July 12, 2012 11:34:53 AM from Laura Solomon

to All Participants: Wow, early birds. They must want a good seat :)

July 12, 2012 11:35:17 AM from Laura Solomon

to All Participants: Either that, or they are grooving to the "on hold" music...

July 12, 2012 11:35:36 AM from Kate Will

to All Participants: Gotta make sure the tech is working properly:)

July 12, 2012 11:35:38 AM from eileen oshea to All Participants: :-) It's Facebook. And the music.

July 12, 2012 11:37:29 AM from Laura Solomon

to All Panelists: I'll call in again closer to the start time, to save my phone battery!

July 12, 2012 11:38:05 AM from Kate Will

to All Participants: Why do I picture a black & white cartoon with mice dancing to this

music? LOL

July 12, 2012 11:38:24 AM from Laura Solomon

to All Participants: ...cause there probably were some, years ago :)

July 12, 2012 11:38:53 AM from Laura Solomon

to All Participants: Hey, at least it's not Justin Bieber or something, right?

July 12, 2012 11:38:55 AM from Laura Solomon

to All Participants: :)

July 12, 2012 11:38:59 AM from eileen oshea

to All Participants: Fed and Ginger

July 12, 2012 11:39:23 AM from eileen oshea to All Participants: Totally beat out Justin and Selena!

July 12, 2012 11:39:31 AM from Laura Solomon

to All Participants: lol

July 12, 2012 11:40:03 AM from Laura Solomon

to All Participants: You might want to consider music to match the topic...maybe this

could have had the soundtrack to "The Social Network"

July 12, 2012 11:40:38 AM from Infopeople Project to Laura Solomon (privately): Did you find a phone?

July 12, 2012 11:40:58 AM from eileen oshea

to All Participants: where is everybody calling in from today? I'm in Long Beach CA where it is overcast and a pleasant 66 degrees

July 12, 2012 11:41:12 AM from Laura Solomon (privately): Yep, got one, I called in, it works...I'm saving the battery and will call in about 10 minutes till

July 12, 2012 11:41:26 AM from Infopeople Project to Laura Solomon (privately): OK

July 12, 2012 11:41:32 AM from Brittney Herz to All Participants: Princess Anne, Maryland...it's okay if you've never heard of it:) we are small

July 12, 2012 11:42:21 AM from Infopeople Project to All Participants: I lived in Towson for about 10 years. And of course I've heard of Princess Anne.

July 12, 2012 11:42:22 AM from Laura Solomon to All Participants: South of Cleveland Ohio. I have no idea what the temperature is. But I think the big yellow ball is up in the sky, last I heard.

July 12, 2012 11:43:02 AM from eileen oshea to All Participants: good news: re big yellow ball.

July 12, 2012 11:43:59 AM from Laura Solomon to All Participants: Is everyone else from California?

July 12, 2012 11:44:09 AM from Dorothy Sinclair to All Participants: Hello everyone

July 12, 2012 11:44:25 AM from Laura Solomon to All Participants: \*waves to Dorothy\*

July 12, 2012 11:44:36 AM from Kristin Hatch to All Participants: Hello All

July 12, 2012 11:44:40 AM from cheryl shelton to All Participants: Virginia Here

July 12, 2012 11:45:05 AM from Victoria Breeden to All Participants: Middletown, Maryland

July 12, 2012 11:45:16 AM from Laura Solomon to All Participants: Virginia, Maryland, Ohio...any other states?

July 12, 2012 11:45:28 AM from Infopeople Project to All Participants: Maryland seems to be well represented.

July 12, 2012 11:45:29 AM from Dorothy Sinclair

to All Participants: I live in a small town east of Cincinnati: Amelia, Ohio

July 12, 2012 11:45:41 AM from Laura Solomon

to All Participants: Yay, another Ohio person!

July 12, 2012 11:46:17 AM from Kristin Hatch

to All Participants: Kansas City, Missouri

July 12, 2012 11:46:27 AM from Dorothy Sinclair

to All Participants: Victoria I have a brother that lives in Great Mills Maryland how far

are you from there?

July 12, 2012 11:46:28 AM from Esther Hurwitz

to All Participants: Florida Panhandle

July 12, 2012 11:46:32 AM from Kate Will to All Participants: Princeville, IL town of 1,700 or so.

July 12, 2012 11:46:38 AM from Laura Solomon

to All Participants: Three more states!

July 12, 2012 11:46:49 AM from Norine Lawrence

to All Participants: Hello from sunny Clifton, Arizona.

July 12, 2012 11:47:01 AM from Laura Solomon

to All Participants: Howdy!

July 12, 2012 11:47:14 AM from Erin Warnecke

to All Participants: North Sioux City, South Dakota

July 12, 2012 11:47:18 AM from Wei Cen

to All Participants: Hello from Panama City, FL

July 12, 2012 11:47:39 AM from Lauren Drittler

to All Participants: Hello from Dardanelle, Arkansas

July 12, 2012 11:47:47 AM from Dana Haven

to All Participants: Hello from North Carolina

July 12, 2012 11:47:50 AM from Laura Solomon

to All Participants: Look at all of these responsible people coming early! Yesterday I did something dumb and waited until the last minute to go to a webinar...and my tech failed:(

July 12, 2012 11:47:58 AM from Laura Solomon to All Participants: Lots of different states, very cool

July 12, 2012 11:47:59 AM from Sarah Booth

to All Participants: I am in Conroe, TX- just north of Houston. It has been raining all week.

July 12, 2012 11:48:09 AM from Laura Solomon to All Participants: We need rain here--send it our way!!

July 12, 2012 11:48:13 AM from Kelly Allen to All Participants: I'm in Baytown, Sarah!

July 12, 2012 11:48:20 AM from Sarah Booth

to All Participants: Hi Kelly!

July 12, 2012 11:48:20 AM from Lauren Drittler to All Participants: Lucky for you Sarah....we need rain bad.

July 12, 2012 11:48:35 AM from Kelly Allen to All Participants: Ugh, you can have ours. :)

July 12, 2012 11:48:55 AM from Erin Warnecke to All Participants: Also need rain, crops are bad this year :(

July 12, 2012 11:49:01 AM from Laura Solomon

to All Participants: I'd post a pic of my poor, brown lawn, but it might make you cry:)

July 12, 2012 11:49:23 AM from Beth RS

(privately): Will this webinar be archived?

July 12, 2012 11:49:23 AM from Laura Solomon

to All Participants: Ok, crops win, they need rain more than my lawn

July 12, 2012 11:49:27 AM from Sarah Booth

to All Participants: We had a horrible drought last year and I know we need the rain, but it would be nice to see a little blue sky.

