

## Chat Session for The Hopeful Workplace

12:00:16 PM from Maureen Cropper to All Participants:  
Greetings from Lexington, KY

12:00:22 PM from Angela Luis to All Attendees:  
Greetings from Portola Valley, CA

12:00:59 PM from Barbara bruxvoort to All Participants:  
Hi from San Bruno

12:01:52 PM from Glenda Williams to All Participants:  
Hello from Long Beach!

12:02:32 PM from Rebecca King to All Participants:  
Hello from Little Valley, New York

12:02:47 PM from Carol Batt to All Participants:  
Hello from the Buffalo and Erie County Public Library.

12:02:49 PM from Debby Emerson to All Participants:  
And from Syracuse, NY

12:02:53 PM from carolyn johnson to All Participants:  
Hello from Richmond, Va.

12:02:57 PM from Mary Wilson to All Participants:  
Hi from Westminster, MD

12:03:10 PM from Rachel Altmann to All Participants:  
I don't have sound

12:03:11 PM from Christine Campbell to All Participants:  
Hello from Santa Cruz, CA.

12:03:15 PM from jennifer tran to All Participants:  
i odnt have sound either

12:03:21 PM from Patricia Skelly to All Participants:  
Hello from Utica, NY

12:03:34 PM from Tim Bain to All Participants:  
Hello. My sound is garbled...

12:03:40 PM from Diane Crater to All Participants:  
Hi from Salamanca, NY in Western NY , Diane

12:03:51 PM from Margaret Miles to All Participants:

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I have sound, but it's "blurry."

12:04:01 PM from Infopeople Project to All Participants:  
If you are having a problem hearing please call in

12:04:11 PM from George Needham to All Participants:  
Hello, WNYers---I'm from Bflo, worked at B & ECPL for six years.

12:13:41 PM from George Needham to All Participants:  
Joan and I are monitoring chat, so if you have questions or comments, so feel free to add them here.

12:14:30 PM from Melissa Davidson to All Participants:  
great slide

12:14:43 PM from George Needham to All Participants:  
Thanks!

12:17:15 PM from feeny watt to All Attendees:  
Hi from Salt Lake city

12:22:33 PM from Melissa Davidson to All Participants:  
what was that debriefing technique?

12:22:48 PM from Joan Frye Williams to All Participants:  
plus/delta

12:24:07 PM from Christi M. Underdown-DuBois to All Participants:  
Radical Militant Librarianism

12:24:26 PM from George Needham to All Participants:  
Yo ho ho and a bottle of library paste!

12:24:44 PM from Alice Paterra to All Attendees:  
lol!

12:24:59 PM from Paula Langsam to All Attendees:  
"policy driven"

12:25:17 PM from Barb Fischer to All Participants:  
Problem is I've asked for a cannonade for competitive intelligence for years and can't convince management for the funding. :)

12:25:24 PM from Christi M. Underdown-DuBois to All Participants:  
But you could help write those policies. :)

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- 12:25:26 PM from Katie Foote to All Attendees:  
I want that shirt. :)
- 12:25:56 PM from Christi M. Underdown-DuBois to All Participants:  
@Barb Fischer: Maybe you need to say it's for something else then. :)
- 12:26:00 PM from Tim Dodge to All Participants:  
Do you suppose that shirt comes in blue?
- 12:26:01 PM from Margaret Miles to All Attendees:  
I want one that says "Swashbuckling Librarian"
- 12:27:19 PM from Rosalyn Spring to All Attendees:  
like!
- 12:27:27 PM from Christi M. Underdown-DuBois to All Participants:  
She said "grok". YAY!
- 12:28:22 PM from feeny watt to All Attendees:  
what is the origin of "grok"?
- 12:28:46 PM from Margaret Hazel to All Attendees:  
Robert Heinlein
- 12:28:49 PM from Darmae Brown to All Attendees:  
Lost you
- 12:28:52 PM from Margaret Miles to All Attendees:  
Stranger in a Strange Land
- 12:29:02 PM from Lynette Owens to All Participants:  
heinlein
- 12:29:08 PM from feeny watt to All Attendees:  
thanks i like it
- 12:29:16 PM from Lynette Owens to All Participants:  
i have 3 different editions at home :)
- 12:29:21 PM from George Needham to All Participants:  
Stranger in a Strange Land...helped me get through high school!
- 12:29:47 PM from eileen oshea to All Participants:  
a classic!
- 12:30:04 PM from Gair Helfrich to All Attendees:

