

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

12:01:30 PM from Kathleen McGinley
to All Participants: Children's in Pittsburgh

12:03:14 PM from Tina Price
to All Participants: Tina Price from Virginia Beach Central Library

12:03:25 PM from Cathy Thomann
to All Participants: Hi Tina...we're in Norfolk!

12:03:38 PM from Tina Price
to All Participants: cool

12:03:45 PM from Tracy McPeck
to All Participants: Hi from Central Rappahannock Regional Library in Virginia

12:03:48 PM from Jenna Biglow
to All Participants: Hi

12:04:11 PM from Thomas Vose
to All Participants: Branch manager, Perris Library.

12:04:17 PM from amy ring
to All Participants: Ponte Vedra Beach Branch Library, FL- Manager

12:04:18 PM from Diana Erickson
to All Participants: Hi, from Whittier, California

12:04:21 PM from Karen Tatarka
to All Participants: Weston, CT Library Director

12:04:21 PM from Lesli Scott
to All Participants: Hi from Lesli in Jeffersonville, IN!

12:04:23 PM from David Coutcher
to All Participants: Murfreesboro, TN HR ADMIN

12:04:23 PM from Kristi Jerome
to All Participants: I'm from Newport news, VA. I am a Library Tech.

12:04:24 PM from Freya Anderson
to All Participants: There's a small group of us at the Alaska State Library in Juneau, Alaska

12:04:24 PM from Tracy McPeck

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

to All Participants: I am a system sub (circulation, adult and youth services) in our five largest branches. I just received my MLS in December.

12:04:25 PM from Patricia Hector
to All Participants: branch manager in Sonoma County, CA

12:04:25 PM from Pam North
to All Participants: Pam from Sherwood, Oregon - Library Director

12:04:26 PM from Heather Teems
to All Participants: circulation from buda, tx

12:04:26 PM from Diane Adkins
to All Participants: Director in Virginia

12:04:27 PM from Dave Tyckoson
to All Participants: I am Associate Dean at California State University, Fresno

12:04:27 PM from Kristen Valyi-Hax
to All Participants: Library Director, Romeo District Library (Romeo, Michigan)

12:04:28 PM from Laura Dow
to All Participants: Customer service at the Brown Library in Williamsport, PA

12:04:28 PM from Kelly Miller
to All Participants: Springfield, MO Branch Manager

12:04:28 PM from Rhonda Frevert
to All Participants: Director, Burlington Public Library IA

12:04:29 PM from Elizabeth Insley
to All Participants: Newport News VA, Head of Circulation

12:04:29 PM from Sheelagh O'Malley
to All Participants: Gwinnett County Public Library Public Services Librarian

12:04:30 PM from Teresa Robertson
to All Participants: Los Angeles, CA children's librarian

12:04:30 PM from Joe Fox
to All Participants: Instructional Services Librarian, Cedarville University

12:04:31 PM from Allison Schmid
to All Participants: we have 7 of us here from a range of departments . . . childrens, marketing, adult services, circulation, outreach

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

12:04:31 PM from Kashawna White

to All Participants: I am Manager of Circ and Branches in Cheyenne WY

12:04:32 PM from Jessica Alston

to All Participants: Library Assistant in Henrico VA

12:04:33 PM from Patricia White-Williams

to All Participants: Hi from Fairfax County Public Library, Fairfax VA. I am a Branch Coordinator

12:04:33 PM from Tammy Brawn

to All Participants: Public Library Director, Livingston Montana

12:04:33 PM from Kate Laughlin

to All Participants: CE Coordinator for state library assn.

12:04:33 PM from Lelani Sabo

to All Participants: Lelani Sabo, TN - Library Manager

12:04:33 PM from Heather Bistyga

to All Participants: Reference Librarian in SC

12:04:34 PM from Jennifer Bean

to All Participants: Jeffersonville IN

12:04:34 PM from Padmas Ree

to All Participants: San Jose, CA

12:04:34 PM from Diane Andres

to All Participants: virginia beach, va - clerk

12:04:34 PM from Carol Ellison

to All Participants: Copy cataloger at Everett Public Library in Everett, WA

12:04:34 PM from Tina Price

to All Participants: Library Technician

12:04:35 PM from jessica schelleng

to All Participants: Hi from Pamunkey Regional Library in VA- I'm in reference

12:04:35 PM from Pepper Tasker

to All Participants: Long Beach, CA

12:04:35 PM from sherry knight

to All Participants: eulless tx head of reference

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

12:04:36 PM from Andrea Woodruff
to All Participants: Hi, I'm in Lodi California.

12:04:36 PM from Joyce Himmel
to All Participants: Hi from Sunny Southwest Florida. Library assistant for Lee County Libraries

12:04:36 PM from Helen Crim
to All Participants: Lee County, NW Regional Library - Circulation

12:04:37 PM from Vanessa Vigil
to All Participants: Suisun City, Library Assistant-Circulation

12:04:37 PM from Joan Reddy
to All Participants: Sioux Falls, SD Library operations & City Branches

12:04:38 PM from Leigh Myers
to All Participants: Tampa, Florida. Library Technical Assistant

12:04:38 PM from Jana Cassel
to All Participants: I'm in Palo Alto California and I'm a Reference Librarian in a law firm library

12:04:39 PM from Tina Lucero-Sanchez
to All Participants: Public library in Northern Cali....work the circulation desk

12:04:39 PM from Molly Moss
to All Participants: Molly Moss and Lisa Downing, Head of Reference and Assistant Director, Forbes Library, Northampton MA

12:04:40 PM from Sarah La Torra
to All Participants: Redwood City Library, California Bay Area, Run the Teen Center and Teen Services Librarian

12:04:40 PM from Mamie Ney
to All Participants: Library consultant with the Maine State Library. Based in Portland, ME.

12:04:40 PM from Linda Selvidge
to All Participants: Hi, from sunny Stockton, California, at University of Pacific library!

12:04:41 PM from Cara Swartz
to All Panelists: From Solano County in California, assistant director

12:04:41 PM from Lelani Sabo
to All Participants: Good afternoon, everyone!

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

12:04:41 PM from Candice Cooper
to All Participants: Prince George's Community College, Circulation

12:04:41 PM from Ellen Bard
to All Participants: Little Rock, Central Arkansas Library System

12:04:42 PM from Pat Vader
to All Participants: Pomona, CA - Executive Director of University Library

12:04:42 PM from Sarah Townsend
to All Participants: Branch Manager at Norfolk Public Library, Norfolk, VA

12:04:42 PM from Jenna Biglow
to All Participants: I'm from the Moraga Library and I am a clerk who often works the Circulation desk.

