

Chat: Beyond the Norm: Building a Culture of Creativity & Innovation in Libraries

12:08:17 PM from Jennifer Patterson to All Participants:
technology

12:08:21 PM from sarah washburn to All Participants:
cutting edge

12:08:21 PM from Stephanie Gerding to All Participants:
snazzy

12:08:24 PM from Nancy Kleban to All Participants:
improvement

12:08:24 PM from Kim Blaylock to All Panelists:
social media networking

12:08:25 PM from Pam North to All Participants:
creativity

12:08:29 PM from Blanche Chase to All Participants:
flexible

12:08:30 PM from Randell Reno to All Participants:
courage

12:08:30 PM from Lucinda Colee to All Participants:
new

12:08:30 PM from Betsy Aldridge to All Participants:
mystery, zen

12:08:31 PM from Ann Thompson to All Participants:
new methods, services

12:08:34 PM from Lucinda Colee to All Participants:
fun

12:08:35 PM from Sophie Brookover to All Participants:
fresh

12:08:39 PM from Lucinda Colee to All Participants:
creative

12:08:39 PM from Cindy Mediavilla to All Participants:
change

12:08:42 PM from Rhona Arthur to All Participants:

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groundbreaking

12:08:48 PM from stacie kiner to All Participants:
smart.

12:08:52 PM from Sophie Brookover to All Participants:
unexpected

12:08:53 PM from Rhona Arthur to All Participants:
Customer-centred

12:08:58 PM from Diane Osborne to All Participants:
novelty

12:09:00 PM from Steve Yacovelli to All Participants:
Good thoughts!!

12:09:18 PM from Rhona Arthur to All Participants:
Multi-channels

12:09:29 PM from stacie kiner to All Participants:
smart, only if it works, and is patron-friendly.

12:09:47 PM from Steve Yacovelli to Infopeople Project (privately):
am I running this?

12:10:00 PM from Jaye Lapachet to Host (privately):
Thanks. I saw that URL, but didn't see the link until you send it again. Sorry for
the trouble.

12:10:10 PM from Betsy Aldridge to All Participants:
a-ok

12:10:21 PM from Betsy Aldridge to All Participants:
I see book covers

12:10:29 PM from Shannon Meaney to All Participants:
yep

12:10:30 PM from Rhona Arthur to All Participants:
me too

12:10:32 PM from Sheila Peters to All Panelists:
yes

12:10:33 PM from Lynne Finister to All Participants:

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books

12:10:34 PM from sarah washburn to All Participants:
slides are changing!

12:10:34 PM from Nancy Martinez to All Participants:
Yes

12:10:36 PM from stacie kiner to All Participants:
Yes.

12:10:39 PM from Amy Calhoun to All Participants:
We are and we hear you

12:10:39 PM from Keith Belton to All Participants:
yes seeing and hearing

12:10:40 PM from Sheryl Rzetelny to All Participants:
seeing 8 books

12:10:41 PM from Sheila Peters to All Panelists:
we hear you

12:10:42 PM from sarah washburn to All Participants:
books are what we see, and we can hear brian just fine.

12:10:42 PM from Rhona Arthur to All Participants:
yes

12:10:45 PM from Anne Verdon to All Participants:
yes and we hear you

12:10:46 PM from Sylvia Richardson to All Participants:
I can hear both of you and see the books

12:10:46 PM from Sophie Brookover to All Participants:
and both voices!

12:13:54 PM from eileen oshea to All Participants:

http://infopeople.org/sites/all/files/webinar/2011/10-05-2011/Beyond_the_Norm_Workbk.pdf

12:14:44 PM from sarah washburn to All Participants:
yes!

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- 12:14:49 PM from Sheila Peters to All Panelists:
yes
- 12:14:49 PM from Laura Burtle to All Participants:
yes
- 12:14:49 PM from Cindy Mediavilla to All Participants:
yes
- 12:14:51 PM from Kathleen Gesinger to All Participants:
yes!
- 12:14:52 PM from Pam North to All Participants:
YES
- 12:14:52 PM from Gordon Yusko to All Participants:
Yes
- 12:14:52 PM from Shannon Meaney to All Participants:
yep
- 12:14:53 PM from Anne Verdon to All Participants:
yes
- 12:14:53 PM from Rhona Arthur to All Participants:
yes
- 12:14:53 PM from Randell Reno to All Participants:
YEs
- 12:14:54 PM from stacie kiner to All Participants:
Yes.
- 12:14:54 PM from Judy Poe to All Participants:
yepper!
- 12:15:58 PM from Sheila Peters to All Panelists:
yes
- 12:15:59 PM from Jennifer Patterson to All Participants:
yes
- 12:16:03 PM from Rhona Arthur to All Participants:
absolutely
- 12:16:04 PM from sarah washburn to All Participants:

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both

12:16:04 PM from Patricia Romig to All Participants:
yes

12:16:04 PM from Jennifer Patterson to All Participants:
a house

12:16:05 PM from Pam North to All Participants:
yes and yes

12:16:09 PM from Joyce Meldrem to All Participants:
sure

12:16:15 PM from Stephanie Gerding to All Participants:
haha

12:16:17 PM from Anne Verdon to All Participants:
yes and yes

12:20:33 PM from Rhona Arthur to All Participants:
I love this as sharing information is sharing the potential for creativity

12:20:37 PM from Debbie Grace to Host & Presenter:
I'm having audio problems. What is the phone number to call in?

12:21:07 PM from Sophie Brookover to All Participants:
library users -- internal & external

12:21:11 PM from Laura Burtle to All Participants:
users determine needs

12:21:11 PM from Rhona Arthur to All Participants:
people, real people

12:21:11 PM from Jennifer Boettcher to All Participants:
patrons and colleagues

12:21:12 PM from Monique le Conge to All Participants:
the drivers for everything we do

12:21:13 PM from Infopeople Project to All Participants:
Phone number to call in:

866-699-3239

Access Code:

578 383 179

Chat: Beyond the Norm: Building a Culture of Creativity & Innovation in Libraries

12:21:14 PM from Betsy Aldridge to All Participants:
why we're here

12:21:16 PM from Steve Yacovelli to Infopeople Project (privately):
PSST Audience Participation! :D

12:21:16 PM from Jennifer Patterson to All Participants:
ease of access

12:21:18 PM from Nancy Kleban to All Participants:
Create the library that your community wants.

12:21:18 PM from Amy Calhoun to All Participants:
think about it from the user's POV

12:21:25 PM from Qin Tang to All Participants:
Customer focused approach

12:21:30 PM from Rhona Arthur to All Participants:
Whats a POV

12:21:31 PM from Judy Poe to All Participants:
No users, we're losers?

12:21:32 PM from Sylvia Richardson to All Participants:
patrons, general public that's out there but not in the library maybe

12:21:37 PM from Amy Calhoun to All Participants:
point of view

12:21:42 PM from Rhona Arthur to All Participants:
OK

12:21:42 PM from Stephanie Gerding to All Participants:
Keeping it about the people and their needs

12:21:44 PM from Elaine Pattillo to All Participants:
make it something patrons need/want.

12:23:26 PM from Rhona Arthur to All Participants:
we would call this evidence based in scotland

12:24:20 PM from Jennifer Boettcher to All Participants:
yes

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- 12:24:22 PM from Sheryl Rzetelny to All Participants:
Yes
- 12:24:22 PM from Randell Reno to All Participants:
yes
- 12:24:25 PM from Nancy Martinez to All Participants:
Yes
- 12:24:26 PM from Yvonne Stephenson to All Participants:
yes!
- 12:24:26 PM from Elaine Pattillo to All Participants:
yes
- 12:24:27 PM from Blanche Chase to All Participants:
no
- 12:24:27 PM from Diane Osborne to All Participants:
yes
- 12:24:28 PM from Cindy Mediavilla to All Participants:
no
- 12:24:28 PM from Betsy Aldridge to All Participants:
boundaries can be good
- 12:24:29 PM from Kema Roseberry to All Participants:
no
- 12:24:32 PM from Qin Tang to All Participants:
no
- 12:24:33 PM from Sophie Brookover to All Participants:
This makes good sense to me.
- 12:24:38 PM from Judy Poe to All Participants:
no! Creativity OVERCOMES constraints!
- 12:24:39 PM from Rhona Arthur to All Participants:
Focuses attention
- 12:24:51 PM from Sophie Brookover to All Participants:
Susan, Judy & Rhona -- yes!
- 12:24:53 PM from Diane Huckabay to All Participants:

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No, the constraints give a problem to work on.

12:24:58 PM from stacie kiner to All Participants:
Deadlines?