## Chat Session for The Hopeful Workplace

Wonderful book==read it under a tree in my front yard

12:30:21 PM from Margaret Miles to All Attendees:

George, was that because you figured out, like the main character, how to neutralize large amounts of alcohol so you felt no ill effects? :)

12:31:42 PM from Christi M. Underdown-DuBois to All Participants:

Amen re: the grapevine!

12:31:42 PM from Carol Batt to All Participants:

Joan - that is exactly what happens at my library!

12:32:01 PM from Dolly Frank to All Attendees:

"worst possible" is sometimes the most accurate reading!

12:32:57 PM from Christi M. Underdown-DuBois to All Participants:

But "I don't know" IS an answer. Our job isn't to know the answer, but rather have an idea where to look.

12:33:11 PM from Vicki Miller to All Participants:

My experience is that really "controlling" supervisors and/or directors create these situations. It's unfortunate.

12:33:21 PM from celina lee to All Attendees:

Love this slide!

12:33:33 PM from Mary Wilson to All Participants:

mighty mouse!

12:33:36 PM from Mary Ann Hayden to All Participants:

I love it too!

12:33:47 PM from Kevin Perez to All Participants:

me too

12:33:49 PM from Christi M. Underdown-DuBois to All Participants:

Again with the stealthy creativity.

12:33:54 PM from Darlene Marsh to All Participants:

Who moved my cheese!! I love it

12:34:12 PM from Megan Hayes to All Participants:

I think it's a rat...they are smarter than mice.

12:34:28 PM from Marybeth Max to All Participants:

Every library needs good fiber!

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12:34:46 PM from Darlene Marsh to All Participants:  
Know your goal!! I so agree.

12:35:05 PM from Kevin Perez to All Participants:  
and communicate it at start

12:35:09 PM from Melinda Landry to All Participants:  
Or else good walls !

12:38:13 PM from Pam Bloomquist to All Attendees:  
sound went out

12:38:57 PM from Lisa Mittman to All Attendees:  
sound out here, yoo

12:39:11 PM from Nora Hardy to All Participants:  
Still have sound in Ithaca, NY

12:39:26 PM from Christi M. Underdown-DuBois to All Participants:  
"borrowing creatively"

12:39:32 PM from Mary Wilson to All Participants:  
we still have sound here, too

12:39:37 PM from Marisa Iacobucci to All Participants:  
Yep..still have sound in Ithaca.

12:39:56 PM from Darmae Brown to All Attendees:  
I got my sound back by closing the audio broadcast bar in the upper left, then turning it back on with the "join audio broadcast" button on the right middle below the names of participants

12:40:09 PM from James Olney to All Attendees:  
we just lost sound

12:40:10 PM from Deb Hoadley to All Attendees:  
important point - look outside the library!

12:40:23 PM from Joanne Wright to All Attendees:  
Sound went out here in N. CA. I called in to continue.

12:40:48 PM from Ann Grealish Rust to All Attendees:  
lost audio

12:40:49 PM from Paul Alford to All Participants:

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Vuja De - see things in an entirely new context / application

12:40:49 PM from Jacqueline Reed to All Attendees:  
Try clicking the Communicate tab and then Audio Broadcast.

12:41:00 PM from Charlotte McIntosh to All Attendees:  
lost audio in Independence, MO also

12:41:33 PM from Deb Hoadley to All Attendees:  
we need to connect with our patrons and it won't be with library lingo

12:41:40 PM from Karen Wickwire to All Attendees:  
I closed and reopened the audio broadcast and that worked.

