11:59:33 AM   from George Needham to All Panelists:
       But I didn't use the word queasy, someone else did.

11:59:38 AM   from Mariann Storck to All Participants:
       me

11:59:42 AM   from Christina Doane to All Participants:
       lol yeah cheesy.

11:59:53 AM   from Terri Mondschein to All Participants:
       Me! LOL

12:00:06 PM   from Paula Zucker to All Participants:
       Atlanta is finally under 90!

12:00:06 PM   from George Needham to All Participants:
       That's an insult to a good dairy food!

12:01:14 PM   from Joyce Nevins to All Participants:
       I can't believe it - I grew up in Northlake, IL!! I used to go to the library all the
time... cheers!

12:11:59 PM   from debbie grace to All Participants:
       The automated response says the access code is not valid.

12:12:14 PM   from Infopeople Project to debbie grace (privately):
       Access Code:
572 359 441

12:12:51 PM   from Rush Brandis to All Participants:
       Amazon is also testing delivery lockers at
7-Eleven.http://www.thedaily.com/page/2011/09/02/090211-tech-technews-amazon-lock
ers/

12:13:54 PM   from Mariann Storck to All Participants:
       ah!

12:14:21 PM   from Infopeople Project to Mariann Storck (privately):
       Sorry, my fault copied extra characther.

12:18:24 PM   from Corey Baker to All Participants:
       Agreed Mary Jane. But I think we could do better to market our great stuff (in-
stead of the restrictions)

12:19:35 PM   from Michelle Gross to All Participants:

We're part of the Ohio E-Book Project which offers free e-books to check out and their are still waitlists.

12:19:42 PM   from Sandy Newell to All Participants:
People

12:19:52 PM   from Christina Doane to All Participants:
How does a waitlist for e-books work?

12:19:53 PM   from Marsha Wagner to All Participants:
But the publishers are limiting e-book circulations to 25. Yes, in our consortium has 15,000 e-books and 70,000 users

12:19:55 PM   from Sandy Newell to All Participants:
People's time is as valuable as their money

12:20:06 PM   from George Needham to All Participants:
More valuable, in many cases

12:20:08 PM   from Christina Doane to All Participants:
ah

12:20:31 PM   from Linda Dunn to All Participants:
I like the disney model of business..service all the way and everyone walks away happy if possible

12:20:59 PM   from Alyssa Resnick to All Participants:
but or now it is 1 copy, 1 person at a time & we cannot afford to buy too many copies of each title. At most we buy 2 or 3 copies.

12:21:13 PM   from Alyssa Resnick to All Participants:
That should have been "but for now..."

12:21:27 PM   from Jim Smallwood to All Participants:
And don't forget about content licensing costs. In the world of industry standards, licensing costs are very high. So making content available corporate-wide is cost-prohibitive in most cases.

12:21:36 PM   from Mariann Storck to All Participants:
For books still in print, perhaps the consortium so many states have should house all the books in one giant warehouse like Netflix so the wait is shorter. Of course that means, no physical access to books by patrons or shelf browsing.

12:21:41 PM   from Wendy Reynolds to All Participants:

The interesting thing about ebooks is that people understand that you can't have infinity books on the shelf, but they expect infinity ebooks. And they GET infinity ebooks from Amazon

12:21:47 PM   from Daniel Carr to All Panelists:
The ultimate question of survival is - can we deliver as quickly, easily and completely as commercial enterprises?

12:22:16 PM   from Marsha Wagner to All Participants:
We have over 200 requests per item for the consortium

12:22:30 PM   from Mariann Storck to All Participants:
People also use the library because they don't have money to purchase the books themselves (or chose not to spend their money in books)

12:22:53 PM   from Jim Sherod to All Participants:
We could set up our online web pages so patrons could browse virtually both our physical and virtual resources.

12:23:05 PM   from Mark Bohnstedt to All Participants:
Another frustrating thing about ebooks and waiting for the customers is that ebooks can not be returned early.

12:23:29 PM   from Holly Stiegel to All Participants:
Agree with Mark

12:23:32 PM   from Barbara Gersh to All Participants:
I agree. The British system of paying royalty fees as items are actually used seems to be the way to go.