12:24:58 PM from Blanche Chase to All Participants:
boundaries sometimes enhance the thinking

12:25:07 PM from Shannon Meaney to All Participants:
no.. you are more creative...

12:25:09 PM from Qin Tang to All Participants:
Constraints force creativity

12:25:18 PM from Rhona Arthur to All Participants:
I love a challenge and it sharpens the focus on outcomes

12:25:40 PM from stacie kiner to All Participants:
Sometimes constraints CREATE creativity.

12:25:56 PM from Sophie Brookover to All Participants:
(Tina Fey talks about this in her book Bossypants -- she says its her job to constrain the wild creativity of her staff.)

12:26:12 PM from Sophie Brookover to All Participants:
(Ack, that should be it's, not its)

12:26:17 PM from Yvonne Stephenson to All Participants:
creativity usually needs time and money...both of which may be tight in most organizations

12:26:45 PM from Judy Poe to All Participants:
PechaKucha

12:27:01 PM from Shannon Meaney to All Participants:
hiring passionate people

12:27:02 PM from Sophie Brookover to All Participants:
An innovative organization isn't afraid of creative, thoughtful people.

12:27:02 PM from Laura Burtle to All Participants:
worry less about skills, more about potential

12:27:03 PM from Amy Calhoun to All Participants:
Get the talent

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- 12:27:03 PM from Karla Bluestone to All Participants:
chutzpah
- 12:27:04 PM from Randell Reno to All Participants:
Your skills matter
- 12:27:07 PM from Yvonne Stephenson to All Participants:
get different people on board
- 12:27:10 PM from Monique le Conge to All Participants:
always looking for new talent and willing to take a risk to get those people
- 12:27:11 PM from Jennifer Boettcher to All Participants:
I wish
- 12:27:16 PM from Judy Poe to All Participants:
Make a job for someone brilliant.
- 12:27:18 PM from Yvonne Stephenson to All Participants:
everyone has skills, get them involved
- 12:27:22 PM from Betsy Aldridge to All Participants:
We'll find a place for people who can move us forward
- 12:27:22 PM from Jennifer Patterson to All Participants:
they want someone who can come up with new ideas
- 12:27:23 PM from Sophie Brookover to All Participants:
Nordstrom Way: "hire the smile, train the skill"
- 12:27:33 PM from Rhona Arthur to All Participants:
You'll have a long lead on what you take forward of value to you and the company
- 12:27:41 PM from Francess Andrade to All Participants:
Always looking for new talent ! Come join our team!
- 12:29:14 PM from Nancy Kleban to All Participants:
Not on an ongoing basis.
- 12:29:17 PM from Kema Roseberry to All Participants:
yes, I do.
- 12:29:18 PM from Candace Mela to All Participants:
Depends on the lib administration

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12:29:23 PM from Rhona Arthur to All Participants:
Depends on management style

12:29:26 PM from Stephanie Gerding to All Participants:
It is all about priorities.

12:29:31 PM from Diane Huckabay to All Participants:
No, because they are govt funds.

12:29:33 PM from Cindy Mediavilla to All Participants:
If creativity is a rpiroty, then it happens

12:29:35 PM from Yvonne Stephenson to All Participants:
Yes, if people are open and work together

12:29:37 PM from Kim Blaylock to All Panelists:
Any ideas on how to get coworkers that never take any initiative to feel responsibility to chip in with ideas every now & then...?

12:29:43 PM from Frances Andrade to All Participants:
depends on administration

12:29:48 PM from Doug Smith to All Participants:
Reprioritize!

12:29:49 PM from Betsy Aldridge to All Participants:
lunchtime works

12:29:51 PM from Karla Bluestone to All Participants:
Innovation doesn't necesarily happen on the clock. What about the great idea that strikes you in the shower?

12:30:01 PM from Judy Poe to All Participants:
creative employees will find the time - they won't be able NOT to!

12:30:05 PM from Dianne Ludwig to All Participants:
We probably have more possibility than we think, tho not in the same way as Google

12:30:05 PM from Randell Reno to All Participants:
A good manager has no time to micromanage. He/she will hire "brilliance" and then allow them to "blow up" and make the library better

12:30:24 PM from Yvonne Stephenson to All Participants:
I like that Randell

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12:31:12 PM from Yvonne Stephenson to All Participants:
Share as much info as you can!

