

Attendee feedback from Spring 2015 INCOL Workshop:
Burnout or Bounce Back? Building Resilience to Prevent Burnout

Friday, May 1st, Spokane Public Library, South Hill Branch

Morning	54%	41
Afternoon	46%	35

Presenter(s) was/were knowledgeable about the subject matter.

1 Strongly Disagree		0%
2 Somewhat Disagree		0%
3 Neutral		0%
4 Somewhat Agree		12%
5 Strongly Agree		88%
NO ANSWER		0%

Presenter(s) was/were concerned that you understood the subject.

1 Strongly Disagree		0%
2 Somewhat Disagree		0%
3 Neutral		1%
4 Somewhat Agree		17%
5 Strongly Agree		82%
NO ANSWER		0%

The program was organized well and structured appropriately for the topic.

1 Strongly Disagree		0%
2 Somewhat Disagree		0%
3 Neutral		3%
4 Somewhat Agree		18%
5 Strongly Agree		79%
NO ANSWER		0%

Presenter(s) was/were responsive to the concerns of the group, as well as individuals.

1 Strongly Disagree		0%
2 Somewhat Disagree		1%
3 Neutral		1%
4 Somewhat Agree		17%
5 Strongly Agree		80%
NO ANSWER		0%

The program inspired you to think about change.

1 Strongly Disagree		0%
2 Somewhat Disagree		0%
3 Neutral		5%
4 Somewhat Agree		25%
5 Strongly Agree		70%
NO ANSWER		0%

Program was relevant to your job.

1 Strongly Disagree		0%
2 Somewhat Disagree		0%
3 Neutral		3%
4 Somewhat Agree		22%
5 Strongly Agree		75%
NO ANSWER		0%

Overall, I enjoyed the workshop.

1 Strongly Disagree		0%
2 Somewhat Disagree		0%
3 Neutral		3%
4 Somewhat Agree		11%
5 Strongly Agree		86%
NO ANSWER		1%

Time allowed to cover the topic was:

Too little		30%
Too much		1%
Just right		67%
NO ANSWER		1%

What were the strong points of the program?

- Interesting topic for most people.
- Sense of humor of the presenter -- fantastic :)
- Good content and good presentation
- Validation of what I know about burnout.
- Debra
- Speaker's knowledge of subject.
- Excellent examples used throughout program. Interactive Intelligent, articulate speaker. Knows her stuff! :)
- Presenter was well-paced. Clear, relatively concise.
- Resilience strategies, real life examples
- Great conversation
- The speaker in particular and her personal examples. Also the distinction between burnout & stress.
- Factors that contribute to burnout
- --Good humor --Nice supplemental materials -- Good advice/info.
- Great topic; very timely Excellent food
- Very good.
- Laid out clearly. Allowed comments but didn't demand them
- Talked about burnout and resilience. Ways to combat burnout
- Useful
- Solutions for resiliency
- The subject matter & the causes/issues & how to solve them
- like the supplemental reading list
- All of it
- All
- Good points to consider -- inspiring! Well stated

- Timely Realities to library workers
- I am an admitted pessimist & challenging us to find the good in the moment.
- Great ideas & positive, upbeat presenter.
- The presenter was fantastic. I appreciated her low key, humorous approach :). Also -- thanks for the supplemental reading and worksheets
- Examples from the presenter.
- She also did a great job of relating it directly to our jobs.
- Tips for being resilient - daily gratitude, good deed etc.
- Moved quickly.
- Great handouts, knowledgeable and engaging speaker.
- Help with current concerns. Let the people talk.
- Relevancy to librarians in all types of library's.
- Liked the advice to supervisors, good interaction from attendees.
- Group interactions, addressed group concerns. Very personable presenter.
- Presenter was engaging, great about incorporating and answering participants questions and concerns.
- Topic, perspective of employees and supervisors.
- Materiel was covered well, great explanations. Appreciated supplemental materials and slides!!
- Defining burnout and how to foster resiliency and what can I control.
- Interactive discussion.
- The presenter is knowledgeable.
- This was is a universal concern.
- Dividing what is personal from what is professional.
- She interjected personal experience of humans that are relevant.
- Very responsive to audience.
- Loved Debra Westwood. Great speaker! Funny, charming. Would attend any program she speaks at if she gets better at keeping the group on topic.
- Just makes you stop and think about some small changes that would improve situations.
- Topic could be related to by all.
- Humorous understanding of the feminist perspective.
- All.
- Resiliency down to nutrition.
- Practical and real.
- Good speaker and interesting topic.
- Wonderful listing of factors that define or factor into topics.
- Good topics.
- Everything the speaker covered was relevant and helpful, but Debra herself was simply a calming and motivational presents. She created an atmosphere conducive to openness and acceptance.
- 3 contributing factors -- work, lifestyle, personality
- Viewing work situations from different points.

Weaknesses of the program:

- Mostly just lecture.
- The room was TOO HOT :(
- More time
- Needed a stretch break.
- Needed more time and a break
- None
- Nothing stands out.
- Another half hour might have been good. Room too warm (but I know South Hill-- the HVAC is not responsive and the windows don't open!)
- A lot about managers, and I am not one
- --Speaker got a little bogged down in some of the sections. --Ask for questions during the presentation & not just @ the end (when everyone wants to go home)
- Nothing everything was addressed well.
- Pressure to conform to models of what success should look like, causing rivalry in the work place, and a need to fit the cookie cutter programs... As a reason for burnout
- It could have been more interactive
- Not enough time
- Room was hot!
- Pacing, a little bit. I was ready to hear about bouncing back and being resilient!!
- Perhaps more tips to overcome burnout
- brownies -- my weak spot
- It's probably not possible based on time, but it would be great to meet previously unknown participants.
- Participants who ramble.
- She didn't know how to cut off the audience member. Certain people "took over".
- Too short.
- Could use more time to discuss, maybe half an hour or more.
- Nothing with the presenter. Lids for coffee cups would have been nice.
- A little more concrete info on how to deal with someone who has burnout would be good.
- No bathroom breaks. Too much noise. Some audience members dominated the flow...
- Sometimes audience members went on too long, but Debra was good at maintaining that.
- Presenter seemed rushed. Should have been two and a half hours or three instead of two.
- Didn't do a good job of keeping the program on track. Let the "chatty" story tellers take up too much of the time. I wish I could have heard more about burnout and less personal stories.
- Sitting for two hours with no activity.
- Could have gone on longer for discussion.
- Too much audience participation. Especially by some, who commented on everything, but presenter did a pretty good job bringing it back to the program.
- Time constraints.
- Not enough time, some people dominating conversation.
- Time was spent on one more than the other, but still very informative.
- Maybe more materiel than time allowed. Attendees who felt the need to always have something to say!
- While I understand wanting to allow as many people to share as possible, it would have been great to not have rushed through the pieces on resilience. We spent a lot of time on factors contributing to burnout, too much time.

Other comments:

- Excellent presentation.
- Thank you! :)
- --too cramped seating -- too warm in room.
- The room was very warm; not sure you could have done anything about it.
- The food seemed a little old. There were a lot of leftovers making me think the caterer overcharges and re-uses food from event to event.
- Excellent presentation
- Great!
- Debra is a wonderful speaker -- engaging & great sense of humor
- Debra is a wonderful speaker -- engaging & great sense of humor
- Loved her. please bring her back!
- Excellent choice for a workshop and speaker!!
- From time allowed-- too much -- the section on burnout signs and factors seemed a little long Thank you!
- Great topic and presenter
- great program and presenter
- I would love to see a workshop on new "discovery" areas of researching.
- I really enjoyed this workshop and will be able to apply many things not only for myself, but for my staff as well.
- Thank you - This was really helpful.
- Best. Workshop. Ever.
- Reminds me of resilience items I have done in the past to bring up now gratitude list.
- South Hill library is a good venue, good rooms, good electronics, good food service area.
- Maybe renaming the course would bring in a few more men.
- Food was great!
- Thank you Debra, super enjoyable and valuable presentation.
- Great topic.
- Thank you, very helpful.
- Had Debra been one of my college professors I would have never missed a class. Enjoyed her that much.
- Thank you! Much needed for me right now!
- Helped me with work and as a mom too.
- Make sure you get the attention of the group prior to announcing the speaker. It really was not professional to the speaker. The meeting room, space was tight for the size of the group and it was to hot.
- Thank you!

How did you hear about the workshop?		
flyer	2%	2
email from a colleague	40%	32
email from director	11%	9
INCOL website	6%	5
in-person from a colleague, director, or other	7%	6
Listserv (which one?)	1%	1
NO ANSWER	32%	26

Topic and speaker suggestions for future workshops: (Please be as specific as possible. You are not limited to the suggestions below.)		Responders: 76	Responses: 149
Collection Services (patron-driven acquisition, ILL, ebook acquisition and budgeting, etc.)	5%	8	
Customer services (difficult situations, safety & security, combating burn-out, meeting patron needs, etc.)	9%	14	
Leadership & supervision (team leading & building, project management, performance management, training, etc.)	11%	16	
Library Science (changes in the field, career options, keeping up-to-date, intellectual freedom/censorship, etc.)	11%	17	
Marketing & advocacy (marketing through social networks, advocate for funding, etc.)	3%	5	
Programming (IL instruction, community partnerships, getting the word out, etc.)	7%	10	
Reference (medical, legal, tech/vocational, reader's advisory, reference interview, etc.)	5%	8	
Technical Services (RDA, labeling & packaging challenges, assigning genres & subjects, promoting books thru cataloging, etc.)	5%	7	
Technology tools (mobile library services, ebooks, makerspaces, mashups, etc.)	8%	12	
Youth Services (storytime, STEM programming, plan & learn, technology for literacy, etc.)	7%	10	

OTHER TOPICS

- User experience moving through library and services; lead from the middle (or bottom).
- Panel from various types of libraries in INCOL where they could share their library resources in specific areas: legal resources, career ext. So we could be more aware of what is available elsewhere in the region. Library guides - both intended and expected for public. What do others use? What are costs? What are some best practices?
- Dealing with an environment that is unwilling to change or conversely, dealing with an environment that changes too much and/or too fast.
- Change workshop by Debra. Sharing of tech topics, how to use programs.
- What does professionalism look like in practice?
- Customer service: Policy vs. people and being comfortable with reasonable ambiguity/ or working with homeless or perceived "undesirables". You know what I mean.
- Team Leading: Ways to acknowledge performance.
- Library science: Moving on, if library job(s) "disappear" -- what's next?
- Marketing & advocacy: Signage sanity (what's necessary; what's tacky or just too much?)
- Customer service: [cannot read handwriting] . . . staff maybe a time we could share with them.
- Leadership & supervision: How to make time for team building -- everyone is too busy.
- How to work with technology in libraries.
- Getting the word out: program ideas for all ages/genders
- Workplace safety. Dealing with unstable patrons more depth than don't make eye contact
- Readers' advisory
- Collection services: Patron-driven acquisitions --interesting
- Library science: I'd love something on "this is what MLIS programs are teaching now". I graduated 8 years ago and sometimes wonder what I've missed.
- How to create compassion for others in the work place.
- Technology / change of employees' reaction to it. How to manage employees through major changes.
- How to get good at supervision in the library world. What to do when you have an apathetic supervisor and a supervisor who fears any kind of confrontation!