

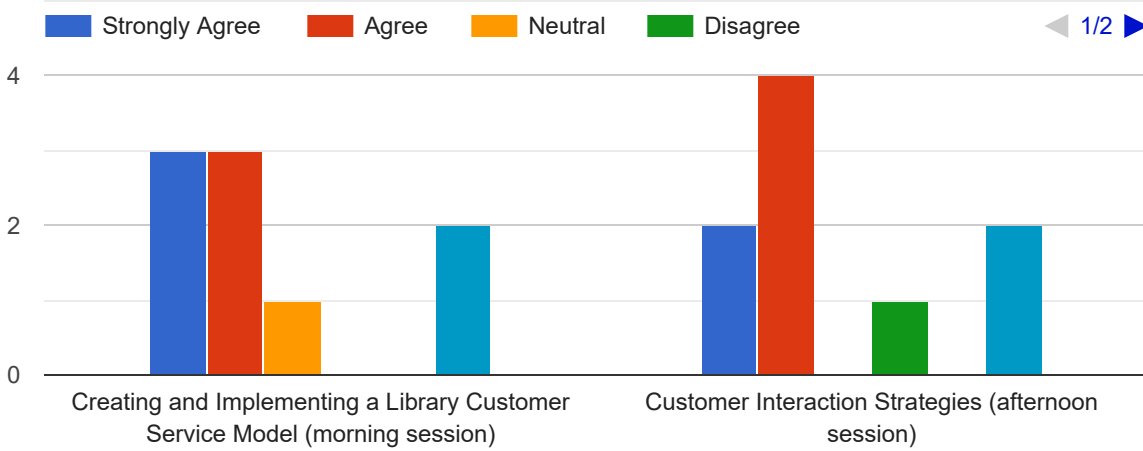
# INCOL Fall Workshop

9 responses

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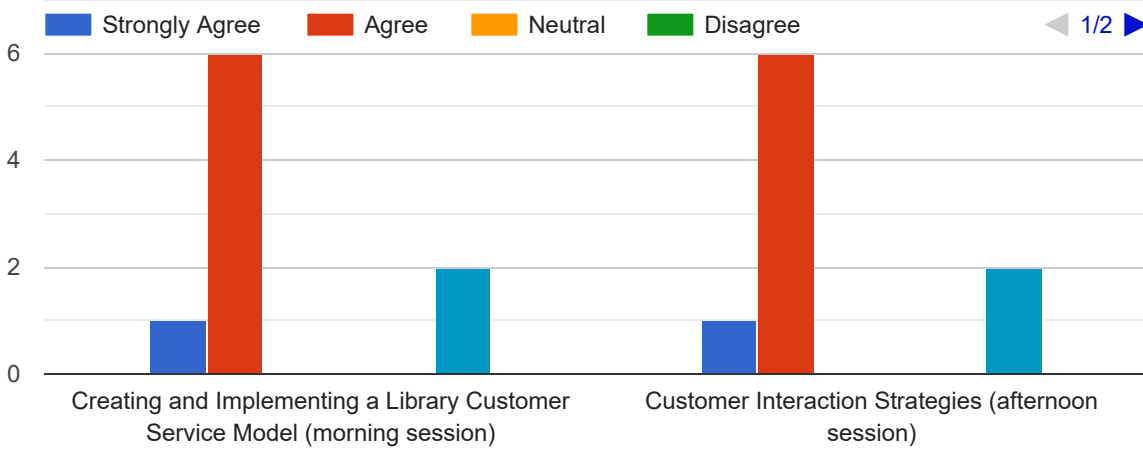
I learned something by participating in this workshop.

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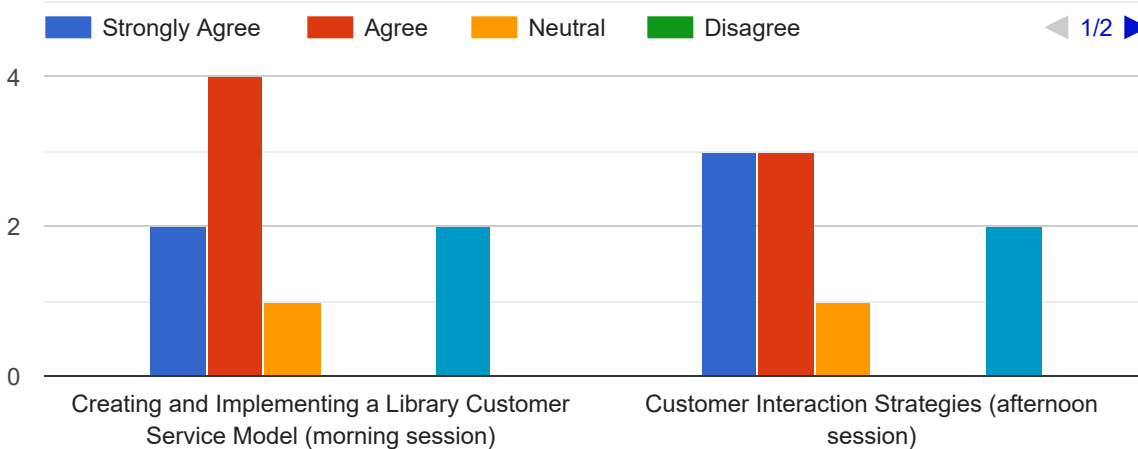


