


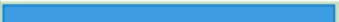





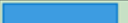
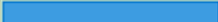








Attendee feedback from Fall 2016 INCOL Workshop

It's Not Your Mother's Library: Strategies for Managing Patron Behavior

Melissa Munn & Angelina Benedetti

Thursday, October 20, 2016

Is this your first INCOL workshop?			Responders: 31 Responses: 31	
(12124)	Yes		35%	11
(12125)	No		45%	14
(12126)	No answer		19%	6
Which session?			Responders: 31 Responses: 31	
(11818)	Morning		39%	12
(11819)	Afternoon		61%	19
(11876)	NO ANSWER		0%	0
Presenter(s) was/were knowledgeable about the subject matter.			Responders: 31 Responses: 31	
(11820)	1 Strongly Disagree		0%	0
(11821)	2 Somewhat Disagree		0%	0
(11822)	3 Neutral		0%	0
(11823)	4 Somewhat Agree		3%	1
(11824)	5 Strongly Agree		97%	30
(11877)	NO ANSWER		0%	0
Presenter(s) was/were concerned that you understood the subject.			Responders: 31 Responses: 31	
(11825)	1 Strongly Disagree		0%	0
(11826)	2 Somewhat Disagree		0%	0
(11827)	3 Neutral		3%	1
(11828)	4 Somewhat Agree		10%	3
(11829)	5 Strongly Agree		84%	26
(11878)	NO ANSWER		3%	1
The program was organized well and structured appropriately for the topic.			Responders: 31 Responses: 31	
(11830)	1 Strongly Disagree		0%	0
(11831)	2 Somewhat Disagree		0%	0
(11832)	3 Neutral		3%	1
(11833)	4 Somewhat Agree		3%	1
(11834)	5 Strongly Agree		94%	29
(11879)	NO ANSWER		0%	0
Presenter(s) was/were responsive to the concerns of the group, as well as individuals.			Responders: 31 Responses: 31	
(11835)	1 Strongly Disagree		0%	0
(11836)	2 Somewhat Disagree		0%	0
(11837)	3 Neutral		0%	0
(11838)	4 Somewhat Agree		10%	3
(11839)	5 Strongly Agree		87%	27
(11880)	NO ANSWER		3%	1

The program inspired you to think about change.			Responders: 31 Responses: 31	
(11840)	1 Strongly Disagree		0%	0
(11841)	2 Somewhat Disagree		0%	0
(11842)	3 Neutral		0%	0
(11843)	4 Somewhat Agree		6%	2
(11844)	5 Strongly Agree		94%	29
(11881)	NO ANSWER		0%	0
Program was relevant to your job.			Responders: 31 Responses: 31	
(11845)	1 Strongly Disagree		0%	0
(11846)	2 Somewhat Disagree		0%	0
(11847)	3 Neutral		3%	1
(11848)	4 Somewhat Agree		16%	5
(11849)	5 Strongly Agree		81%	25
(11884)	NO ANSWER		0%	0
Overall, I enjoyed the workshop.			Responders: 31 Responses: 31	
(11850)	1 Strongly Disagree		0%	0
(11851)	2 Somewhat Disagree		0%	0
(11852)	3 Neutral		0%	0
(11853)	4 Somewhat Agree		10%	3
(11854)	5 Strongly Agree		90%	28
(11882)	NO ANSWER		0%	0
Time allowed to cover the topic was:			Responders: 31 Responses: 31	
(11855)	Too little		32%	10
(11856)	Too much		0%	0
(11857)	Just right		61%	19
(11883)	NO ANSWER		6%	2
(3000) How did you hear about the workshop?			Responders: 31 Responses: 33	
(11858)	flyer		9%	3
(11859)	email from a colleague		18%	6
(11860)	email from director		6%	2
(11861)	INCOL website		9%	3
(11862)	in-person from a colleague, director, or other		36%	12
(11863)	Listserv (which one?)		3%	1
(11875)	NO ANSWER		18%	6

What were the strong points of the program?

