

## Chat Session for Strategic Downsizing

12:32:23 PM from James Umbach

to All Panelists: Another thing to look at is to try not to duplicate services unnecessarily . . . for example, if the state job agency provides computers, resume-writing guides, etc., the library doesn't need to. Some overlap is unavoidable, of course, but should be minimized.

12:38:51 PM from eileen oshea

to All Participants: If you missed Gina Millsap's webinar on process improvement, you can listen to the archive here: <http://infopeople.org/training/library-pi-process>

12:44:31 PM from George Needham

to All Participants: Here's a link to our sustainability checklist:  
[http://georgeandjoan.com/samples/Sustainability\\_Checklist.pdf](http://georgeandjoan.com/samples/Sustainability_Checklist.pdf)

12:57:44 PM from James Umbach

to All Panelists: GREAT JOB and very informative!!!! THANKS!!!!!!!