I am confident about using what I have learned.

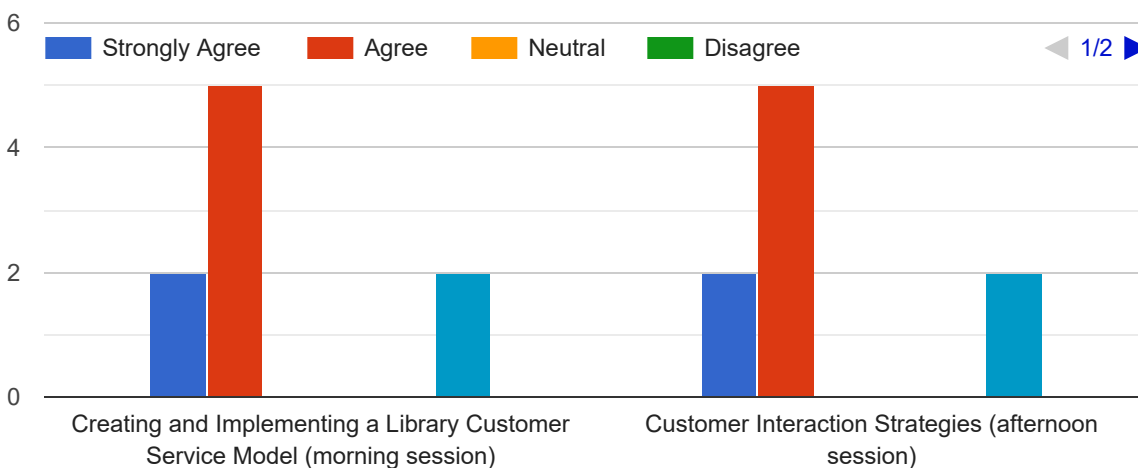
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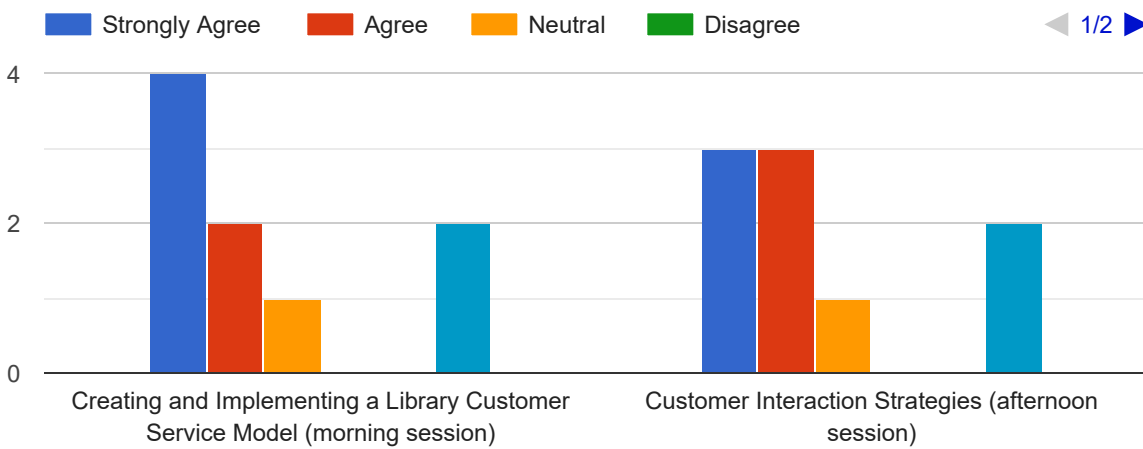
I am likely to apply what I have learned.