- All of it
 - Addressed the need to have uniform policies and procedures regarding patron use and behavior
 - Excellent, practical and relevant info. Great stuff! Thanks!
 - Anecdotal examples, Q&A, "casual"
 - The difference between ban and trespass. What to do when issues arise that support actions.
 - Good material; good presenters
 - 1) having a database for bans/trespass 2) think outside the box for training that don't require \$
- presenters/topics
- Ideas and tools to take additional resources to use/take away
 - Terminology propose tools/reports
 - I enjoyed their examples and facilities solutions
 - Great presenters, very engaging
 - Really got me thinking about things to do
 - Practical points, good background information, real-world examples, even though KCLS is way bigger than our library system
- knowing your problems and concerns are valid and not original
- Experience
 - All the commons
 - Prevention
 - Experiences! So helpful
 - Useful options for dealing with unusual issues

What were the weaknesses of the program?

- Time allotted
- Nothing
- None
- None. Great program. A lot to learn.
- Too short... I'd love to have this be an all-day training
- Time--not enough
- Some of the topics could and should be taught as stand alone talks

- Not a weakness but I would have liked to hear more about strategies for interacting with behavioral situations. For instance, I really enjoyed the greeting--

A+












- More time, more examples, simple applications
- Larger photos on the copies of the screenshots Online sources to get info would be nice
- Wish there were more scenarios and procedure examples
- N/A
- None that I can think of
- None
- Big city library system so have multiple employees in library. We often work alone.

Other comments you want to share with the presenter(s) or the INCOL Continuing Education Planning Committee?

- Like the social services background combined with librarian experience
- The information was very informative on steps that need to be taking place in order to improve library functions
- I'd like to see more training on de-escalation skills, working with mentally challenged patrons, etc. Angelina's voice was a bit too loud at times for the size of the room.
- Great info, informative, interesting
- This was great. Thank you! I would think really hard about having the "racial information" tab being part of the incident report.
- Would love a handout of contact info for your successful training sessions to take back to my manager
- A link with notes on your powerpoint
- Was very nice to see this covered and options from other areas
- A lot of ideas will be discussed at my library
- This was a real eye opener--would be nice to have it again
- THANK YOU--excellent presenters--thanks local organizers for treats
- Thank you!
- Great job guys
- Thank you! We (in this area) needed this and could use more of the training suggested.

Specific listservs or other ways heard about workshop:

- ILA listserv
- CIN meeting
- Staff meeting

Topic and speaker suggestions for future workshops: (Please be as specific as possible. You are not limited to the suggestions below.)				Responders: 31 Responses: 86	
(11864)	Collection Services (patron-driven acquisition, ILL, ebook acquisition and budgeting, etc.)		3%	3	
(11865)	Customer services (difficult situations, safety & security, combating burn-out, meeting patron needs, etc.)		16%	14	
(11866)	Leadership & supervision (team leading & building, project management, performance management, training, etc.)		15%	13	
(11867)	Library Science (changes in the field, career options, keeping up-to-date, intellectual freedom/censorship, etc.)		7%	6	
(11868)	Marketing & advocacy (marketing through social networks, advocate for funding, etc.)		9%	8	
(11869)	Programming (IL instruction, community partnerships, getting the word out, etc.)		9%	8	
(11870)	Reference (medical, legal, tech/vocational, reader's advisory, reference interview, etc.)		2%	2	
(11871)	Technical Services (RDA, labeling & packaging challenges, assigning genres & subjects, promoting books thru cataloging, etc.)		5%	4	
(11872)	Technology tools (mobile library services, ebooks, makerspaces, mashups, etc.)		10%	9	
(11873)	Youth Services (storytime, STEM programming, plan & learn, technology for literacy, etc.)		7%	6	
(11874)	NO ANSWER		15%	13	

Other topic suggestions:

- mental health
- active shooter training

Suggested speakers:

No suggestions