12:31:30 PM from Yvonne Stephenson to All Participants:
lol, sorry

12:33:17 PM from Sophie Brookover to All Participants:
Because we are often so afraid of getting things wrong that we put perfection first, ahead of what might be really pretty good.

12:33:24 PM from Doug Smith to All Participants:
Perfectionism is endemic to our profession, and it stifles creativity.

12:33:28 PM from Vicki Niehaus to All Participants:
freedom to fail and try again

12:33:36 PM from Suvi Morales to All Participants:
I didn't vote for it but it is extremely important especially in tight budget times to get more creative to accomplish our mission.

12:33:39 PM from Sheryl Rzetelny to All Participants:
We're so busy we haven't had time to let ideas develop.

12:33:40 PM from Sophie Brookover to All Participants:
And then we don't have an opportunity to learn from what didn't go just right.

12:34:02 PM from Monique le Conge to All Participants:
libraries plan rules for every possibility, esp. those things that will not happen and staff are afraid of "getting into trouble" for doing whatever it is "wrong"

12:34:10 PM from Rhona Arthur to All Participants:
My argument is that if only managers are allowed to have ideas and take them forward, we're all the poorer

12:34:35 PM from Sophie Brookover to All Participants:
Rhona, YES. That goes to #5, too, I think.

12:35:25 PM from Trisha Pritchard to All Panelists:
lost the captioning - will not refresh

12:35:38 PM from Pam North to All Participants:
An excellent staff, at all levels, when given permission, can add to the success of the library

12:35:57 PM from Infopeople Project to Trisha Pritchard (privately):
seems to be moving now.

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12:36:06 PM from Suvi Morales to All Participants:

agree with Pam, if there isn't the staff with the passion and ideas, not much can happen

12:36:25 PM from Gordon Yusko to Infopeople Project (privately):

Can you remind me how to get to the handout so I can print it?

12:36:29 PM from Betsy Aldridge to All Participants:

We can learn from other professionals - have lots of friends in lots of professions and I think we need to have lots of creative activities outside of work, too - attending and performing in theatre, concerts, fairs, etc.! Those creative outlets will come into our brains and result in more creativity at work

12:36:47 PM from Kim Blaylock to All Panelists:

Agreed, Betsy

12:36:50 PM from Suvi Morales to All Participants:

right Betsy

12:36:56 PM from Infopeople Project to Gordon Yusko (privately):

Sure, you can get the workbook at: <http://infopeople.org/training/beyond-norm>

12:37:01 PM from Rhona Arthur to All Participants:

No one person has a monopoly of good ideas, innovation and solutions

12:37:02 PM from stacie kiner to All Participants:

The organization needs to encourage innovation and ideas, however.

12:37:31 PM from Suvi Morales to All Participants:

totally agree Stacie, we must have organizational support

12:38:04 PM from stacie kiner to All Participants:

That's frequently our problem, no?

12:38:18 PM from Suvi Morales to All Participants:

lol, yes!

12:38:20 PM from Gordon Yusko to Infopeople Project (privately):

Great, thanks.

12:38:35 PM from Trisha Pritchard to All Panelists:

still no captioning!

12:38:36 PM from Karla Bluestone to All Participants:

ebook petting zoo!

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12:39:18 PM from Infopeople Project to Trisha Pritchard (privately):
try control/r to refresh. Mine is moving fine.

12:39:27 PM from Sophie Brookover to All Participants:
Hee!

12:39:57 PM from Infopeople Project to Trisha Pritchard (privately):
What is your refresh rate at bottom of captioning?

12:40:20 PM from Jennifer Patterson to All Participants:
Jayne, what types of books are loaded on the Kindles and can they take them out of the library?

12:40:24 PM from sarah washburn to All Participants:
some of the most innovative and unsung rural libraries report that they collaborate with everyone (one librarian said, "we always say, yes!") this helps resource-challenged libraries, extends reach, and also jumpstarts creativity.

12:40:27 PM from Rhona Arthur to All Participants:
we have handheld devices workshops/roadshows as part of digital participation projects

12:40:37 PM from sarah washburn to All Participants:
i LOVE this app!

12:40:38 PM from Trisha Pritchard to All Panelists:
no, nothing. I haven't gotten anything since Blanche was picked to comment on her reaction.