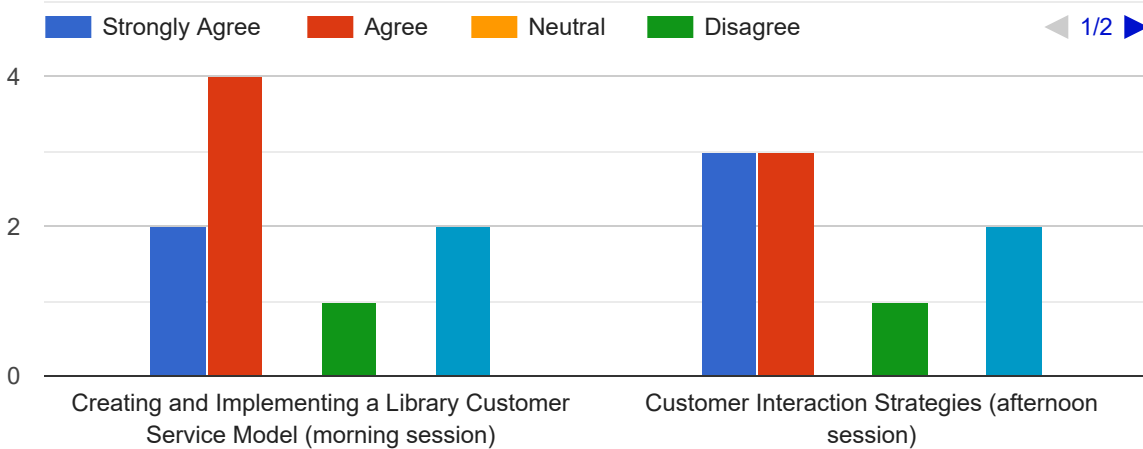
Applying what I learned will help improve library services to the public.



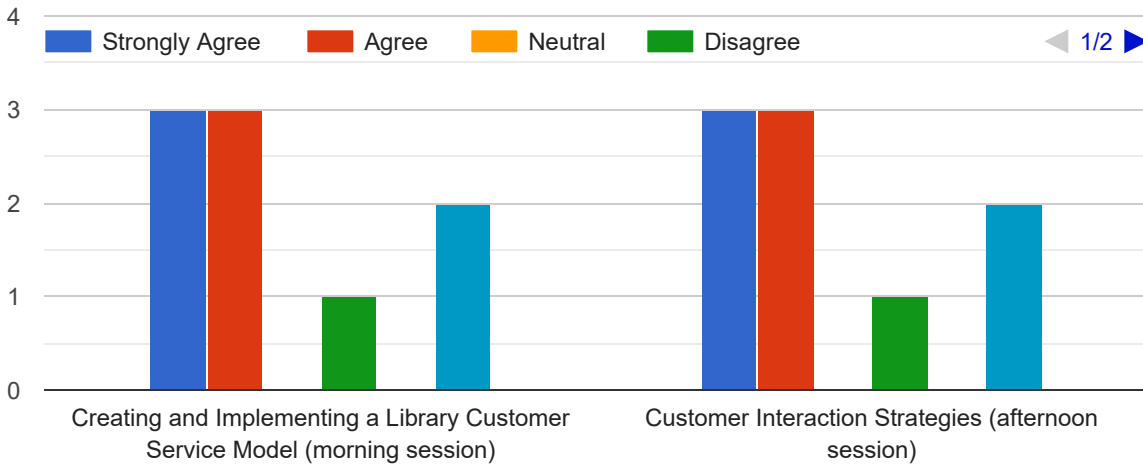
The contributor was responsive to the concerns of the group, as well as individuals.



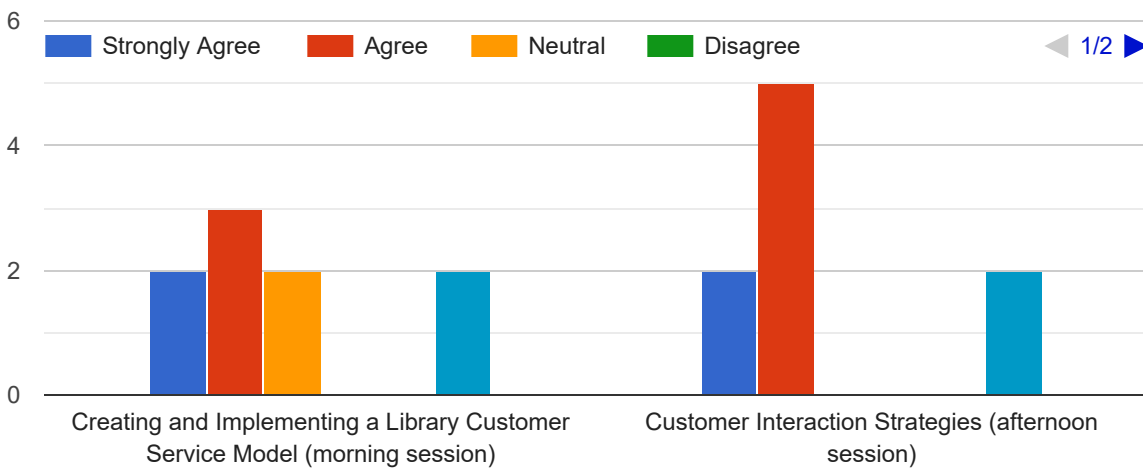
The program was organized well and structured appropriately for the topic.



