

## INCOL Continuing Education Program Evaluation Statistics

*Program:* Redesigning Public Services: The 21<sup>st</sup> Century Library User Experience (title on slideshow)  
 Creating the Customer Experience: At the Library, On the Web, and In the Community (title on flyers)

*Presenter:* David Lee King

*Date:* May 11, 2011

*Session:* Morning

*Attendance:* 41

*Surveys returned:* 37

### RATING SYSTEM

(1) Very Low	(2)	(3) Somew hat Low	(4)	(5) Somew hat High	(6)	(7) Very High	N/A
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QUESTIONS	(1)	(2)	(3)	(4)	(5)	(6)	(7)	N/A
1. Presenter(s) was/were knowledgeable about the subject material.					1	7	29	
2. Presenter(s) was/were concerned that you understood the subject.					2	9	26	
3. The program as well organized and in good format.					4	8	25	
4. Presenter(s) was/were responsive to the concerns of the group, as well as individuals.					1	7	29	
5. The program stimulated you to think about change and/or application to your particular work situation.			1	1	2	8	25	
6. Relevance of this program to your job, interests or concerns.			1	3	4	9	20	
7. Overall rating of workshop.			1		3	8	25	

Time allowed to cover the topic was:

Too little      1  
 Too much      3  
 Just right      33  
 No response

## COMMENTS

What did you like best about the program?

- Relevance and importance to what we need to do with our libraries
- Presenter was very good, info was organized
- Great powerpoint – didn't have any bullet points, just pics to illustrate his points; also gave 3 ideas 3 things to do, etc. which makes the points quite well
- I enjoyed thinking about the possibilities of a digital branch
- Interaction and willingness to answer questions
- Excellent electronic presentation; customer service oriented
- Relates well to my library tech coursework
- Everything
- Pacing and content
- Presentation style – good interaction with audience
- Presenters style – informative, accessible and knowledgeable
- Good examples
- New ideas and encouragement
- Broad application to information; timely
- Friendly presenter; got a few good ideas
- New ideas – good resources; organized; loved the FORWARD look; loved the look at his web page
- Good ideas
- Had examples to make you think about it
- Mr. King was very entertaining and interactive; very engaging! He helped me think of some great new ideas
- Really made me realize that I need to embrace the digital patrons too
- Presenter very approachable
- They say he presented all the information
- Casual atmosphere for Q&A
- Practical applications I can use today in my library
- Relaxed nature of the talk, not a lecture; open to questions
- Challenges traditional library thinking
- Pace and content

Least?

- David's soul patch
- Too short
- Some knowledge old: Barnes & Noble, computers – old info
- Wanted to learn more about new strategies – I was familiar already with most of this content
- Suggestions for how to get staff on board
- The crosstalk in the audience; audience member dominating the talk

Other comments you want to share with the presenter(s) or CE Committee?

- Great workshop! Thanks!!
- Venue was nice and refreshments were awesome!
- Great job
- Timely topic
- Good choice!
- Very enjoyable presentation

- Could hear well – light-hearted – knowledgeable – good use of technology
- Thank you for this presentation. I thought it was very relevant
- Great selection of speaker. Very applicable to all kinds of libraries
- Great ideas!
- Nice work CE committee!

Topic suggestions for future workshops.

- Similar – building/space design as related to changing behaviors in technology
- Internal communication channels – district, library, staff
- Access and legal issues

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 Creating the Customer Experience: At the Library, On the Web, and In the Community (title on flyers)

*Presenter:* David Lee King

*Date:* May 11, 2011

*Session:* Afternoon

*Attendance:* 31

*Surveys returned:* 27

### RATING SYSTEM

(1) Very Low	(2)	(3) Somew hat Low	(4)	(5) Somew hat High	(6)	(7) Very High	N/A
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QUESTIONS	(1)	(2)	(3)	(4)	(5)	(6)	(7)	N/A
1. Presenter(s) was/were knowledgeable about the subject material.						5	22	
2. Presenter(s) was/were concerned that you understood the subject.					2	7	18	
3. The program as well organized and in good format.			1		1	5	20	
4. Presenter(s) was/were responsive to the concerns of the group, as well as individuals.						8	19	
5. The program stimulated you to think about change and/or application to your particular work situation.					3	4	20	
6. Relevance of this program to your job, interests or concerns.					10	5	12	
7. Overall rating of workshop.			1			7	19	

Time allowed to cover the topic was:

Too little      1  
 Too much  
 Just right      25  
 No response    1

## COMMENTS

What did you like best about the program?

- Well organized; no paper given out! – green
- Learning about the new technologies that appeal to patrons
- Up to date information
- Presenter was engaging, knowledgeable and enthusiastic
- Broad topic but well focused on how it applies to libraries
- Love the overall presentation, it addressed a lot of what my job is entailing right now
- David was very knowledgeable and sponed (?) interest on how to work more effectively on our website
- Practical ideas to try right now
- Very friendly, knowledgeable presenter – more structured/more substance was anticipated
- Great ideas for creating digital connections with library users
- Good organization of subject matter
- David presented “new and scary” stuff in a can-do format; lots of great info, tips and suggestions (gave a 10/7 rating on the overall question)
- Laid back approach and openness to ask questions
- Good topic – more balanced approach than just technology
- It was informative and easy to follow
- Great ideas and step-by-step instructions, great visual aids to illustrate his points
- Importance of having a good interactive website
- Presenter covered ideas I hadn’t heard of before, such as mobile apps; I liked the focus on giving customers a good experience in person and on the website; interaction
- Knowledgeable and up-to-date experience and applications
- Web design philosophy, customer experience idea, how to design websites/customer experience, putting your customers first; beautiful CD’A library
- Experience is key – interaction is key; go where the people gather, put the customer first – not the process; managers have to model the way!
- Stimulates the mind at our library to get some new changes going

Least?

- Being from the “non-technology” generation, I am disheartened by the outlook for the future of libraries; I love books, traditional books
- Room was too warm – chairs somewhat uncomfortable
- Interaction with audience
- Too nice outside to be inside
- No handouts – I like to have something to share with co-workers who couldn’t come; no name tags and no time to introduce everyone – there was time
- Needed more dialog time, but go start
- Presentation title didn’t match presenter’s title slide; noise from kids in the hallway (facilities issue)

Other comments you want to share with the presenter(s) or CE Committee?

- One of the best INCOL I’ve attended in 23 years
- Your patience with distracting audience members was remarkable
- Very appropriate for managers – not so much for the peons
- Thanks!
- Thank you for your time and effort; very good workshop with tons of information
- Excellent!

- Your sense of humor and presentation style a breath of fresh air in presentations; your pragmatism pretty rare in my experience
- David was a great speaker
- Fabulous!
- I really look forward to INCOL workshops – as much for the info as well as networking – seeing old friends and meeting new
- Terrific program – thanks!
- Scale of libraries different but David spanned it well
- Excellent – one of the best INCOL I've attended; thanks!
- David was great in every way except I couldn't hear everything he said – needs to speaker louder

Topic suggestions for future workshops.

- Bridging the gap between customers who know new communications and those who don't
- Something about readers advisory again – not Nancy Pearl
- Maybe present a section on what smaller branches can do without as much funding as the big libraries
- More in this category; people need to hear these things more than one time!
- The importance of human interactions in the library – the place and the people
- Intellectual freedom
- Creating a supportive library team – where all levels communicate
- How to move academic libraries into the 21<sup>st</sup> century
- Programming ideas
- Up-to-date on digital knowledge