12:04:43 PM from Deborah Wadleigh
to All Participants: Deborah - Jacksonville, NC, Onslow County Public Library, Tech Services Manager & Trainer

12:04:44 PM from Rosemary Kauth
to All Participants: Zion-Benton public library, Interlibrary loan, Circulation

12:04:45 PM from Caroline Hoover
to All Participants: Hi Adult Services Librarian Henderson Nevada

12:04:47 PM from Bev Bird
to All Participants: Atlantic County, NJ -- Community Relations

12:04:48 PM from Kathy Marrah
to All Participants: Hello from Dorchester County Library! Circ Desk and Computer Center

12:04:48 PM from Cyndi Efrain
to All Participants: Cyndi from Long Beach Public Library. Department Librarian

12:04:49 PM from Joel Rane
to All Participants: Reference Librarian, Inglewood, California

12:04:49 PM from Eva Patterson
to All Participants: Hello, from Marin County, CA. I'm a regional branch manager

12:04:49 PM from Jean Burchill
to All Participants: Henrico County Public Library outside of Richmond Virginia branch manager of small branch

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

- 12:04:49 PM from nancy knott
to All Participants: Senior Branch Asst., University Place, WA
- 12:04:50 PM from Allyson Johns
to All Participants: Circulation Supervisor at large branch
- 12:04:50 PM from Joanne Wright
to All Participants: Literacy, Solano County, CA
- 12:04:50 PM from Cynthia Winn
to All Participants: Siouxland Libraries public library in Sioux Falls SD
- 12:04:50 PM from Nancy Munoz
to All Participants: Adult services librarian at Downey City Library, CA
- 12:04:51 PM from Linda Burnham
to All Participants: Linda Burnham Perris Library
- 12:04:51 PM from ellen wolf
to All Participants: library associate at Richmond Public Library in Richmond, VA, where it is 80 today!
- 12:04:53 PM from Tonya Kennon
to All Participants: Riverside Public CA; Library Director
- 12:04:54 PM from Sarah Maner
to All Participants: Richland County Public Library in South Carolina
- 12:04:54 PM from Erica Lansdown
to All Participants: From Long Beach California, I am an adult services librarian, recently promoted to Department Librarian.
- 12:04:55 PM from Dan Briem
to All Participants: Harrison Public Library NY Staff Meeting
- 12:04:58 PM from Rose Feuer
to All Participants: Dobbs Ferry Library, New York
- 12:04:59 PM from Joseph Costantino
to All Participants: Assistant Librarian at BPL Hamilton MT
- 12:05:01 PM from Lois Strycula
to All Participants: There is a group of library staff here in Warren, PA from the Warren Public Library.

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12:05:02 PM from Steve Peay
to All Participants: Tooele, UT

12:05:03 PM from neica dey
to All Participants: Public Libraries of Saginaw, Human Resources & Finance Mgr.

12:05:04 PM from Becky Kelien
to All Participants: Jeffersonville, Indiana

12:05:04 PM from Ronald Gauthier
to All Participants: Ronald Gauthier from Gwinnett Public Library in Georgia.

12:05:05 PM from Alan Saeger
to All Participants: Ontario, California - Circulation Supervisor

12:05:09 PM from Wendy Wright
to All Participants: Library Assistant -- Vancouver Island Regional Library

12:05:09 PM from Shirley Hawkins
to All Participants: Hi I am in Haysi, Virginia in far southwest Virginia. This is Shirley with the Haysi Community Library.

12:05:10 PM from Annamrie Olson
to All Participants: Annamrie Olson, Porterville California. Library/Literacy Assistant.
Hello

12:05:11 PM from Beth Attard
to All Participants: Beth Attard, Branch Supervisor, Sacramento, CA

12:05:13 PM from Barbara Chung
to All Participants: I'm Senior Librarian for Children's Services at the Carlsbad City Library in Carlsbad, CA

12:05:14 PM from Jeff Rosen
to All Participants: San Francisco State University

12:05:15 PM from Grant Joslin
to All Participants: historical society in Ohio

12:05:16 PM from Liz Paris
to All Participants: Liz Paris Marin County Free Library, San Rafael CA

12:05:19 PM from Angela Meachum
to All Participants: Woodruff County Library, Augusta, AR

12:05:19 PM from Mary Jo Simons

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

to All Participants: Mars Area Public Library, Mars, PA

12:05:21 PM from Darla Wegener

to All Participants: Main Library Manager Long Beach Public Library in California

12:05:24 PM from Kathy Schlimpert

to All Participants: Kathy Schlimpert

12:05:27 PM from Martha I. Andrade

to All Participants: My name is Martha I. Andrade and I am the Branch Manager of the Armijo Branch-El Paso Public Library.

12:05:27 PM from Irena Carpenter

to All Participants: Irena Carpenter, from San Diego Public Library

12:05:28 PM from Gina Quesenberry

to All Participants: Library Manager in El Monte, CA for County of Los Angeles Public Library

12:05:32 PM from Tanya Messenger

to All Participants: Hello from Belleville, Kansas

12:05:34 PM from Janet Maly

(privately): Hi This is Janet from Wahoo, ne and I'm The desk clerk at our Public Library

12:05:35 PM from Bev Liesinger

to All Participants: Crooks, South Dakota

12:05:38 PM from Joanne Rode

to All Participants: Hi, I'm Joanne Rode, a children's librarian at buena Vista library in Burbank

12:05:42 PM from Deb Hoadley

to All Participants: Advisor for Massachusetts Library System

12:05:46 PM from Nancy Paradise

to All Participants: Nancy Paradise - Long Beach Public Library

12:05:56 PM from Kathy Schlimpert

to All Participants: Kathy Schlimpert Altenburg, Missouri

12:05:57 PM from Megan Knapp

to All Participants: Hello all. Megan from Renton, Washington, here (recent MLIS grad, current library volunteer)

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

12:05:58 PM from Angela Jones

to All Participants: Tallahassee, FL--State Library of Florida-cataloging

12:06:03 PM from Rita Petry

to All Participants: hello

12:06:43 PM from Susan Cataldo

to All Participants: Hi I'm Susan C from Hernando County Library-Spring hill Branch

12:06:58 PM from Linda Bourgeois

to All Participants: Colo. Spgs, CO - For-profit University

12:07:20 PM from Deborah Jacobs

to All Participants: Vista Murrieta High School Library in Riverside County CA - Teacher Librarian

12:07:22 PM from Infopeople Project

to All Participants: If you are having a sound problem, please call in. toll free phone number is: 877-668-4490

12:07:33 PM from Lynn Wetzel

to All Participants: Lynn Wetzel, Lee County Library System, FL. Ref. Librarian

12:07:41 PM from Infopeople Project

to All Participants: Access code 571 057 993

12:07:48 PM from Barbara Eales

to All Participants: Hi Gretel! I'm Web Librarian at Ventura County Library - in beautiful Ventura County where the weather is also sunny today!

12:08:25 PM from Sarah Bean Thompson

to All Participants: I'm in Springfield MO and I'm the Youth Services Manager of our main branch

12:09:05 PM from eileen oshea

to All Participants: Slides and handouts for this webinar are here:
<http://infopeople.org/training/being-customer-focused>

12:11:24 PM from Kristen Valyi-Hax

to All Participants: Personalized

12:11:27 PM from Kate Laughlin

to All Participants: responsive

12:11:28 PM from Andrea Woodruff

to All Participants: customer wants

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

12:11:28 PM from Barbara Chung
to All Participants: responsive

12:11:28 PM from Freya Anderson
to All Participants: listening, responsive

12:11:28 PM from Cara Swartz
to All Panelists: approachable, welcoming

12:11:28 PM from Sarah Vantrease
to All Participants: targeted

12:11:29 PM from Sarah Maner
to All Participants: listen and respond

12:11:30 PM from Kashawna White
to All Participants: friendly eye contact

12:11:30 PM from amy ring
to All Participants: be open to trying a patron suggestion

12:11:30 PM from Jon Torkelson
to All Participants: Smile and acknowledge.