12:41:41 PM from Jan Baird-Adams to All Attendees:  
lost audio in MD, too.

12:41:53 PM from Pam Bloomquist to All Attendees:  
Communicate tab - audio - does work to bring the sound back on

12:42:02 PM from Kevin Perez to All Participants:  
@ deb - agree. need to talk their language

12:42:22 PM from George Needham to All Participants:  
Point of view is worth 80 IQ points. Alan Kay

12:43:11 PM from George Needham to All Participants:  
That wasn't supposed to break onto two lines.

12:44:11 PM from Vicki Miller to All Participants:  
I love this!

12:44:12 PM from George Needham to All Participants:  
We're going into the last section---time to get your questions and comments up here. Thanks!

12:44:53 PM from celina lee to All Attendees:  
is there a list of bibliographies for this "research data" Joan referenced?

12:45:09 PM from Vicky Baker to All Attendees:  
Holy mackerel! This is SOOOO true.

12:45:24 PM from Vicki Miller to All Participants:  
Civility is lacking a lot these days.

12:45:32 PM from Vicky Baker to All Attendees:

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Oh, wait, they have to act like grownups???

12:46:02 PM from celina lee to All Attendees:  
lol, @ Vicky - exactly!

12:46:02 PM from Dolly Frank to All Attendees:  
How do we get uncivil folks to be civil?

12:46:11 PM from celina lee to All Attendees:  
Lead by example

12:46:12 PM from Marybeth Max to All Participants:  
and a smile is free@

12:46:13 PM from Kevin Perez to All Participants:  
don'ty worry. Be happy!

12:46:15 PM from Mary Beth Hollenbach to All Attendees:  
Even better act like sweet little kids!

12:46:42 PM from Vicki Miller to All Participants:  
Children really show us up sometimes!

12:46:54 PM from alyson kaye to All Participants:  
How does the average staff member who doesn't make the decisions, assist the non-participatory type management be more participatory, open and hopeful, creative, innovative - do we ask for what we need like: participation, is there hope for these types of workplaces?

12:46:58 PM from Dolly Frank to All Attendees:  
there are times when it seems like being nice means they think you're a doormat. esp. when you have to smile and accept it.

12:47:11 PM from Vicky Baker to All Attendees:  
But really, how do you get civility from someone who just doesn't even know how? I think it is a performance issue.

12:47:19 PM from Vicki Miller to All Participants:  
You're right, Dolly!

12:47:25 PM from Mary Wilson to All Participants:  
Yes, and how do you stay honest and be civil?

12:47:26 PM from Jurate Burns to All Attendees:  
Stranger in a Strange Land

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12:47:35 PM from Margaret Miles to All Attendees:

@Dolly: you can enforce it in policies -- I've been really impressed that my county includes "getting along" in basic performance standards.

12:47:52 PM from Paula Langsam to All Attendees:

How do you handle coworkers who bristle when offered help?

12:47:53 PM from Christi M. Underdown-DuBois to All Participants:

@Margaret: That's marvelous.

12:48:22 PM from Christi M. Underdown-DuBois to All Participants:

@Paula: Are they more of a telling or asking kind of person?

12:48:28 PM from celina lee to All Attendees:

@ Vicky - in my exp, I remain civil and kind to that person. Over time, that person eventually becomes nicer as he/she becomes embrassed

12:48:44 PM from Christi M. Underdown-DuBois to All Participants:

Knowing their communication style can make a huge difference in approach.

12:49:08 PM from Paula Langsam to All Attendees:

@christi, sort of neither, she keeps to herself and doesn't really like anyone to look at or offer input on her work.

12:49:09 PM from Vicki Miller to All Participants:

You are absolutely right, Celina. They feel convicted.

12:49:16 PM from Alice Paterra to All Attendees:

Try to change your own attitude and see things differently.