July 12, 2012 11:49:34 AM from Victoria Breeden to All Participants: Dorothy, Great Mills is in St. Mary's County -- 127.31 miles from Middletown (2 hours, 39 minutes!)

July 12, 2012 11:49:42 AM from eileen oshea

to All Participants: herb alpert

July 12, 2012 11:49:47 AM from eileen oshea

to All Participants: yay!

July 12, 2012 11:49:47 AM from Lauren Drittler

to All Participants: Our state is under a drought disaster or something like that from the

USDA.

July 12, 2012 11:49:55 AM from Laura Solomon

to All Participants: Which state, Lauren?

July 12, 2012 11:50:04 AM from Dorothy Sinclair

to All Participants: So hows the weather up there today Laura

July 12, 2012 11:50:15 AM from Beth Meyer

to All Participants: Coming in from sunny Indianapolis--about 90 degrees which is

MUCH better than last week.

July 12, 2012 11:50:28 AM from Laura Solomon

to All Participants: Um..sunny, it looks like, Dorothy. Haven't been outside since early

this morning, but my AC kicked on, so I'm guess still hot

July 12, 2012 11:50:37 AM from Beth RS

to Host & Presenter: Hi, is this webinar going to be archived

July 12, 2012 11:50:42 AM from Debra Schepp

to All Participants: Hello everyone. I'm in Frederick, MD.

July 12, 2012 11:50:50 AM from Brittney Herz

to All Participants: Another Maryland!

July 12, 2012 11:50:59 AM from Laura Solomon

to All Participants: There's a good-sized Maryland contingent here today

July 12, 2012 11:51:11 AM from Infopeople Project

to All Participants: We always Archive. Should be abvalible no later than tomorrow.

July 12, 2012 11:51:14 AM from Debra Schepp

to All Participants: MD rocks!

July 12, 2012 11:51:15 AM from Martin Blasco

to All Participants: Hi everyone. Martin from Oregon.

July 12, 2012 11:51:20 AM from Dorothy Sinclair

to All Participants: Victoria, wow ok I've only been up there once and that was a few years ago but beautiful

July 12, 2012 11:51:28 AM from Laura Solomon

to All Participants: Hi Martin!

July 12, 2012 11:51:28 AM from Dorothy Sinclair

to All Participants: I so love this music

July 12, 2012 11:51:39 AM from Laura Solomon

to All Participants: Infopeople really does have the best hold music

July 12, 2012 11:51:53 AM from Becky Steenburg to All Participants: Hello, Becky from Alamosa, Colorado

July 12, 2012 11:52:00 AM from eileen oshea

to All Participants: Infopeople: answering your musical needs one old tune at a time!

July 12, 2012 11:52:05 AM from Laura Solomon to All Participants: Hi Becky--not near the fires, I hope?

July 12, 2012 11:52:15 AM from Infopeople Project

to All Participants: Breezy Internet Radio

July 12, 2012 11:52:16 AM from Laura Solomon

to All Participants: Great tagline, Eileen:)

July 12, 2012 11:52:39 AM from Wendy Skevington

to All Participants: hello from Holbrook AZ

July 12, 2012 11:52:46 AM from Beth RS

(privately): Thank you!

July 12, 2012 11:52:46 AM from Laura Solomon

to All Participants: Hi Wendy!

July 12, 2012 11:52:54 AM from Dorothy Sinclair

to All Participants: Hello

July 12, 2012 11:53:04 AM from Amy Cooper

to All Participants: Hello!

July 12, 2012 11:53:07 AM from Becky Steenburg

to All Participants: I grew up with this music!

July 12, 2012 11:53:13 AM from Wendy Skevington

to All Participants: Will this be archived? I can't stay for the whole thing

July 12, 2012 11:53:24 AM from Infopeople Project

to All Participants: yes

July 12, 2012 11:53:42 AM from Laura Solomon

(privately): Ok, here on phone

July 12, 2012 11:53:47 AM from Dorothy Sinclair to All Participants: is this part of a series on facebook

July 12, 2012 11:53:56 AM from Wendy Skevington to All Participants: Thanks! Infopeople are the best sort of folks.

July 12, 2012 11:53:57 AM from Dorothy Sinclair to All Participants: I need to know as much as I can lol

July 12, 2012 11:54:05 AM from Laura Solomon

to All Participants: Just the one, Dorothy

July 12, 2012 11:54:22 AM from Laura Solomon

to All Participants: But I'm stuffing in a good bit!

July 12, 2012 11:58:41 AM from eileen oshea

to All Participants: We'll be starting in two minutes. If you have questions (already) for

from Ann Jacobson

Laura, feel free to put them in text chat!

July 12, 2012 11:59:10 AM from Shannon Meaney

to All Participants: Hello from Stanford Ca!

July 12, 2012 11:59:20 AM from Laura Solomon

to All Participants: Hi Shannon!

July 12, 2012 12:00:06 PM

July 12, 2012 11:59:30 AM from Laura Solomon

to All Participants: Eep, a minute! Use the bathroom, quick:)

July 12, 2012 11:59:34 AM from Maryjane Hyatt

to All Participants: Hello from St. Pete Beach - storm coming in

July 12, 2012 11:59:54 AM from Laura Solomon to All Participants: Hi Maryjane, hope you keep power

to Host & Presenter: SHould we be hearing music right now?

July 12, 2012 12:00:18 PM from Dessa Gunning

to All Participants: Hi from Trinidad CA.

July 12, 2012 12:00:27 PM from Cindra Boring

to All Participants: Hello from Greenback TN

July 12, 2012 12:00:32 PM from Laura Solomon

to All Participants: Hello!

July 12, 2012 12:00:44 PM from behjat kerdegari

to All Participants: Lodi, Ca is here!

July 12, 2012 12:00:45 PM from Megan Aarant

to All Participants: Hey y'all from Columbus, GA!

July 12, 2012 12:01:06 PM from Laura Solomon

to All Participants: Hi Megan!

July 12, 2012 12:01:15 PM from Laura Solomon

to All Participants: Hi Behjat!

July 12, 2012 12:01:22 PM from Mary Howrey

to All Participants: Hi, from Miramar, FL near Fort Lauderdale.

July 12, 2012 12:01:34 PM from Laura Solomon

to All Participants: Hi Mary!

July 12, 2012 12:03:04 PM from Chris Serio

to All Participants: h

July 12, 2012 12:03:17 PM from Dina Abramson

to All Participants: i do

July 12, 2012 12:03:20 PM from Becky Jones

to All Participants: dont see the hand

July 12, 2012 12:03:23 PM from Edenia Hernandez

to All Participants: Hello From Parkland Florida

July 12, 2012 12:03:30 PM from Cindra Boring

to All Participants: I don't see the hand.

