Martee Boban (marteeb@shastalibraries.org) - 12:46
Q: How do you deal with people on drugs?
Priority: N/A!

Lanette Granger (lgranger@citruscollege.edu) - 12:45
Q: How do you deal with people with limited English skills?
Priority: N/A!

Jody Vestal (jvestal@cityofboise.org) - 12:45
Q: Great fresher! Enjoyed the information presented.
Priority: N/A!

Sarah Bosler (sbosler@citruscollege.edu) - 12:48
Q: You recommended asking for a patron's name when using chat do you recommend doing this in person as well? We use Meebo chat.
Priority: N/A!

Sarah Bosler (sbosler@citruscollege.edu) - 12:49
Q: We find if there is any lag in chat response we sometimes lose the patron. Is there a way to create an auto response with some chat ref?
Priority: N/A!

Sandra Smith (ssmith@lodi.gov) - 12:57
Q: serving deaf patrons via the phone: if you don't have a TTY, they can reach you via California Relay service: website: http://ddtp.cpuc.ca.gov/
Priority: N/A!

Sandra Smith (ssmith@lodi.gov) - 12:59
Q: A big problem we have is when teachers say "no encyclopedias!" yet we know that encyclopedias are not just World Book?
Priority: N/A!
Q: Many thanks!
Priority: N/A!