12:23:32 PM   from Mariann Storck to All Participants:
Mark B. I did not know that

12:23:35 PM   from Wendy Reynolds to All Participants:
@Mark - I think I have returned ebooks early in Overdrive. It just takes effort

12:23:40 PM   from Richard J. Smith to All Participants:
National Library Service for the Blind and Physically Handicapped (NLS) through a national network of cooperating libraries, NLS administers a free library program of braille and audio materials circulated to eligible borrowers in the United States by postage-free mail. They use a netflicks model for circulation and now have 25,000 titles in the cloud for free, unlimited download for patrons to build a private collection of talking books. The physical collection will soon be "no growth" with the archival collection available over the Internet.

12:23:47 PM   from Christina Doane to All Participants:

Why not =ebooks can't be returned early?

12:24:11 PM   from Will Stuivenga to All Participants:
eBooks on OverDrive can be returned early, but NOT eAudiobooks, currently

12:24:21 PM   from Madeline Walton-Hadlock to All Participants:
Some can be returned early, but there isn't much motivation to do so for the borrower.

12:24:49 PM   from Jordan Sly to All Participants:
umm, that sounds a bit fishy

12:24:58 PM   from Wendy Reynolds to All Participants:
Special libraries are way better at knowing their clients. STILL don't know non-users, though

12:25:14 PM   from Kimberlee Wheeler to All Participants:
the motivation is to make available to other patrons, Overdrive will adjust variable lending specs for your account.

12:25:24 PM   from Jordan Sly to All Participants:
"don't know non-users" great point

12:25:30 PM   from Mark Bohnstedt to All Participants:
Right, it was audiobooks that I was thinking of, not ebooks. Thanks.

12:26:14 PM   from Barbara Gersh to All Participants:
Librarians need to take a more active role is setting the terms for lending e-books, not reacting to industry initiatives.

12:26:16 PM   from Randell Reno to All Participants:
please sir I want sum moer

12:26:25 PM   from Christina Doane to All Participants:
snicker

12:26:29 PM   from Christina Doane to All Participants:
yeah

12:26:36 PM   from Darla Wegener to All Participants:
sounds like budget time

12:27:00 PM   from Sandy Newell to All Participants:
We need to look like winners!!!

12:27:05 PM   from Joseph Leopold to All Participants:

Is there a Board of Trustees missing in the picture?

12:27:16 PM   from Deb Ehret to All Participants:
Amen, Sandy!

12:27:18 PM   from Wendy Reynolds to All Participants:
Hallelujah!

12:27:20 PM   from Christina Doane to All Participants:
they are in the back at that table :_)

12:27:33 PM   from Kimberlee Wheeler to All Participants:
Oliver Twist is a great BOOK!

12:27:57 PM   from Randell Reno to All Participants:
AMEN!

12:27:59 PM   from Richard Mott to All Participants:
please sir. could i have some moah?

12:27:59 PM   from Christina Doane to All Participants:
Great t-shirt I saw "Books: Batteries not required" :D

12:28:00 PM   from Kristy Isla to All Participants:
My library district decided to keep no records on books people checked out.

12:28:19 PM   from Daniel Carr to All Panelists:
The demand for change is ramping at the same rate as the change itself - geo-metrically.

12:28:39 PM   from Wendy Reynolds to All Participants:
Is this session going to be archived? I'd really like to share some of these great ideas with colleagues

12:29:11 PM   from Daniel Carr to All Panelists:
Great pic! LOL

12:29:18 PM   from Dennis Reynolds to All Participants:
There will be fewer books donated to the Friends shops.

12:29:19 PM   from eileen oshea to All Participants:
Yes, this webinar will be archived.

12:29:21 PM   from Corey Baker to All Participants:
My disrict is now using a sytem where people can opt into keeping track of their borrowing/searching histories. Most people are willing to do it

12:29:28 PM   from Sandy Newell to All Participants:
     We are learning organizations --the peoples' university...

12:29:29 PM   from doris sheldon to All Participants:
     I hope it will be. So far it has been very interesting

12:29:37 PM   from Darla Wegener to All Participants:
     We need to make smart choices on this front

12:29:47 PM   from Linda Dunn to All Participants:
     WE are the one link for people trying to cope with these changes as well

12:29:54 PM   from Darla Wegener to All Participants:
     agreed

12:30:02 PM   from Chelsea Dalgord to All Participants:
     @ Sandy- LIKE! :-)

12:30:12 PM   from Joseph Leopold to All Participants:
     Awesome advice.

12:30:17 PM   from Mariann Storck to All Participants:
     It's not a matter of if but of when

12:30:17 PM   from Jennifer Johnson-Spence to All Participants:
     I think you need to make sure that what you change or do works for your patrons. Maybe offer more Internet based services, programs, etc. Some patrons just want to have the social interaction.

