing your resources and reflections also.

12:57:57 PM from Pamela Kelly to All Participants:
Will there be an audio copy of this workshop?

12:58:02 PM from Kim Hack to All Participants:
How do we create realistic expectations of ourselves when the public demands more and more of us with fewer and fewer resources?

12:58:08 PM from Theresa Mayer to All Participants:
Broaching the subject if you identify symptoms in a staff member you supervise?

12:58:27 PM from Robin Hartman to All Participants:
tooting your own or your co-worker's horn is not always easy, but needs to be done.

12:58:34 PM from Pam North to All Participants:
Suggestions for using this info at a staff in-service?

12:58:38 PM from eileen oshea to All Participants:
@Paula: yes, we'll have a podcast version linked on the page.

12:58:48 PM from Aline Wilson to All Participants:
thanks

12:58:50 PM from Auria Robinson to All Panelists:
Excellent webinar!

12:58:56 PM from Suzanne Busch to All Participants:
Theresa, what are the signs maybe that can start a conversation

12:59:00 PM from D Grace to All Participants:
Someone mentioned grievances. I have filed both informal and formal grievances against my supervisor and I was shot down both times. But, if I keep getting screwed, I will continue to file them.

12:59:04 PM from eileen oshea to All Participants:
sorry meant @Pamela

12:59:25 PM from Pamela Kelly to All Participants:
Thanks.

12:59:27 PM from cheryl gould to All Participants:
There is an Infopeople workshop that you can contract for called Excelling in Any Situation that can be used as a staff in service It addresses most of these issues.

Preventing Staff Burnout: Chat from webinar

12:59:35 PM from Theresa Mayer to All Participants:
Thanks!

12:59:36 PM from Kay Morrow to All Participants:
Thanks!

12:59:37 PM from Robin Hartman to All Participants:
good point about the behavior

12:59:38 PM from mia braswell to All Participants:
This was a great webinar? Have a great day everyone.

12:59:42 PM from cheryl gould to All Participants:
Great Job Presenters

12:59:50 PM from Kathy Schalk-Greene to All Participants:
Thanks, InfoPeople! Thanks Gail & Paula.

12:59:52 PM from Clarice Kelly to All Participants:
Thanks been fun

12:59:55 PM from Darla Wegener to All Participants:
Thanks!!! we need an list serve just for this

12:59:57 PM from Gerald Franz to All Participants:
thx very much! Great job.

13:00:01 PM from Pam North to All Participants:
Thank you SO much!

13:00:03 PM from Patricia Rivera to All Participants:
Thank you very much!

13:00:09 PM from Tom Hicks to All Participants:
thanks!

13:00:11 PM from Trish Jenkins to All Participants:
thanks for the information

13:00:12 PM from NC Raye Oldham to All Participants:
You guys have done a great job - thank you!

13:00:13 PM from Samantha Everett to All Participants:
Thank you so much. This was great and a hot training topic.

Preventing Staff Burnout: Chat from webinar

13:00:15 PM from Darla Wegener to All Participants:
Or Facebook Page

13:00:19 PM from Abby McMillan to All Participants:
Very interesting topic. Thank you for the great discussion.

13:00:20 PM from Isoke Fuller to Infopeople Project (privately):
Thank you, very informative.

13:00:21 PM from April Mangrum to All Participants:
Thank you!

13:00:25 PM from Auria Robinson to All Panelists:
Thank your very much.

13:00:29 PM from Nanett Overholt to All Participants:
Thank you have to go - good job

13:00:29 PM from Kathleen Goodyear to All Participants:
Recognition does need to be genuine, though.

13:00:29 PM from Kathy Hall to All Participants:
good information , great job

13:00:30 PM from Rhonda Schell to All Participants:
Thank you very much!

13:00:30 PM from Assunta Fleming to All Participants:
Thank you. This was an excellent webinar.

13:00:31 PM from Cynthia Cameron to All Participants:
Thank you, infopeople, Good job.

13:00:32 PM from Melissa Del Castillo to All Participants:
I'm feeling a little recharged wit ideas, thanks!

13:00:32 PM from Dorothy Frank to All Panelists:
do a part two!

13:00:32 PM from Robin Hartman to All Participants:
thank you!

13:00:33 PM from Tracie Carignan to All Participants:
There's a funny facebook page called Drama in the Library. Addresses some of these issues

Preventing Staff Burnout: Chat from webinar

13:00:33 PM from Carol Coffey to All Participants:

I clicked on the ppt link for the presentation and got a zipped file, but no slide show. Is that supposed to happen?

13:00:33 PM from Cara Vera to All Participants:

Thank you nice job!!!

13:00:34 PM from Suzanne Busch to All Participants:

Thanks,

13:00:35 PM from Jeanne Fondrie to All Participants:

thank you!

13:00:36 PM from Frances Chu to All Participants:

Thank you!

13:00:37 PM from Le Harris to All Participants:

great presentation!

13:00:39 PM from Debra Cemino to All Participants:

Thank you

13:00:39 PM from Dawn Cisbani to All Participants:

Thank you

13:00:39 PM from Maryjane Carbo to All Participants:

This has been very helpful and informative. Thank you!!!

13:00:39 PM from Kathleen Goodyear to All Participants:

Thank you!

13:00:41 PM from Kelly Hulbert to All Participants:

thank you...tina...pie is on me

13:00:41 PM from Amanda DePotty to All Participants:

thanks!

13:00:42 PM from Kelly Jones to All Participants:

Thank you!

13:00:45 PM from Ellen Bard to All Participants:

thank you

13:00:46 PM from Clarice Kelly to All Participants:

lets do it tomorrow

Preventing Staff Burnout: Chat from webinar

13:00:49 PM from Christy Hightower to All Participants:
Thank you for this webinar!

13:00:51 PM from kirsten corby to All Participants:
nice to have the chat.

13:00:55 PM from Robin Hartman to All Participants:
well, it is lunch time

13:00:58 PM from Nancy Kleban to All Participants:
It's lunch time!

13:01:00 PM from kirsten corby to All Participants:
Yeah, food really makes a difference

13:01:03 PM from Donna Watkins to All Participants:
Thanks so much. Give to others what you think you are not getting and see what happens.

13:01:08 PM from Terri Wear to All Participants:
Thank you! Very timely with great ideas.

13:01:22 PM from Clarice Kelly to All Participants:
4pm here

13:04:22 PM from eileen oshea to All Participants:
After you log out of webex you'll be taken to the survey. After the survey you'll be able to print out the certificate of attendance