July 12, 2012 12:03:31 PM from Rachel Carder

to All Participants: We do

July 12, 2012 12:03:33 PM from becky miller to All Participants: We have FB - can't find hand

July 12, 2012 12:03:35 PM from Betsey Higgins

to All Participants: We are not yet on Facebook

July 12, 2012 12:03:44 PM from eileen oshea

to All Participants: The hand is at the botom of the Participants panel.

July 12, 2012 12:03:48 PM from Bill Langham

to All Participants: we are

July 12, 2012 12:03:57 PM from Cailin Yeager

to All Participants: We also don't have a hand to raise... but we have a facebook page

July 12, 2012 12:04:02 PM from behjat kerdegari

to All Participants: Ours is sorta dead in the water!

July 12, 2012 12:04:05 PM from Mireille Masson

to All Participants: We have one.

July 12, 2012 12:04:11 PM from Marianne Eichelberger

to All Participants: don't see hand, do have Facebook

July 12, 2012 12:04:17 PM from X R

to All Participants: no hands here but we are on Facebook!

July 12, 2012 12:04:28 PM from Amelie Cossette

to All Participants: we are on facebook too

July 12, 2012 12:04:33 PM from Cindra Boring

to All Participants: No facebook no hand

July 12, 2012 12:04:41 PM from Megan Aarant

to All Participants: No hand, but we have a Facebook too.

July 12, 2012 12:04:50 PM from Nancy McIntosh

to All Participants: can't see the hand but we are on facebook too

July 12, 2012 12:04:59 PM from Dina Abramson

to All Participants: me

July 12, 2012 12:05:11 PM from Cindra Boring

to All Participants: Spend a lot of time on facebook

July 12, 2012 12:05:13 PM from Christa Smith

to All Participants: yes

July 12, 2012 12:05:13 PM to All Participants: yes	from jen ulrich
July 12, 2012 12:05:13 PM to All Participants: it's my job;)	from Juli Davis
July 12, 2012 12:05:18 PM to All Participants: at least once a	
July 12, 2012 12:05:24 PM to All Participants: me,too	from Bill Langham
July 12, 2012 12:05:36 PM to All Participants: Hello	from Alison Scroggins
July 12, 2012 12:07:47 PM to All Participants: meh	from eileen oshea
July 12, 2012 12:07:49 PM to All Participants: hate it	from Dina Abramson
July 12, 2012 12:07:49 PM to All Participants: hate it	from Chris Serio
July 12, 2012 12:07:50 PM to All Participants: love it	from Amelia Rodriguez
July 12, 2012 12:07:50 PM to All Participants: Hate it!	from Chris Perry
July 12, 2012 12:07:52 PM to All Participants: hate it	from Madeline Pena
July 12, 2012 12:07:52 PM to All Participants: hate it	from Kelli Ham
July 12, 2012 12:07:52 PM to All Participants: Hate it!!!	from Megan Aarant
July 12, 2012 12:07:52 PM to All Participants: boo!	from Juli Davis
July 12, 2012 12:07:52 PM to All Participants: hate it	from Meghan Coyle
July 12, 2012 12:07:52 PM	from jen ulrich

to All Participants: not sure what to do

July 12, 2012 12:07:52 PM from Joanna Stone

to All Participants: Hate it

July 12, 2012 12:07:52 PM from julie bryant

to All Participants: blech

July 12, 2012 12:07:52 PM from Beth Vella

to All Participants: hate it

to All Participants: don't care

to All Participants: hate

to All Participants: meh

July 12, 2012 12:07:53 PM from sarah jesudason

to All Participants: like it

July 12, 2012 12:07:54 PM from Tracy Dodge

to All Participants: hate timeline!!

July 12, 2012 12:07:54 PM from Rachel Carder to All Participants: love it!

July 12, 2012 from Amber Kuo 12:07:54 PM to All Participants: love it

12:07:54 PM from carrie lixey July 12, 2012

July 12, 2012 12:07:55 PM from Christina Lin to All Participants: don't like

July 12, 2012 from April Hickman 12:07:55 PM

July 12, 2012 12:07:55 PM from Katherine Adelberg

July 12, 2012 from Jamie Finley 12:07:56 PM to All Participants: indifferent

July 12, 2012 12:07:56 PM from Mary Balint to All Participants: hate timeline

July 12, 2012 12:07:57 PM from Lauren Read

to All Participants: growing on me

from Bill Langham July 12, 2012 12:07:58 PM

to All Participants: no opinion

July 12, 2012 12:07:58 PM from Cailin Yeager

to All Participants: hate it

July 12, 2012 12:07:58 PM from Rachel Henderson

to All Participants: hate it!

July 12, 2012 12:07:58 PM from Carol Ellison

to All Participants: HATE IT for the library, LOVE IT for my personal page!

July 12, 2012 12:07:59 PM from Tracie Alger

to All Participants: Took a while...like it now

July 12, 2012 12:07:59 PM from morgan pershing

to All Participants: don't like

July 12, 2012 12:07:59 PM from Davril Alex

to All Participants: it's ok

July 12, 2012 12:08:00 PM from Kelly Allen to All Participants: grows on you, like all fb changes

July 12, 2012 12:08:00 PM from Cindra Boring

to All Participants: Don't understand it.

July 12, 2012 12:08:01 PM from Saidah Ochoa

to All Participants: At first I didn't like it but I thought it was my age

July 12, 2012 12:08:01 PM from Christa Smith

to All Participants: it's ok

July 12, 2012 12:08:02 PM from LeAnn Kaufman

to All Participants: don't care

July 12, 2012 12:08:04 PM from Kate Dreyer

to All Participants: getting used to it

July 12, 2012 12:08:06 PM from Rosanne Miller

to All Participants: great

July 12, 2012 12:08:09 PM from Dayna Canada

to All Participants: Don't like it

July 12, 2012 12:08:10 PM from Erica Coe

to All Participants: confusing

July 12, 2012 12:08:12 PM from Maryjane Hyatt

to All Participants: clueless

July 12, 2012 12:08:13 PM from Rosalie Jaquez

to All Participants: Hate it!

July 12, 2012 12:08:14 PM from Nancy Klingener

to All Participants: have successfully avoided it in my personal account so far. OK with

it for library account

July 12, 2012 12:08:14 PM from Lisa Kroll

to All Participants: Timeline's cool

July 12, 2012 12:08:23 PM from James Matthew Neeland

to All Participants: Very apt for imagery: Timeline

July 12, 2012 12:08:35 PM from Christina Vitaliano

to All Participants: hate it

July 12, 2012 12:08:56 PM from Davril Alex

to All Participants: I agree with Lyn

July 12, 2012 12:09:00 PM from James Matthew Neeland

to All Participants: Timeline is a great way to showcase pictures of events, past and

future.