12:49:38 PM from Vicky Baker to All Attendees:

I agree, Joan. Sometimes administration thinks they have to do it all. And maybe they are afraid to push more down.

12:50:14 PM from Kevin Perez to All Participants:

many times it is in the delivery

12:50:14 PM from Jurate Burns to All Participants:

Sound is back in Florida

12:50:23 PM from anthony prince to All Attendees:

being open and honest in communication does not mean changing others to my preferred communication style.

12:50:36 PM from Marybeth Max to All Participants:

civil is diplomacy

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12:50:56 PM from celina lee to All Attendees:  
@Marybeth - you're right!

12:52:02 PM from Mary Wilson to All Participants:  
great responses, thank you!

12:54:00 PM from Melissa Davidson to All Participants:  
there have been a few books on civility lately, one is The case for civility : and why our future depends on it by Os Guinness

12:54:19 PM from Christi M. Underdown-DuBois to All Participants:  
You are responsible FOR yourself and TO others.

12:54:31 PM from Christine Campbell to All Participants:  
Sound just cut off in CA.

12:54:32 PM from Christi M. Underdown-DuBois to All Participants:  
You can't pour from an empty pitcher.

12:54:48 PM from Margaret Miles to All Attendees:  
The CA State Library offered a program on discussion of water issues to encourage civil discourse on controversial issues.

12:54:58 PM from Eduardo Fojo to All Participants:  
Sound gone in Florida

12:55:14 PM from Rita Glick to All Participants:  
Click on Communicate tab and then audio broadcast

12:55:27 PM from Wendy Wendt to All Participants:  
Sound finally back in Minnesota!

12:55:37 PM from eileen oshea to All Participants:  
Thanks for that reminder, Rita!

12:55:58 PM from Infopeople Project to All Participants:  
If you are having sound issues call in: 877-668-4490 access code 574 014 287

12:55:58 PM from Darlene Marsh to All Participants:  
Teamwork doesn't mean 50-50. Be ready to give more.

12:55:59 PM from eileen oshea to All Participants:  
You can also click on the Broadcast icon at the bottom of the Participants panel

12:56:58 PM from Mary Beth Hollenbach to All Attendees:

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Somebody, tell a joke!

12:57:03 PM from Terry Sterling to All Participants:  
Wait what is the punch line for 3 ministers walk into a bar? I'm waiting for the rest of the joke

12:57:16 PM from Eduardo Fojo to All Participants:  
Sound back in FI

12:57:34 PM from Jane Armour to All Participants:  
lost sound in TN

12:57:44 PM from George Needham to All Participants:  
The bartender says, "What is this, some kind of a joke?"

12:58:05 PM from Dolly Frank to All Attendees:  
thanks, I wondered what that punchline was :)

12:58:05 PM from Christine Campbell to All Participants:  
Sound back in CA.

12:58:08 PM from Mary Beth Hollenbach to All Attendees:  
Ha

12:58:19 PM from Mike Hatchett to All Attendees:  
As a supervisor I feel it is part of my responsibility to provide an environment where people can be happy, successful and do what I say.

12:58:21 PM from Steph Miller to All Participants:  
keep going...and breathe deep

12:58:23 PM from Karen Wickwire to All Attendees:  
:D

12:58:48 PM from Nora Hardy to All Participants:  
where should we look for that podcast?

12:58:53 PM from Marybeth Max to All Participants:  
Thank you

12:58:53 PM from Melissa Davidson to All Participants:  
great webinar!

12:59:02 PM from Jurate Burns to All Participants:  
Thank you!