12:30:31 PM   from Amanda Hatfield to All Participants:
     Our library has been offering computer classes, and job hunting help. I would like to think that might help keep us alive

12:30:36 PM   from George Needham to All Participants:
     Linda, an approach that says that we're all in this together may be a useful strategy.

12:30:38 PM   from Dennis Reynolds to All Participants:
     A lot of the rationale for libraries is that they serve the local community, but e-products aren't necessarily local.

12:30:43 PM   from Richard Mott to All Participants:
     @ Corey -- Great idea.

12:30:56 PM   from George Needham to All Participants:

Chat: Libraries in a Post-Print World

       Dennis---more on this topic shortly!

12:30:57 PM   from Angela Gates to All Participants:
       i agree jennifer. makes sense to create an environment that responds to the needs of those it serves.

12:31:09 PM   from Mariann Storck to All Participants:
       And, the library is a service not a location - something that will grow in relation to location in the next several years

12:31:34 PM   from Kimberlee Wheeler to All Participants:
       ok, fair enough...   :)

12:31:40 PM   from Wendy Reynolds to All Participants:
       How much does the format matter? Aren't we about content, information, learning?

12:31:41 PM   from Linda Dunn to All Participants:
       i like being the hero...that is what library work sometime alows me

12:31:48 PM   from Bob Timmermann to All Participants:
       Somehow I need to get my staff to realize that they could do something more useful than argue for hours on end on the location of one book. It's missing the big picture....

12:31:53 PM   from Jennifer Boyce to All Participants:
       @ Corey: What is your library system?

12:32:02 PM   from Corey Baker to All Participants:
       Denver Public Library

12:32:04 PM   from Jennifer Johnson-Spence to All Participants:
       Sometimes the latest gadegt isn't what works for your patrons. Definitely budget is huge!

12:32:05 PM   from Daniel Carr to All Panelists:
       In our library DVDs are already the highest demand items, not books.

12:32:14 PM   from Mark Thomas to All Participants:
       If libraries did not exist, would it be necessary to invent them?

12:32:18 PM   from Darla Wegener to All Participants:
       Yes

12:32:39 PM   from doris sheldon to All Participants:
       As a Library or an information center?

12:32:46 PM   from Dennis Reynolds to All Participants:
    Staff salary is the biggest part of the budget.

12:33:08 PM   from Christina Doane to All Participants:
    some budgets aren't that huge overall

12:33:08 PM   from Barbara Gersh to All Participants:
    For local info, librarians have always been content curators and creators. Increased content creation and instruction are probably in our future.

12:33:11 PM   from Manya Shorr to All Participants:
    @Dennis, maybe it's time to rethink who we hire. What level and how much we pay them.

12:33:21 PM   from Dennis Reynolds to All Participants:
    But e-resources make the need for staff less necessary.

12:33:25 PM   from Jim Sherod to All Participants:
    very core question Mark Thomas (If libraries didn't exist, would it be necessary to invent them?)

12:33:26 PM   from Darla Wegener to All Participants:
    it is not about the pay, but what they do

12:33:50 PM   from Dale Stark to All Participants:
    need more highly trained staff...not just people who can shelve books and shelf read

12:34:03 PM   from Jennifer Johnson-Spence to All Participants:
    Someone still will want directions :)

12:34:04 PM   from George Needham to All Participants:
    Great point, Barbara---local info is a big part of our future.

12:34:05 PM   from Amanda Hatfield to All Participants:
    @Dennis you still have to have someone that knows how to access the e-resources

12:34:08 PM   from James Ochsner to All Participants:
    Looking into providing nook readers and notice from looking at other library lending policies that they are very restrictive. Some ask for large deposits or credit card info. We don't ask for the same when they check out 10-12 books that totaled are worth the same as an e-reader.

12:34:13 PM   from Kara Masciangelo to All Participants:

@Mark Thomas Absolutely yes. People will always need information and not everyone wants to find -- and, the bigger job, manage it -- on their own.

12:34:15 PM   from Christina Doane to All Participants:
And pay them fairly, yes examine costs but don't cut the nose to spite the face I would think.

12:34:19 PM   from Darla Wegener to All Participants:
Need staff understanding the library is a growing/changing organization

12:34:19 PM   from Dennis Reynolds to All Participants:
Shelving and re-shelving, checkin and checkout are what we've done. We may not need to do that anymore.