July 12, 2012 12:09:18 PM from rachael juskuv

to All Participants: is facebook an extention to your library webpage?

July 12, 2012 12:09:21 PM from Rachel Carder

to All Participants: We get much better responses to photo included posts, so we pre-

fer the timeline...more eye catching

July 12, 2012 12:10:46 PM from Christina Vitaliano

to All Participants: If the change is positive, I'm all for it, but if it's confusing and out of

place...bleh

July 12, 2012 12:11:03 PM from Christina Vitaliano

to All Participants: I like the new interface for the library, but not my personal page

July 12, 2012 12:11:39 PM from Kelly Allen

to All Participants: new design/timeline seems built for companies and advertising

more than individuals. telling!

July 12, 2012 12:11:46 PM from Rachel Carder

to All Participants: So glad you are covering Insights! I find them a little confusing.

July 12, 2012 12:12:54 PM from Christina Vitaliano

to All Participants: Slides available here:

http://infopeople.org/training/fine-tuning-facebook-libraries

July 12, 2012 12:14:09 PM from eileen oshea

to All Participants: Thanks Christina!

July 12, 2012 12:14:26 PM from Edenia Hernandez

to All Panelists: is there a way to get this program as a recording? I would like to

share it with city Admin

July 12, 2012 12:14:31 PM from Christina Vitaliano

to All Participants: I don't follow brands myself because what's in it for me? Plus I'm

not an advertising fan.

July 12, 2012 12:14:44 PM from eileen oshea

to All Participants: Yes, it will be archived and available at the link just posted.

July 12, 2012 12:15:10 PM from Juli Davis

to All Participants: For the last 6 months, our library Likes grow at ~25/month. Slow

and steady.

July 12, 2012 12:16:41 PM from eileen oshea

to All Participants: Infopeople's is:

https://www.facebook.com/pages/Infopeople/12067941642

July 12, 2012 12:17:33 PM from Christina Vitaliano

to All Participants: Oh, that's awesome! People always call to see if we're open!

July 12, 2012 12:20:06 PM from Christina Vitaliano

to All Participants: Posting as a person rather than an entity

July 12, 2012 12:21:26 PM from Ann Jacobson

to Host & Presenter: Where can you find the Admin Roles to tweak them?

July 12, 2012 12:22:06 PM from Ann Jacobson

to Host & Presenter: Never mind, I found it!

July 12, 2012 12:22:40 PM from Ann Jacobson

to Host & Presenter: Trying to find my back button (-:

July 12, 2012 12:22:44 PM from Kelly Allen

to All Participants: under "edit page" > "admin roles"

July 12, 2012 12:22:52 PM from Kelly Allen

to All Participants: at the top of your admin panel

July 12, 2012 12:23:52 PM from Christina Vitaliano

to All Participants: UGH no

July 12, 2012 12:23:53 PM from LeAnn Kaufman to All Participants: ??

July 12, 2012 12:23:55 PM from Mary Gail Coffee to All Participants: Nope

July 12, 2012 12:23:55 PM from Amelia Rodriguez

to All Participants: kinda

July 12, 2012 12:23:56 PM from Lisa Pate to All Participants: Yes

July 12, 2012 12:23:56 PM from eileen oshea to All Participants: don't care

July 12, 2012 12:23:56 PM from X R

to All Participants: yes

July 12, 2012 12:23:57 PM from Betsey Higgins

to All Participants: no

July 12, 2012 12:23:57 PM from Karyn Goodwillie

to All Participants: no

July 12, 2012 12:23:57 PM from Rosanne Miller

to All Participants: no

July 12, 2012 12:23:57 PM from Mendy Gunter

to All Participants: yes

July 12, 2012 12:23:57 PM from Jamie Finley

to All Participants: yes, sometimes

July 12, 2012 12:23:58 PM from Juli Davis

to All Participants: sure

July 12, 2012 12:23:58 PM from Christa Smith

to All Participants: no one answers

July 12, 2012 12:23:59 PM from Alison Scroggins

to All Participants: love them!

July 12, 2012 12:23:59 PM to All Participants: yes	from Nancy Klingener
July 12, 2012 12:23:59 PM to All Participants: very much so!	
July 12, 2012 12:23:59 PM to All Participants: nope	from Chris Livingston
July 12, 2012 12:24:00 PM to All Participants: no	from Chris Perry
July 12, 2012 12:24:00 PM to All Participants: yes	from Cara Sonnier
July 12, 2012 12:24:00 PM to All Participants: no	from Rachel Henderson
July 12, 2012 12:24:01 PM to All Participants: no	from jen ulrich
July 12, 2012 12:24:03 PM to All Participants: no thanks	from Katherine Adelberg
July 12, 2012 12:24:03 PM to All Participants: yess	from Marcela Peres
July 12, 2012 12:24:05 PM to All Participants: no	from Megan Aarant
July 12, 2012 12:24:06 PM to All Participants: haven't seen the	
July 12, 2012 12:24:06 PM to All Participants: sometimes	from Jeffie Nicholson
July 12, 2012 12:24:06 PM to All Participants: mostly no	from Barb Eales
July 12, 2012 12:24:06 PM to All Participants: no	from Morgan Light
July 12, 2012 12:24:06 PM to All Participants: no	from Dina Abramson

July 12, 2012 12:24:06 PM from Carol Ellison

to All Participants: Only when they're UNIQUE, not the same stuff we always see!

July 12, 2012 12:24:07 PM from Carla Lehn

to All Participants: no!

July 12, 2012 12:24:08 PM from Nicole Smith

to All Participants: nope

July 12, 2012 12:24:08 PM from julie bryant

to All Participants: yes,like to know what patrons are thinking

July 12, 2012 12:24:09 PM from Marianne Eichelberger

to All Participants: ok

July 12, 2012 12:24:10 PM from Cailin Yeager

to All Participants: We've had some luck with them at our library.

July 12, 2012 12:24:11 PM from Maryjane Hyatt

to All Participants: it seems like it would help?

July 12, 2012 12:24:13 PM from LeAnn Weller

to All Panelists: no opinion--haven't used them

July 12, 2012 12:24:13 PM from carrie lixey

to All Participants: don't work

July 12, 2012 12:24:38 PM from Elaine Butler

to All Participants: Elaine Sometimes I like the questions if they push the mission for-

ward

July 12, 2012 12:24:50 PM from Deanna DiCarlo

to All Participants: depends. library-related polls can be fun.