12:11:31 PM from Wendy Wright
to All Participants: service

12:11:32 PM from Diana Erickson
to All Participants: listening to what they want

12:11:32 PM from Allison Schmid
to All Participants: attentive

12:11:33 PM from Bonnie McKewon
to All Participants: Finding ways to say "yes"

12:11:33 PM from Susan Herr
to All Participants: friendly helpful

12:11:33 PM from Linda Bourgeois
to All Participants: service oriented

12:11:33 PM from Beth Attard
to All Participants: compassionate, friendly

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

12:11:34 PM from Erica Lansdown
to All Participants: Responsive to specific needs

12:11:34 PM from Megan Knapp
to All Participants: open, responsive

12:11:35 PM from sherry knight
to All Participants: care

12:11:35 PM from Elizabeth Insley
to All Participants: providing a customer's needs

12:11:35 PM from Sheelagh O'Malley
to All Participants: available and attentive to all needs

12:11:36 PM from Sarah Townsend
to All Participants: personalized/individualized service

12:11:36 PM from Rhonda Frevert
to All Participants: welcoming and responsive

12:11:37 PM from Kristi Jerome
to All Participants: friendliness

12:11:37 PM from Tina Lucero-Sanchez
to All Participants: Personal, look them in the eye, really listen

12:11:37 PM from Mamie Ney
to All Participants: listening to what the customer is looking for

12:11:37 PM from Sarah La Torra
to All Participants: eye contact

12:11:37 PM from Kate Laughlin
to All Participants: acknowledge customer

12:11:38 PM from Lori Sharp
to All Participants: friendly and helpful

12:11:38 PM from Ellen Bard
to All Participants: attentive, friendly

12:11:38 PM from Joseph Costantino
to All Participants: service

12:11:39 PM from ellen wolf

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

to All Participants: welcome!

12:11:39 PM from Tanya Novak
to All Participants: meeting customer needs and expectations

12:11:39 PM from Lois Strycula
to All Participants: eye contact

12:11:40 PM from amy ring
to All Participants: know their names!

12:11:40 PM from Rita Petry
to All Participants: Listening to what they are saying

12:11:40 PM from Deb Hoadley
to All Participants: not about "Library"

12:11:40 PM from Annamrie Olson
to All Participants: service

12:11:40 PM from Barb Chapman
to All Participants: listen to questions

12:11:41 PM from Irena Carpenter
to All Participants: helpful

12:11:41 PM from Julia Aker
to All Participants: friendly and helpful

12:11:41 PM from Vanessa Vigil
to All Participants: helping customers to become self-sufficient in the library and on the web

12:11:41 PM from Carol Ellison
to All Participants: Always keep the customer's experience and habits in mind!

12:11:42 PM from Inga Labeaune
to All Participants: Welcoming, strive to meet customer expectations first

12:11:42 PM from Nancy Paradise
to All Participants: approachable, know names of patrons, allow them to talk to you

12:11:43 PM from Linda Selvidge
to All Participants: Leave them with the concept of "Yes"

12:11:43 PM from Kristi Jerome

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

to All Participants: service

12:11:43 PM from Tiffany Coleman

to All Participants: helpful

12:11:43 PM from Dave Tyckoson

to All Participants: building services and collections that meet local community needs

12:11:43 PM from Krissy Jensen

to All Participants: approachable

12:11:43 PM from Allyson Johns

to All Participants: being attentive to needs

12:11:43 PM from Michele Capozzella

to All Participants: customer is #1

12:11:44 PM from Helen Crim

to All Participants: Learn Desires

12:11:44 PM from Tracy McPeck

to All Participants: Customers come first, above tasks. They are greeted immediately (and always!) and we try to tell them "no" as little as possible.

12:11:44 PM from Diane Adkins

to All Participants: welcoming and appropriately responsive

12:11:44 PM from Rosemary Kauth

to All Participants: filling customer requests; very individualized

12:11:45 PM from Deborah Wadleigh

to All Participants: engaged

12:11:46 PM from Lois Strycula

to All Participants: eye contact

12:11:46 PM from Teresa Robertson

to All Participants: A library that asks it's patrons/community what it wants from the library.

12:11:46 PM from Leigh Myers

to All Participants: friendly greeting

12:11:46 PM from Lesli Scott

to All Participants: helpful, understanding

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

12:11:47 PM from Jennifer Bean
to All Participants: friendly and welcoming

12:11:47 PM from Barbara Eales
to All Participants: Responsive to what the customer wants, where they are and what they need (maybe before they know they need it)

12:11:47 PM from Katie Strotman
to All Participants: based on the customer needs

12:11:48 PM from Julia Aker
to All Participants: available

12:11:48 PM from Pat Vader
to All Participants: friendly, open, listening

12:11:49 PM from Rose Feuer
to All Participants: about them

12:11:52 PM from Annamrie Olson
to All Participants: smile smile smile

12:11:53 PM from jessica schelleng
to All Participants: knowing what types of materials and needs that your community has

12:11:53 PM from Julia Aker
to All Participants: know their name

12:11:53 PM from Jenna Biglow
to All Participants: I would define it by putting the needs and desires of the customer first.

12:11:54 PM from Tina Price
to All Participants: anticipating needs

12:11:54 PM from Sarah Vantrease
to All Participants: flexible

12:11:54 PM from Kate Laughlin
to All Participants: intuitive!

12:11:54 PM from Jackie Faust-Moreno
to All Participants: pay attention to the needs of the patrons.

12:11:55 PM from Ilene Snyder

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

to All Participants: Quality Service

12:11:55 PM from Kristi Jerome
to All Participants: attentiveness

12:11:56 PM from Deb Hoadley
to All Participants: open

12:11:56 PM from Julia Butler
to All Participants: customer is priority

12:11:57 PM from Margaret Schwarz
to All Participants: Smile.

12:11:58 PM from Cynthia Winn
to All Participants: listening

12:11:59 PM from Beth Attard
to All Participants: interested in customer needs

12:11:59 PM from Scott Bauer
to All Participants: welcoming

12:12:00 PM from Patricia White-Williams
to All Participants: inclusive, meeting customers at their point of need

12:12:01 PM from nancy knott
to All Participants: Use language the public understands

12:12:01 PM from Bonni Capobianco
to All Participants: listening and helpful

12:12:01 PM from Joanne Rode
to All Participants: Being aware of the customer's needs and being willing to meet those needs

12:12:01 PM from Julia Aker
to All Participants: proactive

12:12:01 PM from Shirley Hawkins
to All Participants: acknowledge, available, keeping the community in mind

12:12:01 PM from Pat Toney
to All Participants: available and interested

12:12:04 PM from Wendy Wright

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

to All Participants: non-judgemental

12:12:04 PM from Diane Andres
to All Participants: happily helpful

12:12:05 PM from Angela Meachum
to All Participants: undivided attention

12:12:05 PM from Darla Wegener
to All Participants: Every reader his or her book/information. Positive customer at the front of every transaction.