12:34:22 PM   from Sandy Newell to All Participants:
I love creating content -- of the everyman in our community--for everyone to learn from

12:34:30 PM   from Gabriel Lundeen to All Participants:
@Mark if public libraries did not already exis, it would be almost impossible to start them today...we'd be lawyered into submission for daring to share resources

12:35:48 PM   from Cliff Landis to All Participants:
For reference, that begs the question of the instructional role of the librarian -- should we just hand answers over rather than teaching users how to find the answers themselves?

12:35:50 PM   from Sandy Newell to All Participants:
Another way to look at is --how much time we save somone. That is a factor in a ROI

12:36:20 PM   from Sandy Newell to All Participants:
We should do both!

12:36:25 PM   from Dale Stark to All Participants:
agreed, both

12:36:34 PM   from Christina Doane to All Participants:
yes both

12:36:47 PM   from Wendy Reynolds to All Participants:
@Cliff - sometimes people just want the answer. You have to take a hint from the client

12:36:48 PM   from Candice Cooper to All Participants:

@Anne...disagree. Teachers have too many pedantic things to do to rely on a library research session.

12:36:56 PM   from Linda Dunn to All Participants:
depends on patron..some do NOT want instruction they just want it done...711 society ya know

12:37:00 PM   from Joseph Leopold to All Participants:
Users (in my case students) find value in the services faculty librarians offer them. Students want to connect.

12:37:08 PM   from Sandy Newell to All Participants:
Just in time learning --nurtured and personalized-- I like it

12:37:20 PM   from Dennis Reynolds to All Participants:
I like the idea of librarians as teachers, but we're more generalists than experts in all the fields they would need help

12:37:54 PM   from Candice Cooper to All Participants:
But Dennis, the subject we would specialize in is research and information literacy

12:38:04 PM   from Jessica Hogan to All Participants:
LibGuides can be great in co-creation

12:38:04 PM   from Deb Ehret to All Participants:
Dennis, depends on backgrounds and undergrad - and our continual learning

12:38:06 PM   from Candice Cooper to All Participants:
how to find something in any subject

12:38:18 PM   from Linda Dunn to All Participants:
just like clouds

12:38:19 PM   from Jennifer Johnson-Spence to All Participants:
Not everyone who works in a library has a MLIS.Those staff are just as important.

12:38:22 PM   from Mariann Storck to All Participants:
yes, we don't need to digest the subject just find the resources or teach the tools for the patron to find the resources

12:38:23 PM   from Daniel Carr to All Panelists:
The bottom line will be - are these "skills" worth the expenditure since they are becoming more organic.

Chat: Libraries in a Post-Print World

12:38:25 PM   from Bohyun Kim to All Participants:
      @Candice so it's too general to be useful in a specific discipline sometimes - not always but sometimes...

12:38:31 PM   from Barbara Gersh to All Participants:
      In special libraries, librarians have always had a big role as "connectors" with knowledgeable people, as well as with information. Librarians can lead the way in using social networks for information-gathering.

12:38:38 PM   from Sandy Newell to All Participants:
      Why isn't co-creationg happening as often in public libraries? Is it because it takes too much time by librareis who are short staffed?

12:38:53 PM   from Linda Dunn to All Participants:
      me

12:39:01 PM   from Richard Mott to All Participants:
      "co-creation" -- need examples of how that would look. or a more detailed picture?

12:39:10 PM   from Jim Smallwood to All Participants:
      Librarians are Answer Engines, when was the last time your search engine interviewed you to understand what you really needed? All search engines do is provide uber-long lists of results, not answers.

12:39:38 PM   from Sharon Running Hawk to All Participants:
      Our library offers Net Library for patrons. wonder how often it is used? stats will tell.

12:39:39 PM   from Candice Cooper to All Participants:
      Bohyun...Not if you specialize in database knowledge...you can give them the tools to find where they specifically need to be.

12:39:57 PM   from Barbara Gersh to All Participants:
      @Jim Smallwood - good point.

12:39:59 PM   from Paula Zucker to All Participants:
      hi-tech & hi-touch

12:40:00 PM   from Dale Stark to All Participants:
      there is an issue of information overload, and we need to be there to help guide patrons through the ocean of info!

12:40:03 PM   from Joseph Leopold to All Participants:
      Librarians working with academic departments to create curriculum

Chat: Libraries in a Post-Print World

12:40:10 PM   from Chelsea Dalgord to All Participants:
        @ Sharon- isn't it Ebscohost Ebook Collection now?