July 12, 2012 12:25:22 PM from Rosanne Miller

to All Participants: when people do that to me I hide all their posts - like people who

play games

July 12, 2012 12:25:22 PM from Christina Vitaliano

to All Participants: (rolls eyes at fav book poll question)

July 12, 2012 12:25:49 PM from Susan Barber

to All Participants: What is poking?

July 12, 2012 12:25:54 PM from eileen oshea

to All Participants: farmville!

July 12, 2012 12:25:56 PM from Juli Davis to All Participants: informal usability study of sorts

July 12, 2012 12:26:08 PM from Christina Vitaliano

to All Participants: It was a few years back

July 12, 2012 12:26:10 PM from Alison Scroggins

to All Participants: it's there

July 12, 2012 12:26:12 PM from Kelly Allen

to All Participants: it's sort of hidden now

July 12, 2012 12:26:14 PM from Juli Davis

to All Participants: poking is a prompt to break your friend's fingers

July 12, 2012 12:26:14 PM from eileen oshea

to All Participants: I ignore all pokes

July 12, 2012 12:26:14 PM from Amelia Rodriguez

to All Participants: I still poke...my friend and I have been going back and forth for

years

July 12, 2012 12:26:16 PM from Christina Vitaliano

to All Participants: Like passing a note in class

July 12, 2012 12:26:16 PM from Marcela Peres

to All Participants: Still exists, but harder to find@

July 12, 2012 12:26:20 PM from Karyn Goodwillie to All Participants: You can still poke - in the left side bar.

July 12, 2012 12:26:48 PM from Davril Alex

to All Participants: it's cool if u havn't seen a friend online in a while

July 12, 2012 12:26:59 PM from Christina Vitaliano to All Participants: Yeah it's a friend thing. Super annoying

July 12, 2012 12:29:11 PM from Juli Davis

to All Participants: Diane, it's similar to a webpage front to page... the styles are varied

July 12, 2012 12:31:34 PM from Christina Vitaliano

to All Participants: Facebook is often used by teens, Twitter by adults.

July 12, 2012 12:31:36 PM from Kelly Allen

to All Participants: different audiences, not everyone on twitter on facebook and vice versa

July 12, 2012 12:31:45 PM from Christina Vitaliano to All Participants: We have 71 Twitter followers so far

July 12, 2012 12:31:56 PM from Barb Eales

to All Participants: use twitter widget on home page ... or location pages

July 12, 2012 12:32:08 PM from Marcela Peres

to All Participants: I know it's a sin of sorts, but we often cross post the same thing to

twitter/fb to capture the different audiences

July 12, 2012 12:32:09 PM from Kelly Allen

to All Participants: good point Madeline

July 12, 2012 12:32:25 PM from Christina Vitaliano

to All Participants: I like the idea of milestones

July 12, 2012 12:32:52 PM from Juli Davis to All Participants: 76% of our Likes are women, 35-44

July 12, 2012 12:33:05 PM from Davril Alex to All Participants: posting photos or creating albums?

July 12, 2012 12:33:06 PM from Mary Gail Coffee

to All Participants: We were founded in 1885 and we even put in a milestone for our

first indoor toilet.

July 12, 2012 12:33:07 PM from Lauren Read to All Participants: pls address legality w/ children photos

July 12, 2012 12:33:20 PM from Kelly Allen

to All Participants: haha Mary Gail!

July 12, 2012 12:33:22 PM from Juli Davis

to All Participants: Nice Mary Gail!

July 12, 2012 12:33:26 PM from Marcela Peres

to All Participants: Mary, I love that!

July 12, 2012 12:34:27 PM from Christina Vitaliano

to All Participants: Great idea Lyn

July 12, 2012 12:34:39 PM from Christina Vitaliano

to All Participants: Becky, have you tried resizing and altering in Paint?

July 12, 2012 12:35:59 PM from Kelly Allen

to All Participants: Laura - good idea!

July 12, 2012 12:36:12 PM from Rachel Carder

to All Participants: We just openly ask people if they mind being on facebook, avoid them in the photo if they do. Technically libraries are public places and you don't need written permission to post/publish photos of people taken in the library

July 12, 2012 12:36:14 PM from Marcela Peres

to All Participants: Laura, that could get confusing if a user follows multiple branches. Maybe a modified logo, adding branch name to each different logo?

July 12, 2012 12:36:17 PM from Juli Davis

to All Participants: We have signs in our library that say we take pics and use in promotional material.

July 12, 2012 12:36:28 PM from Amelia Rodriguez

to All Participants: FYI...I was just poked...lol

July 12, 2012 12:36:41 PM from eileen oshea

to All Participants: Here's an online image editor: http://pixlr.com/

July 12, 2012 12:36:48 PM from Juli Davis

to All Participants: Where was that feature that lets you schedule posts?

July 12, 2012 12:36:48 PM from Morgan Light

to All Participants: We just created a Pinterest page. check it out at

Pinterest.com/fogelsonlibrary Let me know what you think if you have time...

July 12, 2012 12:37:16 PM from Juli Davis

to All Participants: We're active on Pinterest, too. I've even answered reference ques-

tions through it!

July 12, 2012 12:37:34 PM from Christina Vitaliano

to All Participants: What's the url, Juli?

July 12, 2012 12:37:49 PM from Juli Davis

to All Participants: pinterest.com/sjcpls

July 12, 2012 12:38:35 PM from Tracy Dodge

to All Participants: are those the same times for other time zones?

July 12, 2012 12:38:39 PM from Christina Vitaliano

to All Participants: wow...never thought of that

July 12, 2012 12:38:45 PM from Karina Anglada

to All Participants: Is it 5pm EST specifically?

July 12, 2012 12:38:56 PM from Christina Vitaliano

to All Participants: I'm guessing it's universal

July 12, 2012 12:39:04 PM from Karina Anglada

to All Participants: thank you

July 12, 2012 12:39:17 PM from Karyn Goodwillie

to All Participants: http://pinterest.com/prllibrary

July 12, 2012 12:39:18 PM from Marcela Peres

to All Participants: I just read something that said the reverse is true for twitter--people

check more during the day time. So maybe that's a reason to use both?

July 12, 2012 12:39:18 PM from Amelia Rodriguez

to All Participants: Juli the it's under the status up date area. when you start to add

text the option pops up beneath it.