12:12:05 PM from Bev Bird
to All Participants: exceeding expectations

12:12:07 PM from amy ring
to All Participants: treating them like you're glad they're here

12:12:07 PM from Joel Rane
to All Participants: serving your community

12:12:09 PM from Tim Veit
to All Participants: Responsive

12:12:09 PM from Tina Lucero-Sanchez
to All Participants: my patrons love to be called by their first name....very personal

12:12:10 PM from hiruth hailu
to All Panelists: smile

12:12:15 PM from Linda Burnham
to All Participants: Always greet with a smile in your voice.

12:12:18 PM from Lynn Wetzel
to All Participants: People, customers needs - not focused as much on the material

12:12:19 PM from Krissy Jensen
to All Participants: policies & procedures help the patron

12:12:19 PM from Janet Maly
to Host (privately): friendly ,welcoming

12:12:19 PM from Darla Wegener
to All Participants: Personal!

12:12:21 PM from jessica schelleng

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

to All Participants: Human contact

12:12:22 PM from Julia Aker

to All Participants: follow up with your customer

12:12:26 PM from Padmas Ree

to All Participants: when and where the patrons need service

12:12:28 PM from Ed Bell

to All Participants: listening friendly, compationate

12:12:40 PM from Jana Cassel

to All Participants: helpful

12:12:41 PM from Pam North

to All Participants: Smiles, everyone, smiles!

12:12:42 PM from Thomas Vose

to All Participants: observational, empathetic

12:13:20 PM from Rita Petry

to All Participants: being approachable

12:14:19 PM from Tracy McPeck

to All Participants: Yes, Steven! And taking them to the section, not just pointing!

12:15:22 PM from Kathy Marrah

to All Participants: smiles, extra mile

12:15:41 PM from Thomas Vose

to All Participants: Were there privacy concerns about the cameras?

12:15:46 PM from Robert Butler

to All Participants: FAST, efficient service; everyone's in a hurry these days...

12:16:30 PM from susan allred

to All Participants: Anticipating and intuiting what patrons nee.

12:19:24 PM from Erica Lansdown

to All Participants: What do the black dots stand for?

12:19:53 PM from Sarah Vantrease

to All Participants: hi erica! =)

12:20:44 PM from Ally Perez

to All Participants: black dots = staff

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

12:23:40 PM from Tina Price
(privately): Whew! Thanks

12:23:42 PM from amy ring
to All Participants: We try so hard!

12:24:02 PM from Emery Ortiz
to All Participants: What were specific signage problems?

12:24:15 PM from Sarah Vantrease
to All Participants: don't use library jargon in signs

12:24:16 PM from amy ring
to All Participants: We know that if there are so many signs people won't look at any of them. But if patrons don't see the sign they will say There was no sign!

12:24:48 PM from Thomas Vose
to All Participants: I always half-thought signs were more for us to point to when they inevitably don't read them.

12:24:48 PM from Vanessa Vigil
to All Participants: pictures can get past language barriers

12:24:59 PM from Lesli Scott
to All Participants: We have zero signiage at our library. It is very difficult to help people without signage.

12:25:07 PM from Emery Ortiz
to All Participants: Thank you!

12:25:23 PM from leonora joins
to All Participants: Do we have to post a sign about check out books before you leave to prevent stealing? just asking if it is relevant...

12:25:57 PM from amy ring
to All Participants: we have that sign on our gazebo door. it was a problem b/c people would browse, take a book off the shelf, read it on the gazebo, and then get in their cars.

12:26:51 PM from Bonni Capobianco
to All Participants: Try removing signs periodically, then rethink what really needs to be put back up.

12:27:02 PM from amy ring
to All Participants: expensive!

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

12:27:10 PM from leonora joins

to All Participants: How do we approach patrons who forgot or intentionally did not check out books and went out and the door alarm?

12:27:20 PM from Thomas Vose

to All Participants: Guns drawn.

12:27:27 PM from amy ring

to All Participants: say sir, please wait one moment!

12:27:45 PM from amy ring

to All Participants: expensive?

12:28:02 PM from Allison Schmid

to All Participants: we have our big plasma tv by the elevator so patrons stop and read it or listen to it while waiting

12:28:28 PM from John Farino

(privately): My audio has dropped out-- says "connecting" but I don't hear anything--

12:28:40 PM from Sarah Vantrease

to All Participants: a lot of library budgets don't have a line item for signage.... but maybe we should!

12:28:49 PM from Deb Hoadley

to All Participants: I converted a library to BISAC so they don't have to figure out Dewey. Helped them find things much easier.

12:28:57 PM from Malgorzata Schaefer

to All Participants: cheaper solution is digital photo frame with revolving slides for signs. put byt circ counter

12:28:59 PM from Thomas Vose

to All Participants: I hate seeing taped-up signs.

12:29:24 PM from Sarah Vantrease

to All Participants: @malgorzata - good idea

12:29:41 PM from John Farino

(privately): Audio is back. If anybody did anything-- thanks

12:30:22 PM from Lesli Scott

to All Participants: We have a new-ish library, no signs, and no money. Taped up signs have been suggested but won't fly here. :(

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

12:30:32 PM from Linda Barbero

to All Participants: We are engaging with more and more people virtually through chat, email, etc.

12:30:33 PM from Infopeople Project

to John Farino (privately): Its just a bandwidth thing, yours, ours, and WebEx

12:31:00 PM from Tina Price

(privately): Facebook has been a great way to get out our info too

12:31:59 PM from Infopeople Project

to All Participants: If you are having a sound problem please call in. Toll free number: 877-668-4490 access code 571 057 993

12:32:22 PM from Robert Butler

to All Participants: Will there be any printable notes/summary available for this webinar?

12:32:38 PM from Tracy McPeck

to All Participants: Hi, Robert- they're on the InfoPeople website.

12:32:55 PM from Infopeople Project

to All Participants: We will have archive of webinar plus chat and Q&A

12:33:02 PM from Tracy McPeck

to All Participants: <http://infopeople.org/training/being-customer-focused>

12:35:39 PM from Janet Wren

to All Participants: Catering to a patron's every whim is not necessarily helpful to them.

12:36:29 PM from Kathy Marrah

to All Participants: They won't learn how to do anything for themselves that way. Agreed.

12:37:43 PM from Darla Wegener

to All Participants: File menu communicate click on Audiobroadcast.

12:38:40 PM from Sarah La Torra

to All Participants: people working at the desk are not just focused on that task they are working on other projects at the same time.