12:40:26 PM   from Jessica Hogan to All Participants:
        LibGuides can be good in our library's experience

12:40:27 PM   from Linda Dunn to All Participants:
        Because our library is in Florida we get people from alll over the world and it is facinating to talk with people and compare their experiences with libraires from where they come and their concepts

12:40:37 PM   from Joseph Leopold to All Participants:
        PhD librarians serving on a dissertation committee

12:40:56 PM   from Daniel Carr to All Panelists:
        There is what we do, what we want to do, but most importantly, letting the public know we are doing those things. Our self-promotion lags as much as our service models.

12:41:11 PM   from Jennifer Johnson-Spence to All Participants:
        @Sharon Hawk: Net Library has been available since 2005 when I got here & most of our patrons don't use it.

12:41:13 PM   from Sandy Newell to All Participants:
        Are we also faciliators?

12:41:20 PM   from Nann Hilyard to All Participants:
        Jamie LaRue is the proponent of such interaction --librarian + community agency -- In Douglas Co., CO

12:41:41 PM   from Judy Poe to All Participants:
        Yay, Jamie!

12:41:51 PM   from Linda Dunn to All Participants:
        we need to stay open more hours..

12:42:06 PM   from Richard Mott to All Participants:
        Thanks for expanding on co-creation. Helpful!

12:42:16 PM   from Amanda Hatfield to All Participants:
        @Linda -Us Too!!!

12:42:34 PM   from Candice Cooper to All Participants:
        @Linda...maybe, but do we then become just a study space?

12:42:36 PM   from Mariann Storck to All Participants:

Information quagmire is where the librarian teaches about valid information, evaluating what the generic search engine disgorges

12:42:38 PM   from Kris Carr to All Participants:
RE: Concurrent usage - is it possible to receive all 25 uses of a (popular) book at once & each time it is checked out, 1 usage is ticked off, when the book is down to say 5 uses, then evaluate a re-order. Is there a flaw in this logic?

12:43:03 PM   from Deb Ehret to All Participants:
If we aren't involved in our community - and know the needs - we are of little use...

12:43:05 PM   from Madeline Walton-Hadlock to All Participants:
Our public library often engages in co-creation when planning programs. Members of the public suggest programs and we often invite them to become volunteers and run the program with our support (planning, financing, and/or presenting)

12:43:34 PM   from Jim Smallwood to All Participants:
We don't have a problem with information overload, it's really information scarcity. Really valuable information is hard to find.

12:43:48 PM   from Linda Dunn to All Participants:
what about a safe place for people with disfunctional homes..they can be okay here

12:43:49 PM   from Sandy Newell to All Participants:
How does e-gov --site for filing for unemployment fit --we aren't combined --we are it!

12:43:49 PM   from Richard Mott to All Participants:
Great point. Offering a neutral intellectual playing field as a matter of philosophic conviction.

12:43:53 PM   from Dale Stark to All Participants:
we are so slow on our late nights it is hardly worth paying to keep the lights on

12:43:54 PM   from Linda Flint to All Participants:
I view my role as a librarian in both my personal and professional life as being someone who inspires, helps, and motivates others to better their own lives. I became a librarian because I like to help people find information and connect to it. We can inspire others in so many ways.

12:44:05 PM   from Liesl O'Kane to All Participants:
Or just the lack of direction for proper information, instead of information overload...

Chat: Libraries in a Post-Print World

12:44:08 PM   from Darla Wegener to All Participants:
        We are the face of our organizations. I have been saying this for years

12:44:14 PM   from Dale Stark to All Participants:
        but then people complain that we aren't open enough

12:44:26 PM   from Michelle Gross to All Participants:
        How do you foster co-creation in this instant access society? At our public library
most people come in and want the information now, not to actually figure out how to find
what they want.

12:44:37 PM   from Mariann Storck to All Participants:
        In Colorado, there's a 24/7 "ask a librarian" e-option. No need to stay open?

12:44:42 PM   from Daniel Carr to All Panelists:
        This is all good...but does us no good unless our users know we are doing these
things!

12:44:52 PM   from Dale Stark to All Participants:
        yes, my college has that

12:44:59 PM   from Chelsea Dalgord to All Participants:
        @ Linda- I Agree! :-)

12:45:03 PM   from Michelle Gross to All Participants:
        We have that in Ohio too

12:45:03 PM   from Liesl O'Kane to All Participants:
        I loe the

12:45:07 PM   from Liesl O'Kane to All Participants:
        "Ask a librarian"

12:45:59 PM   from Mariann Storck to All Participants:
        Diana, I don't know who staffs it but it shure is handy to those procrastinators upa
t 2 a.m. trying to finish a paper, huh?