Overall, I think the workshop was excellent.



Time allowed to cover the topic was:



### How did you hear about the workshop?

8 responses

email

Employer

INCOL email

My HR Director recommended

Lindsey Miller-Escarfuller

Coworker

My director

My administrator

### What were the strong points of the program, "Creating and Implementing a Library Customer Service Model" (morning session)?

5 responses

the whole presentation was strong, yet what was the most impactful was the result that the public and the staff were positively responding to the implementation.

Loved this session. I intend on implementing something like this for our District as well.

There was lots of good information here. Lindsey Powers gave a detailed

Unfortunately, I missed that one.

A case study on what has worked for another library provides inspiration for libraries to do the hard work of improving.



What were the strong points of the program, "Customer Interaction Strategies" (afternoon session)?

7 responses

NA

Engaging Presenter

The presenter's humor and ease

I have already heard a presentation of this sort in the past. Did not learn anything new.

Maurice's interactions with his audience helped get his message across even more precisely.

Excellent presenter who gave helpful, practical advice

Libraries do hard work, day in and day out, and it is encouraging to have a consultant remind us that we are on the right track.

What were the weaknesses of the program, "Creating and Implementing a Library Customer Service Model" (morning session)?

5 responses

I don't know if there were any. I was appreciative for what was shared.

Nothing that I can think of.

Lindsey's presentation was insightful. However, since the content was made up of what she did with this particular library system, it left much to be desired. The presentation would have been more useful had her experienced been culled for what others can take from it. Since this didn't happen, one can only glean generally from this presentation. Furthermore, it was unfortunate that Lindsey wasn't able to tailor her delivery for an online audience. I believe this would have made for a stronger presentation.

Unfortunately, I missed that one.

It was great to hear about the results of their customer service strategies, but without actually going through the work that their library went through, many of the results sounded like platitudes or canned responses. Many of their strategies sounded like they would be excellent to adopt, but staff training and implementation would be where the real value would lie.



What were the weaknesses of the program, "Customer Interaction Strategies (afternoon session)?"

5 responses

NA

I found a couple of the slides offensive.

N/A

Would have loved even more time.

The presenter had an engaging presentation, and was incredibly positive and supportive. There was not new information given, but he inspired the audience to do their best every day.

Comments or suggestions about either program?

2 responses

We are planning to use the resources and onboard our own program adapted for our library, I needed a good scaffolding to use and I think this is it. I already have a green light from my dean.

N/A

Other comments you want to share with the presenter(s) or C.E. Committee?

2 responses

Thank you! Keep doing awesome work!

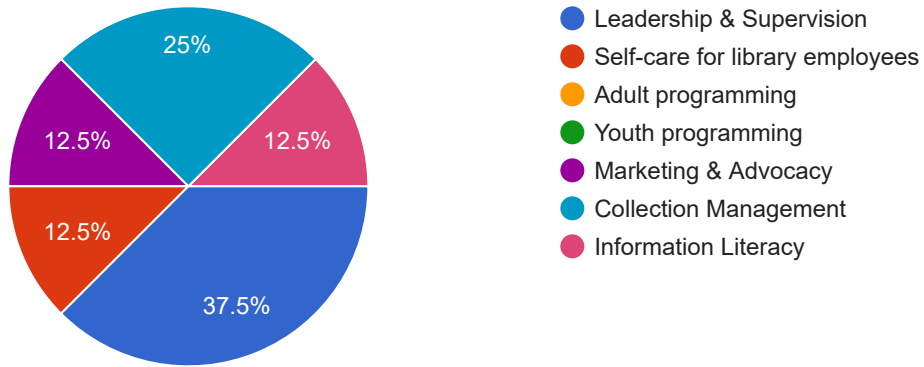
N/A



### Future topics/speaker suggestions



8 responses



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