12:41:20 PM from Infopeople Project to Trisha Pritchard (privately):
You can open cc in a separate browser window at:
<http://www.captionedtext.com/client/event.aspx?CustomerID=1140&EventID=1834708>

12:41:55 PM from Sylvia Richardson to All Participants:
is the app available for other libraries?

12:42:04 PM from Hilary Keith to All Participants:
Very cool!

12:42:12 PM from Rhona Arthur to All Participants:
I love it!

12:42:36 PM from Trisha Pritchard to All Panelists:
I have clicked "help" a bunch of times. the rate is 1 sec.

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12:42:52 PM from Jennifer Patterson to All Participants:

We have been thinking of getting ebooks but there are problems with those as well

12:43:05 PM from Infopeople Project to Trisha Pritchard (privately):

have you tried new window?

12:43:56 PM from Trisha Pritchard to All Panelists:

got it, thank you!!

12:44:00 PM from Nancy Kleban to All Participants:

Love that you have a FT social worker with a hired "homeless" person assisting!!

12:44:08 PM from Infopeople Project to Trisha Pritchard (privately):

Great!

12:44:24 PM from Cindy Mediavilla to All Participants:

SFPL's program is fabulous

12:44:45 PM from stacie kiner to All Participants:

That's because S.F. is fabulous!

12:45:20 PM from Sophie Brookover to All Participants:

Can you repeat the name of the person who developed the program at SFPL?
Love the idea, would like to learn more!

12:45:47 PM from Cindy Mediavilla to All Participants:

who can we talk to at SFPL about possibly replicating their program?

12:46:07 PM from Jennifer Patterson to All Participants:

I am in an academic library and I am not sure that some of this would work

12:46:22 PM from Dianne Ludwig to All Participants:

Yes, but would take some changes in culture and, maybe, management structures

12:47:01 PM from Kema Roseberry to All Participants:

Our problem would be the reluctance of staff...and we are in a big system.

12:47:15 PM from Candace Mela to All Participants:

My library is very rigidly controlled.

12:47:18 PM from Timothy Ritz to All Participants:

we said not sure, but security is a concern for govt libraries

12:47:21 PM from Rhona Arthur to All Participants:

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Some managers want to hang on to the 'control'

12:47:29 PM from Shannon Meaney to All Participants:
Management buy in

12:47:41 PM from Betsy Aldridge to All Participants:
Jaye - did you have to get permission from newsletter publishers re: copyright, since you're probably for-profit as a law firm?

12:47:42 PM from Judy Poe to All Participants:
...time for new management...

12:47:58 PM from Kim Blaylock to All Panelists:
It seems like it takes FOREVER for an idea to make it through the "red tape" into actually being implemented around my library....

12:48:13 PM from Doug Smith to All Participants:
I said "yes" but union rigidity around job specs would be an issue

12:48:46 PM from Timothy Ritz to All Participants:
same thing with contract support for govt, Doug

12:48:57 PM from Timothy Ritz to All Participants:
rigid support performance specs

12:49:09 PM from Rhona Arthur to All Participants:
In Scotland we have a peer support Public Library Quality Improvement programme and we specifically go to public libraries and ask how staff contribute to innovation

12:49:20 PM from Karla Bluestone to All Participants:
be a relentless optimist and keep asking for change

12:49:34 PM from sarah washburn to All Participants:
Pilots are a great way to cut through red tape. Both as a communication tool, "it was just a pilot" and as a way to offer a proving ground for an idea.

12:49:35 PM from Dianne Ludwig to All Participants:
Ask for forgiveness rather than permission

12:49:36 PM from Rhona Arthur to All Participants:
Yes

12:49:46 PM from Judy Poe to All Participants:
passion and charisma are hard to hold back....sometimes ya just have to go for it!