12:46:11 PM   from Bohyun Kim to All Participants:
        @jennifer that's a very good question. I think the public experiences info abun-
dance more than info overload...

12:46:59 PM   from Diana Stirling to All Participants:
        This idea of hyperlocalism is especially important in our small, rural library.

12:46:59 PM   from doris sheldon to All Participants:

24/7 only provides answers it does not show someone how to find their own information. So whats the difference ? If it is okay to do only answers 24/7should we do the same thing in the physical environemnt?

12:47:04 PM   from Sandy Newell to All Participants:
I like the wikimedia role for local info...and being story friendly

12:47:24 PM   from Mariann Storck to All Participants:
My fist Master's degree in education and reading - the lap method; isn't that what library service is about - that connection. Isn't that what makes one sales person more successful than another?

12:47:35 PM   from Aubrey Maynard to All Participants:
i have used it recently and it says that your response may not come from a local librarian

12:47:40 PM   from Mariann Storck to All Participants:
It is the personal touch

12:47:55 PM   from Sandy Newell to All Participants:
Let's creat a library around all of these new ways of being--virtual and real -- would be fun to imagine and creat!

12:48:11 PM   from Jennifer Johnson-Spence to All Participants:
what happens when you start to put your "local" info up on the web digitially? That's what we're doing now. It makes it available to everyone. Is this a disadvantage or advantage?

12:48:19 PM   from Diana Stirling to All Participants:
Yes, we are also very relationship based in our service.

12:48:43 PM   from Gary Welte to All Participants:
Wasn't that what some libraries tried to do in SecondLife?

12:48:54 PM   from Daniel Carr to All Panelists:
In this "instant access" world, people want fewer not more layers to information. So far we look like added layers.

12:49:04 PM   from Gary Welte to All Participants:
Virtual library

12:49:09 PM   from Liesl O'Kane to All Participants:
@ Jennifer--I think it's an advantage for the local patrons, for sure, and for visitors in the community. Isn't that what a public library is supposed to be about? Informing patrons about your community?

12:49:22 PM   from Sandy Newell to All Participants:
    I think putting it up virtual is vital --but with our pix /vidoe of our faces and then also being out there in the community to promote. Infiltration is a must/// How do we get it funded, the positioins?

12:49:22 PM   from Joan Frye Williams to All Participants:
    If you are the curator of all things local, I think that's a strength.

12:49:23 PM   from Darla Wegener to All Participants:
    Librarian at every table!!!

12:49:37 PM   from Mariann Storck to All Participants:
    In a corporate setting, it's embedding ta librarian within specific divisions, specialty areas, etc

12:49:40 PM   from Kara Masciangelo to All Participants:
    embedded librarians to the max

12:49:44 PM   from Kristy Isla to All Participants:
    Doesn't San Diego or LA "rent" out librarians?

12:50:01 PM   from Jennifer Johnson-Spence to All Participants:
    @Liesl- I agree that's why I agredd to do it. But it does make you question yourself when the job issue comes up.

12:50:08 PM   from Sandy Newell to All Participants:
    Do we cut public hours to get out there??? or how...

12:50:10 PM   from Bob Timmermann to All Participants:
    I think it's Santa Monica. I'm not available for rent!

12:50:20 PM   from Liesl O'Kane to All Participants:
    yes, that's true

12:50:21 PM   from Kristy Isla to All Participants:
    Thanks Bob

12:50:42 PM   from Mariann Storck to All Participants:
    Different librarians being assigned to attend specific meeting groups? City council; chamber of commerce, etc?

12:50:43 PM   from Sandy Newell to All Participants:
    I have heard the idea of checking out a volunteer advisor--a homeless person could share his experience

12:51:12 PM   from Daniel Carr to All Panelists:

@Denise - yes, this a great direction

12:51:17 PM   from Deb Hunt to All Participants:
The library as community center -- whatever that community may be.

12:51:33 PM   from Barbara Gersh to All Participants:
We need to get better at telling stories about how we help people to learn and get their jobs done.

12:51:43 PM   from Darla Wegener to All Participants:
Recreation centers for the mind!!!

12:51:50 PM   from Sandy Newell to All Participants:
We must do this better --the old outcome terminology...

12:52:12 PM   from Gabriel Lundeen to All Participants:
@Deb the danger there is one of the problems we face in public libraries now - we don't have the resources to be all things to all people

12:52:13 PM   from Diana Stirling to All Participants:
Great comment, Darla!