12:38:52 PM from Infopeople Project

to All Participants: Looking for Audiobroadcast? Two way, on is icon in participants panel and in Commuicate menu

12:38:59 PM from Kate Laughlin

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

to All Participants: old habits

12:39:02 PM from Deb Hoadley
to All Participants: staff reluctance

12:39:03 PM from Sarah Vantrease
to All Participants: obsolete layout

12:39:03 PM from Allison Schmid
to All Participants: administration

12:39:03 PM from Katie Strotman
to All Participants: large staff, some that don't like change

12:39:04 PM from Kristen Valyi-Hax
to All Participants: Fear, inertia

12:39:04 PM from Beth Attard
to All Participants: Staff shortage

12:39:04 PM from Barb Chapman
to All Participants: being understaffed

12:39:05 PM from Tina Lucero-Sanchez
to All Participants: extreme staffing shortages

12:39:06 PM from Ed Bell
to All Participants: policy constraints

12:39:06 PM from Kate Laughlin
to All Participants: old attitudes

12:39:07 PM from Freya Anderson
to All Participants: we don't own our building, so have limits on making physical changes

12:39:07 PM from Scott Bauer
to All Participants: change adverse

12:39:07 PM from Sarah Maner
to All Participants: budget

12:39:08 PM from Thomas Vose
to All Participants: Lack of systematic customer data of the sort described here.

12:39:08 PM from Angela Meachum

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

to All Participants: short staffed

12:39:08 PM from Linda Barbero
to All Participants: conflicting customer needs

12:39:09 PM from Tracy McPeck
to All Participants: Old-school librarians who hide behind their computers and don't get up from their desks, and say no more than they have to

12:39:09 PM from Steve Peay
to All Participants: policy

12:39:10 PM from Karen Tatarka
to All Participants: inability to have staff at the desk consistently

12:39:10 PM from Kathy Marrah
to All Participants: Circ desk layout and staff shortage

12:39:10 PM from ellen wolf
to All Participants: administration

12:39:11 PM from Inga Labeaune
to All Participants: Working on other tasks at a public desk

12:39:11 PM from David Coutcher
to All Participants: staff resistance to change

12:39:12 PM from Sarah Townsend
to All Participants: old habits

12:39:14 PM from Lori Sharp
to All Participants: staff who don't like to interact with the public

12:39:14 PM from Caroline Hoover
to All Participants: budget

12:39:15 PM from Lelani Sabo
to All Participants: Staff Time - we are doing more with less

12:39:15 PM from Deborah Wadleigh
to All Participants: resistance to change

12:39:15 PM from susan allred
to All Participants: old attitudes

12:39:15 PM from Darla Wegener

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

to All Participants: culture of many steps

12:39:15 PM from Shirley Hawkins

to All Participants: under staffed

12:39:16 PM from Julia Aker

to All Participants: when we say no

12:39:16 PM from Linda Bourgeois

to All Participants: funding and lack of staffing

12:39:16 PM from Damon Hill

to All Participants: fear of change

12:39:18 PM from Dave Tyckoson

to All Participants: Negative Signage (using NO instead of telling people what they can do)

12:39:19 PM from ellen wolf

to All Participants: urban transient population

12:39:20 PM from Julia Aker

to All Participants: policies

12:39:21 PM from Kate Laughlin

to All Participants: fear of change

12:39:21 PM from Teresa Robertson

to All Participants: lack of upper management support to the front line workers

12:39:21 PM from Diane Adkins

to All Participants: reluctance to leave desk

12:39:21 PM from Darla Wegener

to All Participants: Tradition

12:39:22 PM from jessica schelleng

to All Participants: size of staff compared to the size of the building

12:39:22 PM from Kristi Jerome

to All Participants: poor attitudes from patrons to begin with

12:39:22 PM from David Coutcher

to All Participants: funding

12:39:23 PM from Bonni Capobianco

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

to All Participants: IT issues, trying to get things repaired.

12:39:23 PM from Barbara Eales

to All Participants: mental health of downtown patrons cause staff to be wary to all

12:39:23 PM from Allyson Johns

to All Participants: old-fashioned closed-minded manager

12:39:23 PM from Carol Ellison

to All Participants: Barriers: old habits, redundant processes, inflexible staff, leadership that doesn't listen

12:39:24 PM from Tiffany Coleman

to All Participants: not enough spanish speaker

12:39:24 PM from Patricia White-Williams

to All Participants: Service desk placement

12:39:25 PM from natalie smith

to All Participants: staff not caring

12:39:25 PM from Beth Attard

to All Participants: Lack of training (technology questions)

12:39:25 PM from Linda Barbero

to All Participants: ebook technology that is difficult to use

12:39:26 PM from nancy knott

to All Participants: Time. A few needy patrons take a lot of time.

12:39:26 PM from Julia Butler

to All Participants: signage and library language. it takes toto long to explain things to patrons

12:39:26 PM from Tanya Novak

to All Participants: can't please everyone

12:39:27 PM from Joanne Rode

to All Participants: policies that we're supposed to follow

12:39:28 PM from Sarah La Torra

to All Participants: don't think their job should be at the front desk

12:39:33 PM from Nancy Paradise

to All Participants: busy, people have to wait for service

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

12:39:33 PM from Julia Aker
to All Participants: staff can't be flexible

12:39:34 PM from Laura Dow
to All Participants: staffing

12:39:34 PM from Marietta Smith
to All Participants: old habits

12:39:34 PM from Cynthia Winn
to All Participants: time to train

12:39:34 PM from Rosemary Kauth
to All Participants: budget and time constraints

12:39:34 PM from Sarah Maner
to All Participants: space / building layout

12:39:35 PM from Cara Swartz
to All Panelists: tradition

12:39:36 PM from John Farino
to All Participants: Long lines; limited time with each customer

12:39:38 PM from Sarah Vantrease
to All Participants: money

12:39:39 PM from Freya Anderson
to All Participants: inertia

12:39:40 PM from Michael Fouch
to All Participants: grumpy employees

12:39:40 PM from Wendy Wright
to All Participants: emphasis on completing tasks quickly leaves less time to spend with customers

12:39:41 PM from Barbara Eales
to All Participants: change is hard for staff to absorb

12:39:42 PM from Kristi Jerome
to All Participants: old policies that are in-flexible

12:39:43 PM from Inga Labeaune
to All Participants: feeling overworked

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

12:39:43 PM from Tina Vojar

to All Participants: bureacracy--making things happen is a SLOW process

12:39:43 PM from Pat Vader

to All Participants: staff who are behind the desk but not paying attention to customers

12:39:44 PM from Allison Schmid

to All Participants: time . . you can't possibly help everyone

12:39:44 PM from Linda Barbero

to All Participants: short staffing

12:39:45 PM from Shirley Hawkins

to All Participants: budget

12:39:46 PM from Krissy Jensen

to All Participants: feeling overwhelmed by too many projects or demands

12:39:49 PM from Barbara Chung

to All Participants: ingrained ideas

12:39:50 PM from Ally Perez

to All Participants: demographics

12:39:54 PM from Tanya Messenger

to All Participants: too busy to do alot of training

12:39:55 PM from Shirley Hawkins

to All Participants: too many programs

12:39:55 PM from Vanessa Vigil

to All Participants: administration, title division, needing clearly written examples/policies for customers

12:39:57 PM from Candice Cooper

to All Participants: being security guards and monitors

12:39:59 PM from Leigh Myers

to All Participants: no autonomy

12:40:00 PM from Tina Vojar

to All Participants: risk aversion

12:40:01 PM from Lois Strycula

to All Participants: insufficient staff

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

12:40:09 PM from Jenna Biglow

to All Participants: My fellow staff members do not see the need to start programs on time. The doors are closed and the room is dark at the time a program is advertised to begin.