July 12, 2012 12:39:21 PM from Christina Vitaliano

to All Participants: tl;dr

July 12, 2012 12:40:07 PM from eileen oshea

to All Participants: 1. post 2. comment 3. tell us

July 12, 2012 12:40:23 PM from Christina Vitaliano

to All Participants: comment box = meh or rant

July 12, 2012 12:40:28 PM from Davril Alex

to All Participants: i do posting on the library's FB page at home after dinner some-

times

July 12, 2012 12:40:35 PM from eileen oshea

to All Participants: don't ask people why or how they feel about something

July 12, 2012 12:40:44 PM from Juli Davis

to All Participants: Thanks Amelia!

July 12, 2012 12:40:57 PM from eileen oshea

to All Participants: Cool! Something WebEx does okay!

July 12, 2012 12:41:32 PM from Dana Carter

to All Participants: Or visually impaired individuals?

July 12, 2012 12:41:35 PM from Davril Alex

to All Participants: it does to mine too but I toggle between the two :-)

July 12, 2012 12:41:38 PM from eileen oshea

to All Participants: lol cats!

July 12, 2012 12:41:43 PM from Karyn Goodwillie

to All Participants: FB has a specific mobile app. It gereally shows up just fine.

July 12, 2012 12:41:43 PM from Christina Vitaliano to All Participants: I love memes! Plus they are eye-catching

July 12, 2012 12:42:05 PM from Rosanne Miller to All Participants: #wordlessWednesdays are good

July 12, 2012 12:42:20 PM from sarah jesudason

to All Participants: Do people really use events compared to posts about programs?

July 12, 2012 12:42:23 PM from Christina Vitaliano

to All Participants: cool idea!

July 12, 2012 12:42:33 PM from Christina Vitaliano to All Participants: lets people know you're paying attention

July 12, 2012 12:42:53 PM from Kelly Allen

to All Participants: sarah - events will soon have a calendar format - would be great to

see what's happening that month

July 12, 2012 12:42:56 PM from Dana Carter

to All Participants: 2752

July 12, 2012 12:43:07 PM from Christina Vitaliano

to All Participants: YES O

July 12, 2012 12:43:22 PM from eileen oshea

to All Participants: eye movement study info:

http://www.readwriteweb.com/archives/eye movement study reveals six must-know t

hings\_ab.php

July 12, 2012 12:43:34 PM from Christina Vitaliano

to All Participants: I thought of making signs with rage face guy for the teen section

July 12, 2012 12:43:47 PM from Christina Vitaliano

to All Participants: "You're not Forever Alone at the JCPL library", etc.

July 12, 2012 12:43:49 PM from Juli Davis

to All Participants: haven't made a Keep Calm poster yet? here ya go! http://www.keepcalm-o-matic.co.uk/

July 12, 2012 12:43:55 PM from Christina Vitaliano to All Participants: Becky, refer to knowyourmeme.com

July 12, 2012 12:44:30 PM from Christina Vitaliano to All Participants: It's fantastic! Gives background, links, updates, explanations, pictures and videos for memes. Actually quite professional.

July 12, 2012 12:44:33 PM from Juli Davis to All Participants: QR code posters to FB

July 12, 2012 12:44:55 PM from Christina Vitaliano to All Participants: Great idea Lynda! (I think I know you, btw)

July 12, 2012 12:44:58 PM from Kelly Allen to All Participants: we have a "tinkle times" library newsletter :)

July 12, 2012 12:45:07 PM from eileen oshea to All Participants: QR codes in the bathroom!!

July 12, 2012 12:45:09 PM from Alison Scroggins to All Participants: Love the bathroom signs idea!

July 12, 2012 12:45:21 PM from eileen oshea to All Participants: Next to a sign to please wash your hands, of course

July 12, 2012 12:45:28 PM from Davril Alex to All Participants: bathroom marketing....cool!

July 12, 2012 12:45:33 PM from Tracy Dodge to All Participants: so does that mean linking your blog to FB?

July 12, 2012 12:45:35 PM from Mary Gail Coffee to All Participants: Madeline -- Stall Steet Journal = GENIUS

July 12, 2012 12:46:07 PM from Christina Vitaliano to All Participants: People might get snippy if their photo/video doesn't win

July 12, 2012 12:46:51 PM from Christina Vitaliano to All Participants: Whaaa? Why would someone do that?

July 12, 2012 12:46:52 PM from Kelly Allen to All Participants: UGH HATE THAT

July 12, 2012 12:47:00 PM from Mary Gail Coffee

to All Participants: that is the WORST

July 12, 2012 12:47:19 PM from Amelia Rodriguez

to All Participants: I'll like, get the coupon, then unlike

July 12, 2012 12:47:24 PM from Christina Vitaliano

to All Participants: Arg. That's like "You can't read this article until you sign up" thing.

RAGE.

July 12, 2012 12:47:25 PM from Jeffie Nicholson

to All Participants: that's horribly annoying. You just get liked and unliked

July 12, 2012 12:48:10 PM from Nancy Klingener

to All Participants: we're the only branch out of five with a facebook page.

July 12, 2012 12:48:18 PM from eileen oshea

to All Participants: Amazing use of social media to save a library (Troy MI):

https://www.facebook.com/BookBurningParty

July 12, 2012 12:48:41 PM from Nancy Klingener

to All Participants: And our branches are spread over 100 mile island chain -- all with

individual personalities.

July 12, 2012 12:48:41 PM from Davril Alex

to All Participants: I have a district page that is linked to our library's website and an

individual branch page

July 12, 2012 12:48:50 PM from Jeffie Nicholson

to All Participants: fans?

July 12, 2012 12:49:07 PM from Juli Davis

to All Participants: We address them as Friends. :)

July 12, 2012 12:49:10 PM from Marcela Peres

to All Participants: We have an overall library page, then other pages for the Children's

and Teen departments that we Feature

July 12, 2012 12:49:27 PM from Juli Davis

to All Participants: We're a system of 6 libraries... one FB page.

July 12, 2012 12:49:34 PM from Christina Vitaliano

to All Participants: Page Engagers!

July 12, 2012 12:50:01 PM from Serena Brice

to All Participants: Is Insights viewable to everyone or just administrators of the page?

July 12, 2012 12:50:09 PM from Holly Barfield to All Participants: we have 3 locations and 1 page

July 12, 2012 12:50:09 PM from Liz Dodds

to All Participants: a school district should have one high school library page- as opposed to one for each of our 8 high schools? What do you all think?

July 12, 2012 12:50:14 PM from Rosanne Miller to All Participants: Can we keep these chat comments after this webinar? Lots of good ideas I don't have time to write down while listening to presentation.

July 12, 2012 12:50:14 PM from Morgan Light to All Participants: just the admins

July 12, 2012 12:50:41 PM from eileen oshea

to All Participants: Yes, we will have a transcript of the text chat on the archived webinar page.