12:52:27 PM   from Mariann Storck to All Participants:
Darla - I like that! Recreation centers for the mind!!

12:52:45 PM   from Daniel Carr to All Panelists:
Quantifying the qualitative can be a fool's errand.

12:52:46 PM   from Wendi Smolowitz to All Participants:
I agree with you, Gabriel.

12:52:53 PM   from Nann Hilyard to All Participants:
"It's not what you're selling, it's what they're buying."

12:52:59 PM   from Darla Wegener to All Participants:
Librarian telling stories, need to be users, community members, council members, faculty, etc. telling our story

12:53:07 PM   from Mariann Storck to All Participants:
As library print resources decline, less managment of print maybe more time to go out from the library?

12:53:20 PM   from Darla Wegener to All Participants:
You mean Batgirl's utility belt!

12:53:39 PM   from Nann Hilyard to All Participants:

Chat: Libraries in a Post-Print World

        @ Darla "Batgirl was a librarian, too!"

12:53:50 PM   from Darla Wegener to All Participants:
        Yes she is!!!

12:54:19 PM   from Beth Carpenter to All Participants:
        How do you do that with limited funds?

12:54:33 PM   from Sandy Newell to All Participants:
        Libraries providing volunteer literacy programs for adults are vital to those adults
and their families-but many see this as an extra not vital service

12:54:45 PM   from Darla Wegener to All Participants:
        First get rid of barriers and busy work.

12:55:08 PM   from George Needham to All Participants:
        If I could have found an illustration of Batgirl's utility belt, I would have used it!

12:55:10 PM   from Chelsea Dalgord to All Participants:
        Information Needs Assessment

12:55:24 PM   from Darla Wegener to All Participants:
        Thought you would George.

12:55:28 PM   from Sandy Newell to All Participants:
        where can we get more training/experts on predictd behavior modeling --what
libraries have done this?

12:55:52 PM   from Diana Stirling to All Participants:
        For the record, our library is going to have books for a long time. After this webi-
nar, I'll be teaching a computer class in which the first lesson is learning how to use the
mouse. Most of our patrons are not yet reading e-books.

12:55:54 PM   from Liesl O'Kane to All Participants:
        reach out with other local, non-profit organizations and offer more services to pa-
trons with these organizations through the library, collaborate!

12:56:40 PM   from eileen oshea to All Participants:
        batgirl's utility belt: http://batgirlaccess.webs.com/arsenal.htm

12:56:42 PM   from Deb Ehret to All Participants:
        Going back to community involvement, being at the table at Chamber of Com-
merce and other business groups

12:56:43 PM   from Barbara Gersh to All Participants:

Another thing to be learned from special libraries -- need to provide vital services for decision-makers.

12:56:46 PM   from Kristy Isla to All Participants:
True, I recently taught a childrens internet searcing class and most of the parents sat in too so they could learn how to use the internet!

12:56:54 PM   from Kimberlee Wheeler to All Participants:
way to go, Eileen!

12:57:04 PM   from Jim Sherod to All Participants:
@Diana - yes, your community really matters. Inner city is different than sub-urbs.

12:57:25 PM   from Sandy Newell to All Participants:
I like the health of the community as our center piece

12:57:26 PM   from Joan Thomas to All Participants:
Diana -- you don't need to know how to use a mouse to use a Kindle...something to contemplate.

12:57:44 PM   from Liesl O'Kane to All Participants:
Kindles are a lot like cell phones...

12:57:52 PM   from Deb Ehret to All Participants:
Most important is relational

12:57:53 PM   from Gabriel Lundeen to All Participants:
the mouse is definitely on its way out. for that matter, the desktop computer may be on the way out for many people

12:57:57 PM   from Darla Wegener to All Participants:
Remember there was a time people had to learn to use a book.

12:58:13 PM   from Rachel Collins to All Participants:
Will the chat be archived too? Lots of really good comments that are going by too quickly for me to read AND listen.

12:58:16 PM   from Chelsea Dalgord to All Participants:
Kindle tablet is coming out soon so we will all have to learn the new Kindle

12:59:09 PM   from Sandy Newell to All Participants:
An App is just a tool also -- so what does that really mean?

12:59:15 PM   from Wendi Smolowitz to All Participants:
We'll be having this conversation for a long time!

12:59:18 PM   from Jordan Sly to All Participants:
     well, I'm glad I'm going to law school soon. It seems like libraries are going to need more lawyers

12:59:20 PM   from Kimberlee Wheeler to All Participants:
     Thank you!