12:40:10 PM from Lesli Scott

to All Participants: High fines, no signage, understaffed, and lots of rules!

12:40:13 PM from amy ring

to All Participants: patron's unrealistic expectations

12:40:14 PM from Allyson Johns

to All Participants: MONEY! We have no tv in building much less a plasma

12:40:14 PM from John Farino

to All Participants: Needing to ensure uniformity between many branches

12:40:25 PM from Linda Burnham

to All Participants: Feeling overwhelmed during the busy times.

12:40:29 PM from Deb Hoadley

to All Participants: you are only as good as your weakest link!

12:40:37 PM from leonora joins

to All Participants: patrons dont follow policies and inisist what they want.

12:40:51 PM from Julia Aker

to All Participants: people using us as a social service organization

12:40:55 PM from Susan Cataldo

to All Participants: not enough communication amongst staff

12:40:56 PM from Linda Barbero

to All Participants: morale pay cuts

12:41:11 PM from Krissy Jensen

to All Participants: Lack of customer focus in leadership

12:41:18 PM from Tanya Messenger

to All Participants: We have become the towns recreation cente for after school...good but takes a lot of disciplinary time

12:41:36 PM from amy ring

to All Participants: patrons sometimes don't care about the thought we have put behind policies and procedures. they just want what they want.

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

12:41:37 PM from Darla Wegener

to All Participants: customer service is our greatest strength in these tough times

12:41:39 PM from Kathy Marrah

to All Participants: We are not a daycare!

12:41:51 PM from Shirley Hawkins

to All Participants: not enough support in upper leadership

12:41:56 PM from Vanessa Vigil

to All Participants: staff that lost the passion to go beyond basic service

12:42:09 PM from Tina Vojar

to All Participants: people with good ideas and the energy and drive to make them happen (or at least try) are not encouraged

12:42:14 PM from Krissy Jensen

to All Participants: But we must avoid making children feel unwelcome.

12:42:23 PM from Lesli Scott

to All Participants: Our patrons have unrealistic expectations...because they pay taxes, they don't believe in paying late fees!

12:42:29 PM from Wendy Wright

to All Participants: staff trying to "train" customers to make staff's job easier

12:42:29 PM from Annamrie Olson

to All Participants: lack of honesty

12:42:56 PM from Amity DeAngelis

(privately): can't get audio or the phone number to come up

12:42:57 PM from Rhea Fabricante

to All Participants: We are the library! We musn't forget we provide a necessary service to improve the lives of our customers. Most especially in these uncertain time when many libraries and educational programs are facing serious funding cuts...

12:43:16 PM from Shirley Hawkins

to All Participants: challenges of being in a very rurral area

12:43:26 PM from Julia Aker

to All Participants: Is it OK for us to wheel some patrons out of our library in the grocery cart they come in?

12:43:41 PM from Kathy Schlimpert

to All Participants: agree with Shirley

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

12:43:41 PM from Candice Cooper
to All Participants: @Julia funny

12:43:44 PM from Linda Barbero
to All Participants: We need to do differently with less

12:43:51 PM from Inga Labeaune
to All Participants: If we respect our customers they respect us

12:43:52 PM from Rhea Fabricante
to All Participants: Exactly Linda Barbero

12:43:58 PM from Nancy Wendt
to All Participants: we are customer focused, but would like more customers to treat us with respect...not as though we are subservient.

12:44:18 PM from Darla Wegener
to All Participants: respect should be part of customer service policies

12:44:26 PM from Wendy Wright
to All Participants: staff who are not friendly need some managerial feedback

12:44:27 PM from Tina Lucero-Sanchez
to All Participants: lost audio

12:44:48 PM from Krissy Jensen
to All Participants: I don't like seeing such disrespect toward homeless or mentally ill patrons.

12:45:03 PM from Sarah Vantrease
to All Participants: thanks krissy

12:45:22 PM from Sarah La Torra
to All Participants: no sound

12:45:32 PM from Infopeople Project
to All Participants: If you are having a sound problem please call in. Toll free number: 877-668-4490 access code 571 057 993 You can also try closing the audio broadcast box and reopen. If it is closed you will lose sound.

12:45:45 PM from Lesli Scott
to All Participants: We have the most usage in our computer labs...where we have no trained staff (mainly just work study students).

12:47:19 PM from Cathy Thomann

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

to All Participants: me either

12:47:29 PM from Kathy Schlimpert

to All Participants: we are not allowed facebook and twitter, is this right?

12:47:44 PM from Kristi Jerome

to All Participants: newport news uses both

12:47:46 PM from Rhea Fabricante

to All Participants: sounds like resistance to change Kathy

12:47:50 PM from Julia LArke

to All Panelists: Is the space analysis survey discussed here available?

12:48:37 PM from Rhea Fabricante

to All Participants: Twitter and Facebook are excellent marketing tools to publicize library events and programs and also to generate feedback from customers

12:48:39 PM from Lelani Sabo

to All Participants: We use facebook, but it is time consuming / requires staff time.

12:48:41 PM from Allyson Johns

to All Participants: younger librarians do--older types refuse to use it

12:48:50 PM from Deb Hoadley

to All Participants: we use LibGuides and they are great--easy to learn for staff

12:48:59 PM from Margaret Schwarz

to All Participants: I No sound.

12:49:06 PM from Infopeople Project

to All Participants: If you are having a sound problem please call in. Toll free number: 877-668-4490 access code 571 057 993 You can also try closing the audio broadcast box and reopen. If it is closed you will lose sound.

12:49:08 PM from Allyson Johns

to All Participants: no sound

12:49:13 PM from Tracy McPeck

to All Participants: I'm hoping to convince my library to use Pinterest. We use Facebook, YouTube, and Twitter.

12:49:41 PM from Joseph Costantino

to All Participants: lost sound

12:49:52 PM from Sarah Meitzler

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

to All Participants: lost sound

12:50:00 PM from Leigh Myers
to All Participants: lost sound

12:50:04 PM from Margaret Schwarz
to All Participants: Sound back, click top left button like in playing dvds

12:50:06 PM from Infopeople Project
to All Participants: If you are having a sound problem please call in. Toll free number: 877-668-4490 access code 571 057 993 You can also try closing the audio broadcast box and reopen. If it is closed you will lose sound.

12:50:11 PM from Ronald Gauthier
to All Participants: Great. Sound restored

12:50:12 PM from Kristi Jerome
to All Participants: move your mouse every now and then

12:50:18 PM from Kristi Jerome
to All Participants: your computers are going to sleep

12:50:32 PM from Allyson Johns
to All Participants: that won't work as I do not have a phone at my desk. Audi is trying to connect but can't.

12:51:24 PM from Thomas Vose
to All Participants: User surveys.

12:51:28 PM from Heather Muller
to All Participants: i just lost sound = anyone else?

12:51:29 PM from eileen oshea
to All Participants: Thanks Kristi - that was good advice!

