

INCOL fall workshop meeting
8/10/17
Online format thanks to CCS!

In Attendance:

Joanna Bailey - Neill Public Library

Dana Dalrymple – Spokane Public Library

Dana Mannino - Community Colleges of Spokane

Erin Kolb – Lewiston City Library

Kara Elston – Whitworth University

Katie Pike – Libraries of Steven County

Lara Cummings – Washington State University

Mary Newman - Asotin

Pamela Mogan – Liberty Lake

Paul Victor – Eastern Washington University

Fall Workshop on Customer Service

a. Topic selection

Joanna suggested inviting Aaron Schmidt to speak about User Experience.

- User experience looks at customer service from the user’s perspective. This topic hasn’t been covered this way at an INCOL workshop.
- User experience is applicable to both academic and public libraries.
- Neill Public library is calling Schmidt in to do contract work, and could save INCOL some costs by engaging him in conjunction with their contract.
- Con: Erin Schmidt just did a series of workshops for the Washington State Library, and came to Spokane as part of the tour.

Katie suggested inviting Laura vanDernoot-Lipsky to speak on Trauma Stewardship.

- Trauma stewardship refers to the fact that library staff members interact with many individuals who are suffering or have suffered trauma. Trauma stewardship is self-care at the individual and institution level so that staff can have better moral and give better customer service even after helping so many people in trauma.
- Speaker is local (Washington on West side.) Stevens County library may be inviting to speak at staff training. Could coordinate cost sharing.
- Speaker’s TED talk can be found here. <http://traumastewardship.com/laura-van-dernoot-lipsky/>
- Academic libraries expressed interest as well.

Carly sent in written suggestion that we invite Amy Yardley

(<http://www.yardleytc.com/index.html>) to reprise the workshop she have at PLNA’s pre

conference entitles “Communicating within the Culture of Poverty.” The workshop discusses strategies social service professionals use when talking to people who are in crisis.

The group decided on Trauma Stewardship as topic for fall workshop.

- Topic will be rephrased for marketing materials to make it more self-evident. Joanna will ask for publicity blurb when she contacts speaker.

b. Location

Group agreed that Lewiston City library will host.

Discussion ensued about also offering workshop in virtual format. Concerns included pricing a virtual workshop, and impact of virtual workshop on revenue and attendance. No conclusion was reached. Spokane Public Library volunteered to bring means to record session if needed.

c. Date

- Group decided on a Thursday in October, depending on speaker’s schedule.
- Joanna will offer October 5th, 12th or 26th to speaker.
- ACRL Washington State is meeting October 19th or 20th.
- Paul suggests October is busy for instruction librarians. Perhaps September 21th?

d. Registration

- Attendees will e-mail Joanna to register.
- INCOL member libraries attend for free.
- Non-members are charged \$25 per non-person.

e. Refreshments

- Current system is working well. No need for changes.

f. Flyers

- Dana D. will design a flyer using existing template.

Budget

- There is a \$5000 combined limit for both the year’s workshops.

Spring workshop ideas:

- Supporting refugees and immigrants.
 - a. Possible speakers: Jessica Bowman. Joe Anderson. Dave Ellenwood at Bothel.
 - b. Perhaps a panel discussion since one speaker may not be able to stretch presentation to cover 3 hours.

New business:

None.