12:59:26 PM   from Wendi Smolowitz to All Participants:
     Thank you; this has been a great webinar!

12:59:29 PM   from Kara Masciangelo to All Participants:
     great chat

12:59:30 PM   from Joseph Leopold to All Participants:
     Thank you very much!

12:59:32 PM   from Joyce Nevins to All Participants:
     Thanks for a thought-provoking session!

12:59:36 PM   from Angela Westphal to All Participants:
     thank you!

12:59:37 PM   from Stacy St. John to All Participants:
     Thank you!

12:59:37 PM   from Richard Potter to All Participants:
     thanks

12:59:38 PM   from Liesl O'Kane to All Participants:
     Thank you!

12:59:39 PM   from Heather Braum to All Participants:
     thanks

12:59:39 PM   from Bob Timmermann to All Participants:
     Thanks

12:59:41 PM   from Susan Manger to All Participants:
     Great Info - Thanks!

12:59:43 PM   from Christina Doane to All Participants:
     Thank You.

12:59:43 PM   from NC Raye Oldham to All Participants:
     Very well done - thank you!

12:59:44 PM   from Sarah Milligan to All Participants:
    Thank you

12:59:44 PM   from Deb Ehret to All Participants:
    Thank you, George and Joan!

12:59:46 PM   from Bohyun Kim to All Participants:
    Thx~~

12:59:48 PM   from Jennifer Johnson-Spence to All Participants:
    Enjoy it all!

12:59:49 PM   from Diana Stirling to All Participants:
    Thanks a million, everyone

12:59:49 PM   from Mark Bohnstedt to All Participants:
    Thanks!

12:59:50 PM   from Michelle Gross to All Participants:
    Thank you!

12:59:51 PM   from Linda Flint to Infopeople Project (privately):
    Thank you for offering this webinar.

12:59:52 PM   from Gary Welte to All Participants:
    http://www.georgeandjoan.com/

12:59:54 PM   from Maria Sunio to All Participants:
    Thanks!

12:59:54 PM   from Rosa Kwon to All Participants:
    Thanks! It was wonderful and very useful!

12:59:55 PM   from Jim Sherod to All Participants:
    Thanks

12:59:56 PM   from Susan Tockgo to All Participants:
    WEll done. Thank you!!!

12:59:56 PM   from Sok Tng to All Participants:
    Thank you!

12:59:56 PM   from Gabriel Lundeen to All Participants:
    thanks

Chat: Libraries in a Post-Print World

12:59:57 PM   from MAURISHA JENKINS to All Participants:
          Thank you very much for all of the information and ideas!!!

12:59:57 PM   from Darla Wegener to All Participants:
          Thanks for the conversation and information!

12:59:58 PM   from sharon argov to All Participants:
          very interesting

12:59:58 PM   from Pam North to All Participants:
          Thanx!

12:59:59 PM   from Judy Jones to All Participants:
          Thanks!

12:59:59 PM   from Sandy Newell to All Participants:
          Thanks

12:59:59 PM   from Craig Goetzke to All Participants:
          Thanks

13:00:00 PM   from sharon argov to All Participants:
          thanks

13:00:00 PM   from Dale Stark to All Participants:
          thank y9uo

13:00:00 PM   from Mariann Storck to All Participants:
          Excellent webinar. Loved the corresponding chat

13:00:00 PM   from Mika Nelson to All Participants:
          Thanks!

13:00:03 PM   from Melanie Vunjak to All Participants:
          You brought up a lot of good issues. Thank you.

13:00:12 PM   from Linda Dunn to All Participants:
          excellant very nice

13:00:16 PM   from Laurel Gustafson to All Participants:
          Thank you!

13:00:17 PM   from Nann Hilyard to All Participants:
          Thank you, George and Joan!

13:00:17 PM   from Nkechi Amadife to All Participants:

thank you

13:00:22 PM   from Carmella Lee to All Participants:
Thank you

13:00:26 PM   from Cliff Landis to All Participants:
Will this presentation be available on the George and Joan website?

13:00:27 PM   from Jordan Sly to All Participants:
thanks, good talk

13:01:11 PM   from eileen oshea to All Participants:
Yes, we will post a link there.

13:02:44 PM   from eileen oshea to All Participants:
We will post a transcript of the text chat on the webinar page too.

13:03:01 PM   from eileen oshea to All Participants:
Webinar page link is: http://infopeople.org/training/libraries-post-print-world

13:04:56 PM   from eileen oshea to All Participants:
batgirl's utility belt: http://batgirlaccess.webs.com/arsenal.htm