12:51:34 PM from Freya Anderson
to All Participants: focus groups, surveys, ask them

12:51:35 PM from Katie Strotman
to All Participants: observe customers in action

12:51:35 PM from Scott Bauer
to All Participants: Ask them! :-)

12:51:37 PM from Julia Aker
to All Participants: survey

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

12:51:38 PM from Kristen Valyi-Hax
to All Participants: Talk to patrons

12:51:41 PM from Randi Northrop
to All Participants: surveys?

12:51:42 PM from Ed Bell
to All Participants: desk questionair

12:51:43 PM from Michael Fouch
to All Participants: Observe!

12:51:44 PM from Rhea Fabricante
to All Participants: It could be as simple as welcoming a patron that walks into the library.

12:51:45 PM from Darla Wegener
to All Participants: Observation walk about!

12:51:46 PM from Laura Dow
to All Participants: focused observation

12:51:46 PM from Karen Tatarka
to All Participants: web survey

12:51:47 PM from Kristi Jerome
to All Participants: Watch and listen

12:51:49 PM from Shirley Hawkins
to All Participants: ask them

12:51:49 PM from Sarah La Torra
to All Participants: watch them

12:51:49 PM from Teresa Robertson
to All Participants: customer survey about what they would like us to add to our services

12:51:51 PM from jessica schelleng
to All Participants: create a sheet to track what type of questions that you get at the desk- subject wise

12:51:51 PM from Kathy Marrah
to All Participants: SURVEY

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

12:51:52 PM from Jennifer Bean
to All Participants: survey the patrons

12:51:53 PM from Carol Ellison
to All Participants: talk to customers, observe them

12:51:53 PM from Vanessa Vigil
to All Participants: Greeter/First impression when our customers walk-in and maps

12:51:54 PM from Sheelagh O'Malley
to All Participants: ask

12:51:54 PM from Patricia White-Williams
to All Participants: talking to customers, staff observation, staff roving

12:51:54 PM from Elizabeth Insley
to All Participants: Focus groups

12:51:56 PM from Linda Burnham
to All Participants: Observations

12:51:57 PM from Julia Aker
to All Participants: monitor types of circulation

12:51:58 PM from Linda McCarthy
to All Participants: focus groups

12:51:58 PM from Tina Lucero-Sanchez
to All Participants: Observe their habits, where they go

12:51:58 PM from Deb Hoadley
to All Participants: gather lots of data on different things

12:51:59 PM from Padmas Ree
to All Participants: roving reference

12:51:59 PM from Diane Andres
to All Participants: observe or ask

12:52:01 PM from Nancy Paradise
to All Participants: snapshot - where are the people in the library - what they are doing

12:52:02 PM from Rose Feuer
to All Participants: ask instead of just counting for stats

12:52:02 PM from ellen wolf

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

to All Participants: we have a large volunteer group that i would love to see conduct the space analysis

12:52:05 PM from Barbara Chung

to All Participants: our carpet needs to be replaced and this is an ideal time for us to reconfigure our space - first step, a space use analysis

12:52:08 PM from Tracy McPeck

to All Participants: Observe where patrons congregate. Also, how they're greeted when they first walk in.

12:52:09 PM from Ronald Gauthier

to All Participants: walk-arounds and drive-arounds in community

12:52:09 PM from Allison Schmid

to All Participants: have the staff "walk in patron's shoes" . . use the libraries restrooms, catalogs, etc . . , using patron's entrances

12:52:09 PM from Elizabeth Insley

to All Participants: walk in the stacks

12:52:10 PM from nancy knott

to All Participants: Ask them; circulate.

12:52:10 PM from Sarah Vantrease

to All Participants: greeter at the door "what can we help you with today" as patrons enter, "did you find what you needed" as they leave

12:52:10 PM from Gina Quesenberry

to All Participants: talk with patrons, survey the public, suggestion box

12:52:10 PM from Lois Strycula

to All Participants: listen to patrons

12:52:12 PM from Kathy Schlimpert

to All Participants: go the extra mile in helping them

12:52:13 PM from Krissy Jensen

to All Participants: Space use analysis looks great. Would like more info...

12:52:15 PM from Sheelagh O'Malley

to All Participants: chase them down in the stacks

12:52:16 PM from Dave Tyckoson

to All Participants: using dots on the map to see what people are doing

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

12:52:22 PM from Ally Perez
to All Participants: have a mobile librarian

12:52:26 PM from Barbara Eales
to All Participants: stop assuming all patrons are IN the library - BE where they are (mobile and online)

12:52:27 PM from John Farino
to All Participants: Asking a few simple questions during every circ transaction

12:52:28 PM from Andrea Bridge
to All Participants: Getting to know patrons taste in books and remind to them the new books that have come iinto the library.

12:52:30 PM from Shirley Hawkins
to All Participants: make them feel welcome.

12:52:34 PM from Wendy Wright
to All Participants: Take a line from retail and ask "Is there anything else I can help you with/Did you find everything you needed today?"

12:52:35 PM from Joanne Rode
to All Participants: Sign near on-line catalog asking if the patron wants help learning to use

12:52:35 PM from Jenna Biglow
to All Participants: Chat with your patrons

12:52:35 PM from Linda Burnham
to All Participants: Walking around greeting patrons

12:52:43 PM from Infopeople Project
to All Participants: If you lost sound try closing audio broadcast box and reopen.

12:52:51 PM from Ed Bell
to All Participants: community assessment

12:52:52 PM from Rhea Fabricante
to All Participants: Get to know patrons on a first name basis

12:52:53 PM from Shirley Hawkins
to All Participants: ask open ended questions

12:53:06 PM from Rosemary Kauth
to All Participants: welcome desk as people come in the building

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

12:53:13 PM from Judy Hillberg

to All Participants: Watching children and adults using the library areas

12:53:17 PM from Barbara Eales

to All Participants: prioritize the patron

12:53:20 PM from Martha I. Andrade

to All Participants: Does anyone have a good sample of what survey has worked at their library?

12:53:20 PM from Irena Carpenter

to All Participants: listen to our patrons

12:53:23 PM from Donna Silvas

to All Participants: We have "Searching", moving around observing who needs help finding things and interacting with patrons.

12:53:31 PM from Margaret Schwarz

to All Participants: Supervisor having me walk around shelves asking. I found best question not may I help you, gets a no, attitude don't bother me, I switched to are you finding what you need, get a smile and a yes, even thanks for asking.

12:53:40 PM from Darla Wegener

to All Participants: survey available from snapshot day was good

12:53:54 PM from Wendy Wright

to All Participants: Thanks Margaret -- good tip

12:53:59 PM from Shirley Hawkins

to All Participants: listen to what patron says

12:54:07 PM from Andrea Bridge

to All Participants: I have a great relationship with the community patrons that come to the library and I actually great them in other places than the library.

12:54:16 PM from Martha I. Andrade

to All Participants: I lost audio.

12:54:30 PM from Annamrie Olson

to All Participants: can't hear you

12:55:13 PM from Infopeople Project

to All Participants: If you are having a sound problem please call in. Toll free number: 877-668-4490 access code 571 057 993 You can also try closing the audio broadcast box and reopen. If it is closed you will lose sound.