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- 12:59:03 PM from Kevin Perez to All Participants:  
very good. thanx
- 12:59:05 PM from Eduardo Fojo to All Participants:  
Thanks very much!
- 12:59:06 PM from Wendy Wendt to All Participants:  
Yep, great webinar!
- 12:59:06 PM from Rebecca Hickman to All Participants:  
Thank you!
- 12:59:07 PM from Mary Wilson to All Participants:  
Thanks, George & Joan
- 12:59:07 PM from Shellie Zeigler to All Attendees:  
Great examples!!
- 12:59:11 PM from Alice Paterra to All Attendees:  
thank you!
- 12:59:12 PM from Karen Wickwire to All Attendees:  
Thank you!!!!
- 12:59:15 PM from Vicky Baker to All Attendees:  
Thanks a lot.
- 12:59:16 PM from Dianne Hirning to All Attendees:  
Thank you !
- 12:59:17 PM from Paula Langsam to All Attendees:  
thanks so much. great webinar!
- 12:59:17 PM from Scott Brown to All Participants:  
Awesome topic!! Thank you.
- 12:59:17 PM from Cindy Richard to All Participants:  
thankyou
- 12:59:18 PM from Deb Hoadley to All Participants:  
thank you - great topic and great presenters!
- 12:59:19 PM from Christine Campbell to All Participants:  
Thanks for the presentation.
- 12:59:19 PM from Lynette Owens to All Participants:

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Thanks, wonderful webinar!

12:59:20 PM from Mike Hatchett to All Attendees:  
Thanks, bye!

12:59:21 PM from patricia wishard to All Participants:  
Great seminar. Thanks George & Joan

12:59:21 PM from Ann Grealish Rust to All Attendees:  
great very hopeful

12:59:25 PM from Gair Helfrich to All Attendees:  
Thanks!

12:59:25 PM from NICOLE PALMER to All Participants:  
Thank you!

12:59:26 PM from Jared Burton to All Participants:  
thanks!

12:59:27 PM from Katie Foote to All Attendees:  
Thanks, very informative! :)

12:59:27 PM from Maureen Cropper to All Participants:  
Thank you, George & Joan!

12:59:27 PM from Cheryl Schwass to All Participants:  
Thanks for the hope!

12:59:28 PM from Anneliese Taylor to All Participants:  
Thanks much

12:59:29 PM from Larry Randall to All Attendees:  
thanks!

12:59:29 PM from Darlene Marsh to All Attendees:  
See ya all..

12:59:29 PM from Douglas Holtzman to All Attendees:  
Thanks. Good program.

12:59:30 PM from Dolly Frank to All Attendees:  
thank you!

12:59:30 PM from Edenia Hernandez to All Attendees:  
Thanks, great topic and presentation

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12:59:34 PM from Guadalupe Gomez to All Attendees:  
thanks

12:59:37 PM from Carol Batt to All Attendees:  
Thank you!

12:59:38 PM from jana smith to All Attendees:  
thanks for the class

12:59:39 PM from Kathy Jo Robb to All Attendees:  
Thanks!

12:59:44 PM from Mary Beth Hollenbach to All Attendees:  
thanks for the dose of hope!

12:59:45 PM from Laura Barnes to All Attendees:  
Thanks! Just as inspirational as your Illinois Library Association keynote. :-)

12:59:49 PM from Donna McDonald to All Attendees:  
Thanks! Bye...

12:59:53 PM from Vivian Bordeaux to All Attendees:  
thanks for a great topic

12:59:57 PM from Heather Pereira to All Attendees:  
Thank you

12:59:58 PM from Jane Armour to All Attendees:  
Thanks! Great topic for January!

12:59:59 PM from Pam North to All Attendees:  
Great information - thanks!

13:00:20 PM from Christi M. Underdown-DuBois to All Attendees:  
thanks. very appropriate for this time of year.

13:00:21 PM from Martha Andrade to All Attendees:  
I lost sound in El Paso, TX but I want to thank you both for a very inspirational webinar. Thanks!

13:00:27 PM from Margaret Mayfield to All Attendees:  
Thank you--excellent!

13:00:34 PM from Deb Hoadley to All Attendees:  
where is the survey

## Chat Session for The Hopeful Workplace

13:01:07 PM from Patricia Garcia Ocampo to All Attendees:  
thank you, great webinar