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- 12:49:54 PM from Shannon Meaney to All Participants:
implement first ask later...lol
- 12:50:20 PM from Rhona Arthur to All Participants:
I love the potential of an ideas and decision point for library staff
- 12:50:22 PM from Timothy Ritz to All Participants:
Make customers need it before managers can say no
- 12:50:32 PM from Suvi Morales to All Participants:
in some organizations that doesn't work (asking forgiveness later); we have to get everything approved
- 12:50:40 PM from Betsy Aldridge to All Participants:
We are encouraged to do Six Sigma projects which can promote a small or larger improvement. I'm in training now via BGMI online classes.
- 12:51:07 PM from Jennifer Boettcher to All Participants:
talk up my ideas and ask about other's ideas
- 12:51:08 PM from Suvi Morales to All Participants:
pilot program IS a great idea
- 12:51:20 PM from Shannon Meaney to All Participants:
Love the Google 9
- 12:51:32 PM from Nancy Kleban to All Participants:
Create brainstorming time at staff meetings.
- 12:51:32 PM from Sylvia Richardson to All Participants:
invite them all into the conversation
- 12:51:38 PM from Betsy Aldridge to All Participants:
sorry - that's bmg!
- 12:51:42 PM from Randell Reno to All Participants:
hire me as the director
- 12:51:46 PM from Jennifer Patterson to All Participants:
tell them about this webinar
- 12:51:57 PM from Sheryl Rzetelny to All Participants:
Ask staff what interest them and encourage them to think creatively
- 12:52:02 PM from Suvi Morales to All Participants:
I'm going to ask for something else and see if I can get it approved...

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12:52:03 PM from Dianne Ludwig to All Participants:
Ask someone what they're thinking about

12:52:10 PM from Doug Smith to All Participants:
Love Google #2--encourage those special skills at all levels a la OCLS

12:52:13 PM from stacie kiner to All Participants:
We have to get THINKING approved.

12:52:14 PM from Åke Nygren to All Participants:
let all staff tag their passions and competencies, and visualise it in a nice way

12:52:16 PM from Betsy Aldridge to All Participants:
Be innovation, be creativity

12:52:18 PM from Nancy Kleban to All Participants:
Reinforce the ideal of morphing rather than killing

12:52:21 PM from Rhona Arthur to All Participants:
I'd have an ideas 'dragon's den' presentation every staff meeting

12:52:22 PM from Shannon Meaney to All Participants:
and follow through...

12:52:33 PM from Timothy Ritz to All Participants:
someone said something about "contagious" optimism... this is important, we can
make product or service use contagious

12:52:42 PM from Francess Andrade to All Participants:
use group effort and follow through is a must set a deadline

12:52:46 PM from Sylvia Richardson to All Participants:
we're thinking we want to have an "idea" box

12:53:12 PM from Timothy Ritz to All Participants:
Jaye... do you have... LEGOS?

12:53:38 PM from Judy Poe to All Participants:
www.RSquaredConference.org - If you want to be innovative, bookmark this site!
It's for you - innovative librarians!

12:53:57 PM from Sophie Brookover to All Participants:
Click! It says it's under development, though.

12:54:09 PM from Judy Poe to All Participants:

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bookmark it! more info coming soon!

12:54:18 PM from Timothy Ritz to All Participants:
RSquared rocks, I can confirm!

12:54:20 PM from Suvi Morales to All Participants:
I like the idea about having relationships outside of your organization such as a county or state library association and encourage one another

12:54:21 PM from eileen oshea to All Participants:
Telluride! Wow, great location!

12:54:38 PM from Sophie Brookover to All Participants:
Are they on Twitter, too? Might be easier to watch that than revisit a bookmarked site.

12:54:51 PM from Judy Poe to All Participants:
not yet - but Twitter is coming soon!

12:55:02 PM from Kim Blaylock to All Panelists:
Yep, Donna

12:55:13 PM from Sophie Brookover to All Participants:
Donna, what's your twitter handle? I'll follow you!

12:55:23 PM from Kim Blaylock to All Panelists:
CurryLuvr

12:55:24 PM from Sophie Brookover to All Participants:
I'm @librarylinknj and @sophiebiblio

12:55:44 PM from Sheryl Rzetelny to All Participants:
of course

12:55:44 PM from Randell Reno to All Participants:
yes

12:55:45 PM from Betsy Aldridge to All Participants:
Use color and draw ideas - visual vs text

12:55:45 PM from Rhona Arthur to All Participants:
Yes

12:55:46 PM from Anne Verdon to All Participants:
yes!!!

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12:55:48 PM from Sophie Brookover to All Participants:
guilty.

12:55:50 PM from Sylvia Richardson to All Participants:
sadly, yes

12:55:50 PM from Jennifer Patterson to All Participants:
all the time

12:55:55 PM from Pam North to All Participants:
Every day

12:55:58 PM from Dianne Ludwig to All Participants:
that's why i prefer to ride my bike

12:55:59 PM from Jennifer Patterson to All Participants:
esspecially at night

12:56:04 PM from Timothy Ritz to All Participants:
Yes, I forget transferring on the subway

12:56:11 PM from Jane Weimer to All Participants:
yes!