July 12, 2012 12:50:46 PM from Marcela Peres to All Participants: Becky, we're still pretty new to really taking advantage of fb, but our main one is https://www.facebook.com/lewistonlibrary

July 12, 2012 12:51:31 PM from Christina Vitaliano to All Participants: Languages would definitely come in handy.

July 12, 2012 12:51:53 PM from Jeffie Nicholson

to All Participants: I get lots of hits for fan/like mentions and memes so try to mix news with so maybe they see both.

July 12, 2012 12:52:05 PM from Kelly Allen to All Participants: fb makes you work for their data

July 12, 2012 12:52:12 PM from Christina Vitaliano

to All Participants: Arg. Not unless we get Stephen King all up in here!

July 12, 2012 12:52:27 PM from Rosanne Miller

to All Participants: Our library doesn't have a facebook page yet but we're working on creating a policy that the City will approve. I have created a "fan" facebook page for the library for now. Do you all have official library facebook pages?

July 12, 2012 12:52:29 PM from Marcela Peres to All Participants: That drives me nuts. We can't get a vanity url for our new teen page until we hit 25 likes, and Insights until 30 likes.

July 12, 2012 12:52:35 PM from Morgan Light

to All Participants: I used some of the data from the "insights" to complete my annual performance review in January. Very objective! Also shows I know how to use the technology & interpret the data.

July 12, 2012 12:53:41 PM from Jeffie Nicholson

to All Participants: official library page: www.facebook.com/wcpltn

July 12, 2012 12:53:45 PM from Morgan Light

to All Participants: thanks:)

July 12, 2012 12:54:02 PM from Kelly Allen

to All Participants: but... against TOS???

July 12, 2012 12:54:05 PM from Carol Ellison

to All Participants: PHONE #

July 12, 2012 12:54:06 PM from eileen oshea

to All Participants: hours

July 12, 2012 12:54:08 PM from Chris Serio

to All Participants: promting

July 12, 2012 12:54:08 PM from Jeffie Nicholson

to All Participants: contact info!

July 12, 2012 12:54:09 PM from Christa Smith

to All Participants: promoting

July 12, 2012 12:54:09 PM from Juli Davis

to All Participants: about... ph #

July 12, 2012 12:54:10 PM from Deanna DiCarlo

to All Participants: contact info

July 12, 2012 12:54:11 PM from Chris Perry

to All Participants: phone number

July 12, 2012 12:54:22 PM from Christina Vitaliano

to All Participants: I like the crazy cartoon face though

July 12, 2012 12:54:38 PM from Alison Scroggins

to All Participants: Love this cover photo!

July 12, 2012 12:54:45 PM from Dina Abramson

to All Participants: cute

July 12, 2012 12:54:45 PM from Christina Vitaliano to All Participants: This is ours, although whoa! we need to work on our logo :/ - http://www.facebook.com/FontanaRegionalLibrary

July 12, 2012 12:55:07 PM from Paula Brown to All Participants: I am, but not Hudson.

July 12, 2012 12:55:10 PM from eileen oshea to All Participants: lowans, cover your ears!

July 12, 2012 12:55:10 PM from Kate Dreyer to All Participants: I am but not from Hudson!

July 12, 2012 12:55:13 PM from Juli Davis to All Participants: http://facebook.com/sjcpls

July 12, 2012 12:55:20 PM from Christina Vitaliano to All Participants: No worries, we're here to learn, right?

July 12, 2012 12:55:51 PM from eileen oshea to All Participants: marketing. marketing.

July 12, 2012 12:56:01 PM from Mary Gail Coffee to All Participants: I love seeing your pages but be ware, I might steal, er - borrow updates...love seeing your great ideas

July 12, 2012 12:56:12 PM from Christina Vitaliano to All Participants: Looks like people welcoming me into a furniture store or restaurant

July 12, 2012 12:56:42 PM from Christina Vitaliano to All Participants: I'd say post a pic of the book cover rather than the author unless the author is famous/insanely hot

July 12, 2012 12:57:02 PM from Christina Vitaliano to All Participants: (for author events, that is)

July 12, 2012 12:57:02 PM from Mary Gail Coffee to All Participants: Julie Davis, you are a rock star...love what you do on the SJCPL page

July 12, 2012 12:57:51 PM from Juli Davis to All Participants: Thanks Mary Gail! I appreciate your interactions!

July 12, 2012 12:58:21 PM from Morgan Light to All Participants: Mary, I prefer to call it sharing! (Not stealing) Sharing is what we are all about as libraries, right!

July 12, 2012 12:58:22 PM from Christina Vitaliano

to All Participants: Awesome page, Juli!

July 12, 2012 12:58:26 PM from Mary Gail Coffee

to All Participants: www.facebook.com/WinterParkPublicLibrary

July 12, 2012 12:58:41 PM from Madeline Pena

to All Participants: @Martin great to see a library FB page en espanol!

July 12, 2012 12:58:50 PM from Christina Vitaliano

to All Participants: Lots of lurkers everywhere!

July 12, 2012 12:58:56 PM from Christina Vitaliano

to All Participants: HEH

July 12, 2012 12:59:09 PM from Juli Davis

to All Participants: Thanks Christina! It's been fun to work on.

July 12, 2012 12:59:10 PM from Madeline Pena

to All Participants: lol

July 12, 2012 12:59:20 PM from Rosanne Miller

to All Participants: Would love to "like' all of your fb pages so hopefully that will be part of the transcribed chat info. Mine is www.facebook.com/OrangePublicLibraryFan Please visit and feel free to borrow if you wish.

July 12, 2012 12:59:21 PM from Christina Vitaliano

to All Participants: "The lady in the computer said I could hit you"

July 12, 2012 12:59:39 PM from Christina Vitaliano

to All Participants: We'll be ordering that book for our collection

July 12, 2012 12:59:55 PM from Christina Vitaliano

to All Participants: Maybe just scan them like in the Cronenburg movie?

July 12, 2012 1:00:04 PM from Juli Davis

to All Participants: Magda, smart thinking!

July 12, 2012 1:00:04 PM from Joanne Clymer

to All Participants: Does anyone have ideas about fan drives?

July 12, 2012 1:00:12 PM from Davril Alex

to All Participants: rice and chicken sounds yummy!

July 12, 2012 1:00:14 PM from Morgan Light

to All Participants: Thanks this was a great webinar!

July 12, 2012 1:00:16 PM from Russell Garrigan

to All Participants: thank you

July 12, 2012 1:00:16 PM from Christina Vitaliano

to All Participants: Fan drives?