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

12:56:05 PM from Kristi Jerome
to All Participants: close audio out. go to communicate at the top and hit audio broadcast

12:56:21 PM from Nancy Paradise
to All Participants: Thank you for this information

12:56:42 PM from Linda Bourgeois
to All Participants: Thank you!!!

12:56:45 PM from Elizabeth Insley
to All Participants: Thanks!

12:56:46 PM from Patricia White-Williams
to All Participants: Lost sound in VA

12:56:58 PM from Diana Erickson
to All Participants: Thank you for our time!

12:56:59 PM from Emery Ortiz
to All Participants: Thank you! Great presentation!

12:56:59 PM from Patricia White-Williams
to All Participants: Thank you!

12:57:00 PM from Candice Cooper
to All Participants: Thanks Gretel.

12:57:02 PM from Barb Chapman
to All Participants: Thank you!

12:57:03 PM from Tracy McPeck
to All Participants: Thank you! This was very informative.

12:57:03 PM from Shirley Hawkins
to All Participants: Thank You

12:57:04 PM from Deb Hoadley
to All Participants: do you find moving away from Dewey is good

12:57:04 PM from ellen wolf
to All Participants: i wish everyone in my organization had listened to this!

12:57:06 PM from Ally Perez
to All Participants: thanks

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

12:57:07 PM from Randi Northrop
to All Participants: Media centers....some of these ideas are very costly.

12:57:07 PM from Kristi Jerome
to All Participants: Thank you for your time

12:57:07 PM from Cara Swartz
to All Panelists: Good info -- thanks!

12:57:09 PM from kelly jakubowicz
to All Participants: thank you!

12:57:10 PM from jessica schelleng
to All Participants: Thanks- I got some great ideas!

12:57:11 PM from Annamrie Olson
to All Participants: Thank you. Good info

12:57:11 PM from Linda Burnham
to All Participants: Thank you, alot to think about!

12:57:12 PM from Laura Dow
to All Participants: Thank you

12:57:12 PM from Barbara Eales
to All Participants: Thank you!

12:57:13 PM from Joanne Rode
to All Participants: Thanks

12:57:18 PM from Thomas Vose
to All Participants: Thanks for a very informative presentation.

12:57:19 PM from Sarah Vantrease
to All Participants: Thanks a lot Gretel - lots of good stuff

12:57:19 PM from Linda Barbero
to All Participants: thank you

12:57:21 PM from Carol Ellison
to All Participants: Thank you very much! This was very informative and inspiring!

12:57:21 PM from hiruth hailu
to All Panelists: thank you gretel

12:57:22 PM from Joseph Costantino

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

to All Participants: thank you

12:57:23 PM from Nancy Paradise

to All Participants: The building itself could be more inviting - more color

12:57:25 PM from Tanya Messenger

to All Participants: Thanks from Belleville, KS

12:57:28 PM from Barbara Chung

to All Participants: Thanks so much - lots of great ideas!

12:57:29 PM from Nancy Wendt

to All Participants: How can you motivate staff to be more customer focused? Mainly front line staff.

12:57:31 PM from Donna Silvas

to All Participants: Thanks for the great info

12:57:31 PM from Andrea Bridge

to All Participants: Great presentation.

12:57:46 PM from Kathy Marrah

to All Participants: Thank you, that was great! Very well-spoken! Had some great ideas!

12:57:57 PM from Dan Briem

to All Participants: What is the success rate of the trend of a single service desk for all patron transactions-reference, information, circulation?

12:58:02 PM from Freya Anderson

to All Participants: Thank you!!!

12:58:04 PM from Kathy Schlimpert

to All Participants: Thank you and how do we get certificate

12:58:06 PM from hiruth hailu

to All Panelists: Great presentation

12:58:08 PM from Sarah Maner

to All Participants: .

12:58:10 PM from Barb Chapman

to All Participants: Can you direct us to resources for inexpensive self-made useful signs?

12:58:11 PM from Kristen Valyi-Hax

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

to All Participants: My staff think they offer "great customer service." I think they can do better. How do I help get them there?

12:58:20 PM from Infopeople Project

to All Participants: When you leave webinar you will be directed to survey where you can get certificate.

12:58:23 PM from eileen oshea

to All Participants: You'll get the link to the certificate when you leave webex.

12:58:35 PM from Annamrie Olson

to All Participants: how to deal with homeless?

12:58:42 PM from Lesli Scott

to All Participants: What can we do to be more customer focused without any money or time? Our library is pushed to the limit. I think our only possibility would be observations.

12:58:50 PM from Thomas Vose

to All Participants: Rotary is an excellent outreach tool.

12:58:53 PM from Nancy Wendt

to All Participants: My staff think they offer "great customer service." I think they can do better. How do I help get them there? (great Q Kristen!)

12:59:15 PM from Randi Northrop

to All Participants: Are many libraries moving away from Dewey?

12:59:31 PM from Nancy Wendt

to All Participants: Is cross training helpful?

12:59:32 PM from Kristen Valyi-Hax

to All Participants: Thanks, Nancy.

12:59:48 PM from Wendy Wright

to All Participants: Nancy -- can you have them view an archived cs webinar?

1:00:01 PM from Nancy Wendt

to All Participants: yes. which one?

1:00:03 PM from Sarah Vantrease

to All Participants: How can we reward staff for providing good customer service?

1:00:07 PM from Deb Hoadley

to All Participants: There is a movement in parts of the northeast to do some kind of hybrid with Dewey

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

1:00:09 PM from Darla Wegener

to All Participants: Thanks, some new ideas and some things I know work so well.

1:00:23 PM from Dan Briem

to All Participants: What is the success rate of the new trend of single service desk for all patron transactions?

1:00:29 PM from Kathy Schlimpert

to All Participants: Being a sounding board is great. Some staff members don't like to do this. In a rural area you better be friendly. Leave other problems at home

1:00:35 PM from leonora joins

to All Participants: Do we get printed copies of this webinar?

1:00:51 PM from Nancy Wendt

to All Participants: Sarah V - offer raffle tickets to each staff member that you see performing an act of good customer service, with a drawing for prize at the end of the month. maybe even a primo parking space!

1:01:03 PM from Infopeople Project

to All Participants: Yes, from the page where you got to webinar, they are listed there

1:01:10 PM from Sarah Vantrease

to All Participants: thanks Nancy!

1:01:11 PM from Lelani Sabo

to All Participants: the raffle is a great idea, thanks!

1:01:31 PM from Randi Northrop

to All Participants: So it would be more like a Barnes and Noble

1:01:53 PM from Randi Northrop

to All Participants: LEaving Dewey

1:01:55 PM from Mamie Ney

to All Participants: Thanks!

1:02:05 PM from Candice Cooper

to All Participants: Be cautious of the raffle idea. Extrinsic rewards actually tend to lower motivation.

1:02:06 PM from Wendy Wright

to All Participants: at Chapters years ago staff got points for outstanding service which they could bank towards paid time off

Chat Session for Being Customer Focused: New and Emerging Trends in Customer Service

1:02:08 PM from Bonni Capobianco
to All Participants: Thanks, Gretel

1:02:31 PM from Deb Hoadley
to All Participants: Great information - thanks!