12:56:23 PM from Francess Andrade to All Participants:
yes definitely will take an alternate route at least twice a week to start

12:56:26 PM from Rhona Arthur to All Participants:
Oh dear, i dread the phrase - iwas in the shower and I was thinking...

12:56:41 PM from Åke Nygren to All Participants:
Stop attending library conferences for a year, leave the box and attend completely unexpected conferences and events outside the library world

12:56:46 PM from Timothy Ritz to All Participants:
like when you are at the bottom of a page and realize you didn't actually read it!?!?

12:57:28 PM from Pam North to All Participants:
Like Ake's suggestion!

12:57:41 PM from Kim Blaylock to All Panelists:
Me too

12:57:52 PM from Jennifer Boettcher to All Participants:
non-library conference! Stop preaching to the choir.

Chat: Beyond the Norm: Building a Culture of Creativity & Innovation in Libraries

12:58:05 PM from Sophie Brookover to All Participants:
And stop being a member of the choir.

12:58:24 PM from Sophie Brookover to All Participants:
I went to a non-library social media conference last weekend & it was quite a breath of fresh air.

12:58:35 PM from Judy Poe to All Participants:
RSquare! Seriously! This one will blow you away!

12:58:37 PM from Timothy Ritz to All Participants:
yes, we treat innovation too often like an added value activity

12:58:41 PM from Timothy Ritz to All Participants:
but it's fundamental

12:58:45 PM from Sophie Brookover to All Participants:
It was only \$20!

12:59:03 PM from Suvi Morales to All Participants:
When we do library programs we sit in those programs and can actually get more ideas from the presenter or topic.

12:59:32 PM from Infopeople Project to All Participants:
If you haven't downloaded the workbook you can get it at:
<http://infopeople.org/training/beyond-norm>

12:59:41 PM from Timothy Ritz to All Participants:
Anyone use Gantt charts?

12:59:46 PM from Kim Blaylock to All Panelists:
Will all of the chat comments be available after the webinar is over?

12:59:54 PM from Infopeople Project to All Participants:
Yea

13:00:11 PM from Kim Blaylock to All Panelists:
Great, thanks. :-)

13:00:11 PM from Nancy Kleban to All Participants:
Many staff have the attitude: But we've always done it THIS way.

13:00:14 PM from Stanley Strauss to All Participants:
You can download the Chat when you exit the webinar.

13:00:15 PM from Dianne Ludwig to All Participants:

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How how how can one little person convince the mgmt to change??

13:00:22 PM from Infopeople Project to All Participants:
Yes chat will be on the descripton page in a few hours

13:00:39 PM from Richard McMonagle to All Participants:
What about getting volunteers to feel open enough to participate ?

13:00:40 PM from eileen oshea to All Participants:
Yes, it will be.

13:00:47 PM from Francess Andrade to All Participants:
any suggestions how do you change management perception

13:00:51 PM from Betsy Aldridge to All Participants:
Very good - thanks!

13:00:52 PM from Judy Poe to All Participants:
www.RSquaredConference.org Hope to see you there!

13:00:52 PM from Karla Bluestone to All Participants:
Brian, Steve, and participants: thanks for a great hour!

13:00:54 PM from Timothy Ritz to All Participants:
Thanks!

13:00:54 PM from Jennifer Boettcher to All Participants:
bye, thanks

13:00:55 PM from Kim Blaylock to All Panelists:
Thanks, all!

13:00:58 PM from Sophie Brookover to All Participants:
Thanks, everyone!

13:01:03 PM from Judy Poe to All Participants:
Thanks Brian and Steve!

13:01:04 PM from Diane Osborne to All Participants:
Thank you!

13:01:08 PM from Luci Barry to All Panelists:
Thank you!

13:01:08 PM from Dianne Ludwig to All Participants:
Great! thanks

Chat: Beyond the Norm: Building a Culture of Creativity & Innovation in Libraries

13:01:13 PM from Rhona Arthur to All Participants:
Brill

13:01:14 PM from Jennifer Patterson to All Participants:
Thanks

13:01:16 PM from Carmella Lee to All Participants:
thank you

13:01:24 PM from Francede Andrade to All Participants:
thanks very informative! Great job!

13:02:54 PM from eileen oshea to All Participants:
Thank you all for attending!