July 12, 2012 1:00:17 PM from Karyn Goodwillie

to All Participants: Yay, we have it!

July 12, 2012 1:00:25 PM from Wendy Dover

to All Participants: Please please say that this has been recorded and will be available

along with the chat!

July 12, 2012 1:00:26 PM from Kelly Allen

to All Participants: What's your take on social media policies? Necessary?

July 12, 2012 1:00:28 PM from Deanna DiCarlo

to All Participants: Thank you! This was great!

July 12, 2012 1:00:55 PM from Juli Davis

to All Participants: Kelly, we had to have a policy per the county administration.

July 12, 2012 1:01:10 PM from Ann Jacobson

to Host & Presenter: Thanks very much, this was excellent and the price was right, I have to log off now but it looks like you have lots of good questions. Please

email a link to the recording to those of us that couldn't stand by.

July 12, 2012 1:01:11 PM from Cindra Boring

to All Participants: Thanks! Very helpful webinar!

July 12, 2012 1:01:17 PM from behjat kerdegari

to All Participants: Hey, thanks

July 12, 2012 1:01:19 PM from Tracy Dodge

to All Participants: do page likes matter if FB users can like/comment w/o liking the

page?

July 12, 2012 1:01:24 PM from Marcela Peres

to All Participants: Keep in mind that if you feature your page admins, people can follow that to your page. Pay close attention to your personal privacy/sharing settings!!!

July 12, 2012 1:01:29 PM from Christina Vitaliano

to All Participants: LOL Joel

July 12, 2012 1:01:51 PM from Christina Vitaliano

to All Participants: We're all in the same boat - libraries are teh WIN

July 12, 2012 1:02:07 PM from julie bryant

to All Participants: excellent program...fantastic chat commentary, thanks to all

July 12, 2012 1:02:53 PM from Jeffie Nicholson to All Participants: Tons of good advice. Thank you!

July 12, 2012 1:02:59 PM from LeAnn Weller

to All Panelists: Should a library create an "ad"?

July 12, 2012 1:03:01 PM from Christina Vitaliano

to All Participants: Excellent webinar. I doth my cap to all of thee.

July 12, 2012 1:03:04 PM from Katherine Adelberg

to All Participants: Great information, thanks!

July 12, 2012 1:03:06 PM from eileen oshea

to All Participants: Yes, this has all been recorded and we will be posting a transcript

of the text chat. Laura rocks!!

July 12, 2012 1:03:15 PM from Christina Vitaliano

to All Participants: Laura = Batman

July 12, 2012 1:03:18 PM from Alison Scroggins

to All Participants: Thank you so much for this wonderful webinar!

July 12, 2012 1:03:18 PM from Cara Sonnier

to All Participants: Thank you! Learned something new.

July 12, 2012 1:03:19 PM from Juli Davis

to All Participants: for great marketing, check out Craighead County Jonesboro Public

Library... Ben has a great team

July 12, 2012 1:03:19 PM from Davril Alex

to All Participants: Thank you...great webinar, lots of good advice

July 12, 2012 1:03:27 PM from Nancy McIntosh

to All Participants: very informative. thanks

July 12, 2012 1:03:32 PM from Jeffie Nicholson

to All Participants: I think likes matter as indicative of a higher level o interest.

July 12, 2012 1:03:46 PM from Rosanne Miller

to All Participants: Love this webinar - thank you!

July 12, 2012 1:03:55 PM from Megan Aarant

to All Participants: We are required to get a photo release signed before we post. I

work with Teens and we must have their parent sign if they are under 18.

July 12, 2012 1:03:57 PM from Maureen McDaniel

to All Participants: Thank you. Good program.

July 12, 2012 1:03:58 PM from Kelly Allen

to All Participants: the "reach" component??

July 12, 2012 1:03:59 PM from Mary Gail Coffee

to All Participants: Our legal counsel keeps telling us that there's no expectation of pri-

vacy in a public library and that we don't need a release

July 12, 2012 1:04:16 PM from Nancy Klingener

to All Participants: no that's something that comes up below a given post

July 12, 2012 1:04:18 PM from Carol Ellison

to All Participants: # of people saw this post comes up under every posting you have

on your timeline.

July 12, 2012 1:04:24 PM from Madeline Pena to All Participants: Great presentation Laura! Thank you :)

July 12, 2012 1:04:29 PM from Alison Scroggins

to All Participants: I believe you only need a release if you're planning on posting

names BUT I could be wrong. :)

July 12, 2012 1:04:31 PM from jen ulrich

to All Participants: Thank you

July 12, 2012 1:04:33 PM from Christina Vitaliano

to All Participants: I wonder if a photo release could be added to a library application?

July 12, 2012 1:04:34 PM from Christina Vitaliano

to All Participants: hrm

July 12, 2012 1:04:35 PM from Loretta Esparza

to All Participants: Thank you!

July 12, 2012 1:04:36 PM from Maryjane Hyatt

to All Participants: Thank you Laura!

July 12, 2012 1:04:40 PM from Rosanne Miller

to All Participants: hurray!

July 12, 2012 1:04:42 PM from Wendy Dover

to All Participants: YAY!! Thank you!

July 12, 2012 1:04:45 PM from Jean Ruark to All Participants: thanks Laura - fab as always!

July 12, 2012 1:04:46 PM from Laura Solomon

to All Participants: Thank you everyone!

July 12, 2012 1:04:46 PM from Joanna Stone

to All Participants: Thanks!

July 12, 2012 1:04:46 PM from Kelly Allen

to All Participants: Thank you!

July 12, 2012 1:04:47 PM from Lauren Read

to All Participants: TY

July 12, 2012 1:04:47 PM from Amelia Rodriguez

to All Participants: thank you!

July 12, 2012 1:04:47 PM from Mary Gail Coffee

to All Participants: Many thanks!

July 12, 2012 1:04:49 PM from Janet DeVries to All Participants: Thank you. I enjoyed all the information.

July 12, 2012 1:04:49 PM from Jennie Vano

to All Participants: Thank you!

July 12, 2012 1:04:51 PM from Robin Faulkner

to All Participants: Thank you!!!

July 12, 2012 1:04:53 PM from Nicole Smith

to All Participants: thanks

July 12, 2012 1:04:54 PM from Melissa Adkins

to All Participants: thanks laura! You Rock!!!

July 12, 2012 1:04:57 PM from Carol Ellison

to All Participants: Thank you! This was most helpful and very EYE OPENING!

July 12, 2012 1:04:58 PM from Juli Davis to All Participants: Super.. thanks Laura and all!

July 12, 2012 1:04:58 PM from Madeline Pena

to All Participants: I'll be there