Text Responses - OVERALL
IP1 - CA Library Training Needs

Question: Name:

Sharon Senser

Leslie Tanaka

Lori Strickler

Sharon Clairemont

Gail Jebbia

Marti Goddard

Sallie Pine

Cornelia van Aken

Chris Spitzel

Wynne Weiss

Andrea Jason

Rosemary Gomes

Julie Winkelstein

Dennis Tucker

Daisy Porter

Nancy Martinez

michele hampshire

Johanna Bowen

Sharon Radcliff

Renee Hayes

Linda Rudell-Betts

LARRY RETZACK

christine holmes

Annette Osenga

mary housel

Sigrid Hudson

Marsha Korobkin

Question: Name:

diane duquette

Stephanie Tetter

Shauna Redmond

nancy bradford

CSLA2team

Chaunacey Dunklee

Susan Berumen

Deborah Grace

Susan Covington

Sandy Schmitz

Linda Wilson

Jean Macomber

Heather Fredrics

Sarah Fowlie

Francey Fisher Levy

Deirdre Cerkanowicz

Judy Coughlin

Lynn Baden

don kilbourne

Kelly Young

Eileen

Gwen Kraft

Rachel Cowper

Bill Kolb

Francis Prince

Tom Cummings

Dianne Bish

sheryl nonnenberg

Question: Name:

Sharon Williams

Catherine Edgecomb

Marjo Mello

Hillary Theyer

Nancy Fong

Vivian Turner

Joel J. Rane

jean hofacket

Wendy Hyman

christopher billington

Renee Romanoff

Carla Hope

Gloria Freel

Kris Veldheer

Louise Simons

Meg Morris

K. Spears

Kaye Moore

ron wickersham

Ann Owens

Teresa Johnson

Karen Buth

sugene yang-kelly

Nina Hagiwara

Barbara Bibel

Tracey Joe

Amy Cheney

Question: Name:

jennifer

Joshua Rees

Linda Simons

Karen Ainslie

Rae Ann Stahl

Deborah Dalton

Barbara Flynn

Joan Goff

Jane Botsford

PAMELA COMBES

Michaele Lee Huygen

Nancy Messineo

Catherine Perez

Nancy Brooks

Jessie Goodwin

Barbara Snider

April Gilbert

Pat Vader

Glenda R Hogg

Paul Crouthamel

Kristie Pratt

Joy Whatley

Carol Frost

Jennifer Mellon

stephanni Myrum

Kathleen M. Wade

Beata Obydzinski

Iris Carroll

Question: Name:

Carol White

Louise Mazerov

Michele Mizejewski

Haleh Motiey

Jennifer Baker

Sherry Gomez

Norine Nomura

Audrie Clark

Randal Fai

Ruth Hartman

Rachael Smithey

Heather Hernandez

June Turner

Laurie Johnson

Mara Neuron

Maurie Hoekstra

Cindy DeLanty

Rachel Delgadillo

Susan Manger

John Alita

Brenda Crotts

Lucille Boone

Christina Haugen

Alex Kern

Amanda Schukle

melodie morgan frances

Denise Baker

Question: Name:

Tiffany White

Paul Signorelli

Katherine Ross

Susan Simpson

Rachel Minkin

Laurie Willis

Linda Santo

Sue Kamm

Michael Markwell

Loena Arroyo

Terri Trujillo

Barbara White

Star Soto

sharon snow

Mark S. Hall

heidi dolamore

Jim Van Buskirk

Julie Farnsworth

Melinda Cervantes

Charity Fees

Jorge Gomez

Katrina Rahn

Rachel MacNeilly

John R. Grant

Jerry Dear

Lois Carroll

Sharon Herrera

Nita Rayome

Question: Name:

Marcia Miyoshi

Alice W. Green

Doreen Irby

Karen Praeger

Jill Patterson

Clay-Edward Dixon

Gina Mauss

Daniel Ong

Bonnie Davis

Rosalind Kutler

Sarah Bleyl

Lucinda Glenn

Susana G. Rosales

Caroline Matz

Kathleen McDonald

Phyllis Tait

Lisa Buckley

Junella Hays

Rotha Carlson

Patricia Zeider

Jean Chapin

Aisha Washington

Debbie Taylor

Julie Mitchell

David Combe

Mary Sindicic

Annette Milliron

Question: Name:

Mike Ragsdale

C. Lee

Kevin Torres

Loranne Shoptaw

Mira Geroy

Kathy Bloomberg-Rissman

Debra Conlin

Monica Cromarty

james gillmon jr

Debbie Carton

Anna Shih

John McCloud

Sue Struthers

Kathleen R. Hannon

Jessica Rodriguez

Linda Johnson

Gloria Brison

Anna Cardenas

Laura Seaholm

Martha Nanez

Roslyn Donald

Karin Madura-Carroll

Loretta Micheals

Stephen Buffy

Wei Ding

Sheri Johnson-Orduna

Pamela Karr

Oresta Esquibel

Text Responses - OVERALL
IP1 - CA Library Training Needs

Question: Name:

kathy nixon

Andrea Lynch

Claudia Morrow

Patricia Harding

aaron winter

Phyllis Nisle

Mary HelenEllis

Nancy Sampson

kelly jackson

Mona Ying

Zi Zhou Guan

Jennifer Faist

Lisa George

Sally Kusalo

Nancy Valdivia

megan bond

ANITA FALLTRICK

Sue Pelman

Leslie Montz

Marie Mestas

Nancy Beitman

Cecelia

Heather Witherow

Becky Boyd

Donna Watkins

Robin Hartman

Joe Watson

Question: Name:

Dody Anderson

Nancy Fullmer

Angela Citizen

Michael Easley

Liz Thacker

James Ghiorzi

Marge Wood

Sarah Houghton-Jan

Karoline Almanzar

Suzanne L Holmberg

Julia Hansen

Ray Stanley

Kathleen Feuling

Erik LIllebo

Marilyn Pye

susan lynn

Courtney Bonner

Elsie Mak

Barrie Olmstead

Lynne Cutler

Lorraine Meisinger

Kristine Duke

Sabrina Hill

Kimberly Johnson

Amy Calhoun

Melissa Stallings

Maureen Courtney

Elizabeth Daugherty

Question: Name:

Laura Myers

Paulina Vaughan

margie veach

Maria Sunio

Gloria A. Bugbee

Rosemary Lovely

Cathie Scalice

Benito R Torrecillas

Brian Fowler

Mary Viduya

Virginia Leslie

Catherine Navarro

Anita Phagan

Michael Sarhad

Janice Batchelder

Jeff Latta

J. Rose Valles

Susan Loomis

Rita A. Torres

Shu-Hua Liu

Jackie Faust-Moreno

Derek Wolfgram

vanessa menor

Alicia Doktor

Christine Donnelly

Lisa Giannotti

Cheryl Peterson

Question: Name:

Camille Turner

Miranda Nighbor

Belinda Roloff

Sabine Salek

Andrea Schacter

Alison Phagan

Danielle Guerrero

Ronna C Nemer

Teresa Canady

Denise Lee

Veronica Sanchez

Patricia Rodriguez

Sharon Fung

Ann Khalsa

Carol Garcia

jose esparza

Lucia Farnham-Hudson

Kurt Eilrich

Rhianna Miller

Jean Herriges

Sherry Markrow

Keye Luke

Sandra Harder

Breonna Bridges

Katherine Billings

Sheila Popnoe

Christine Wikstrom

Josette McNary

Text Responses - OVERALL
IP1 - CA Library Training Needs

Question: Name:

Amy Martin

Stephanie Loney

Jose Garcia

Dawn Perry

Andre Gonzalez

Alana Forbes

Debbie Jan

Lana Touchstone

Huyen Dao

Stephanie Beverage

Carolyn Garner-Reagan

Tuula Laine

Michelle Amores

jane scantlebury

Molly Westmoreland

Rita Cotillon

Carol Shy

Mana Tominaga

Derek McHenry

charmaine caward

Suzanne MacConnell

Julie Cullen

Farah Hussin

Amy Rector

Carol da Silva

Donald Sanchez

robert leong

Question: Name:

Steven Hall

Cecelia Aguilar

Ann Miller

Mary McCasland

Sally Lancaster

Mary Johnson

Ruth Anderson

Carol Ann Mitchell

Kelvin nash

Susy Moorhead

Sun Min Lee

Jason Weekley

Nancy Kleban

Shirley Tanase

Kelley Nolan

johnna magee

Krystle Rogers

Anna McElroy

Jacqueline Petri

Anna Fox

Rudy Zamora

Madeline Walton-Hadlock

Jackie Miller

Joyce Nevins

Pamela Crider

Lorena Mata

Chris Davis

John L Muller

Question: Name:

Diane Malmstrom

Ann Hotta

DELMY GUILLEN

Martha Adams

Andrew Ho

Raelene Velarde

Helen Kahn

Emily Shen-Torbik

Mariana (Marti) Zarate

Mary L. Moore

Linda Aragon

Mark McCormack

Evelyn Figeroid

Stephanie Lane

loren rendler

Joe Ho

p. vaughn

Leslie Payne

Sal Morano

Alyce Ayn Carmick

sharon akey

Brenda Arroyo

Marilen Espanto

Olivia Solis

pam ryan

Chris Rohde

Margaret Szvetecz

Question: Name:

Jessica Tucker

Warren Jacobs

Betty J. Mason

Diane Balter

Darlene Bailey

Nancy G. Wirt

Ira Bray

Imelda Clerkin

Robin E. McKean

MARIANA GALLEGOS

Gail Wiemann

alyson kaye

Jenny Hanson

Yvette S Klemm

Lisa L Miller

Michele Nojd

Carol Valentine

Evena Shu

paula gienger

Beth Williams

Saima Fazli

Mary Ann Laun

Christy Aguirre

Jody Hidey

Ursula Floden

Margaret Miles

Rob Zeroun

Christopher Freeman

Question: Name:

Felipe

Diana Thomsen

Linda Simpson

Holly Kurtz

carine risley

Sandi Palmer

Sharon Nicola

Claudia Carey

Dan Hess

Lucinda deLorimier

Mike Clark

Aubrey Sharwarko

Angela McCarren

Lurlene Moreno

esther suarez-burton

suzanne olawski

Kathy Francesco

Gloria Scott

Tanya Russell

Jeanne Amos

Thom Ball

JC Escalante

YVETTE PLEASENT

Gwen Miller

Teri Titus

Joe Toschik

Vivian Robinson

Question: Name:

Barbara Bruxvoort

KIMBERLY DAY

Kay Ikuta

L. Yvonne Mullins

Sarah Krygier

Mark Giannuzzi

Yelena Marin

Diane Burnett

Catherine Martin

Ann Golden

Bill Lynch

Joan Bowlby

Diana Walther

Sarah Lee Gretty Zamora

Simone Williams

Howard Fuller

Angela Giannousis

Josefina S. Lopez

Patricia Sankolewicz

barbara Raines

Teresa Thompson

Janet Cronbach

Luz Marina Shaw

Julia Oglesby

M. Cris Muniz

M Garza

Thomas Pierce

Cindy Perkins

Text Responses - OVERALL
IP1 - CA Library Training Needs

Question: Name:

Sharon Henegar

Daniel Hernandez

Zoe Anderson

NICOLE SHIELDS

Kim Walters

Michael McCulley

Norma Gerardo

Patti Hanley

Susan Mann

Veronica Torreros

Joseph Tally

Anne Bernardo

Alejandra Santoyo

Julio Manriquez

LARRY RETZACK

Sonia Garcia

Cindy Cleary

Barbara Baxter

Renee Fleming

Polly Cipparrone

Richard Kong

Kris Ogilvie

Amanda Quist

Christopher Cooper

Susanne Pierce Dyer

Debi Shulkatis

Jan Hill

Question: Name:

Jennifer Lawson

Peggy Watson

maureen theobald

Barbara Wolfe

Jon Legree

Melanie Boerner

Kathleen Smith

Andrea Woodruff

Roger Possner

Daniel Robles

Mike Clayton

Regine Thorne

Ann Dubell

Diana velati

Donna Melnychenko

Liz Hildreth

maria barajas

Barbara Sutton

Jeff Wyner

Katherine Loeser

Vanassa Goodman

jason webb

Brenna Ring

Lynn McCormick

Alejandro de Jesus

Clare O'Callaghan

Debbie Jan

Susan del Castillo

Question: Name:

Jennifer Colunga

Ken Lin

Richard Kraus

Linda Matchette

JP Baker

Monique le Conge

Jane Meyer

Patricia Iannucci

Marcie Rich

Jacky

Shiok Lim

Priscilla Stultz

Sherry Markham

Barbara Bibel

Cheryl

ellen riley

Tina Bartlett

Penny Taylor

Nancy Hoven

Katrin Olafsson

Rebekah Sanders

Valerie Watts

Laura Munoz

Russell Liesch

Julie Gray

Fran Martinez-Coyne

Mary Lynch

Question: Name:

Jeanne McKay

Robin Weed-Brown

Carol Kreamer

Caroline Gick

Jeri Takeda

Mary Ellen Rech

Candice

Melesha Johnny

Margaret Douglas

Daniel Rivera

Jacquelyn Higgins

Cheryl Turnbough

Connie McKeever

Darla Gunning

shelley green

Janice Garcia

Elena Panajotovic

Christine Cortese

Alice Tang

Jayanti Addleman

Heather Bratt

Debbie Sommer

sandy nozick

Elisabeth Newbold

Melissa Morwood

Becca

Sarah Allison

Barbara Blegen

Question: Name:

Jill Schofield

marilyn koutnik

beverly brown

Linda Sitterding

Marilyn Davi

Patty Hector

Marsha Weeks

Eileen Cockcroft

Sylvia Wolfe

margaret pelz

Barbara Amberg

Laurel Michel

Elizabeth Molyneux

Diane Gaylor

William Rawson

Becky E. Sims

M.Andrest

Danielle Hurt

Carey Gross

Lani Yoshimura

Patty Lindberg

Ellen Mark

tom goward

Judy Ramirez

Diana Baker

K. Baritell

Sara Sluss

Question: Name:

nancy MacKay

Mark Parker

Michele Fitzsimmons

Sue Kamm

Peggy Lau

Lori Kremer

Tom Fitch

Cecilia Riddle

Sharon Navarro

Karen Burnett

Deborah Dean

Lisa Bartle

Ana Alicia Montes

Athena Nazario

corinne kelly

Teresa Thompson

Susan Manger

Shirley Cabeen

Bessie Platten

Paymaneh Maghsoudi

Diane Smikahl

Terri Carlson

Paul Sims

Debbie Cheverton

Marcia Decker

Mairi Barsky

Alice Rigg

Melissa Ramos

Question: Name:

Tasneem Watts

Sue Beckmeyer

Diane Walker-Allison

Wanda Kincade

Jacque Meriam

Andrienne Z Gaerlan

Nancy Tidwell

Cathleen Baxter

jack forman

Leslie Simmons

Juli Gonzalez

Les Kong

Allison Angell

El-azhar N Edmondson

Mary Chartier

Carol Pearce

Giovanna Mannino

Esmeralda Casas

Glenda Bauer

Elizabeth Salzer

Linda Meiss

Phyl Barrus

Carlos R. Munoz

Maggie Nystrom

marilyn filderman

Ronda Wittenberg

Laura Mae Leach

Text Responses - OVERALL
IP1 - CA Library Training Needs

Question: Name:

Karla Valdez

Frank Stapleton

Sabine Salek

Robyn Aguiar

Jill Stockinger

margaret esther

Sean Aragon

Sharon Fujitani

Anita Bartalini

Michael Daubenmire

Sandra Tauler

Louise Hodges

Ramona M. Trejo

andrea burkenroad

Text Responses - OVERALL
IP1 - CA Library Training Needs

Question: Email:

aburkenroad@msn.com

rtrejo@csufresno.edu

lhodges@kings countylibrary.org

MDaubenmire@saclaw.org

stauler@calexico.ca.gov

Abartalini@saclaw.org

sfujitan@calpoly.edu

seanescalona@yahoo.com

jill@rockmage.com

mlesther2002@yahoo.com

robyn.aguiar@fresnolibrary.org

rwittenberg@co.humboldt.ca.us

stan-sabine@sbcglobal.net

fstaplet@hotmail.com

kvaldez@lapl.org

lauramae_rob@riverside.lib.ca.us

mfilderman@hotmail.com

maggie.nystrom@lycos.com

carlosmunoz58@hotmail.com

linda.meiss@sjlibrary.org

postlibrary@yahoo.com

esalzer@scu.edu

gbauer@saclibrary.org

esme_casas@yahoo.com

capearce100@earthlink.net

gmannino@lapl.org

chartiermar@sbpl.org

Text Responses - OVERALL
IP1 - CA Library Training Needs

Question: Email:

aangell@ci.benicia.ca.us

elazhar.edmondson@sdcounty.ca.gov

lkong@csusb.edu

lsimmons@sandiego.gov

juligonz@hotmail.com

jforman@sdccd.edu

libcath@hotmail.com

ntidwell@ci.burbank.ca.us

agaerlan@ci.azusa.ca.us

diane.walker@sdcounty.ca.gov

jmeriam@co.merced.ca.us

wkincade@westernu.edu

buttecountyreads@yahoo.com

tasneem@anaheim.net

suebeck@gmail.com

alice.rigg@sdcounty.ca.gov

mairi@sonoma.lib.ca.us

palexander.sims@gmail.com

rmadnas@aol.com

debbiec@csufresno.edu

mytommyo@hotmail.com

dsmikahl@ci.benicia.ca.us

bplatten@alpinecountyca.com

pmaghsoudi@whittierpl.org

scabeen@hotmail.com

smanger@hotmail.com

tthompsonlib@yahoo.com

corinnemkelly@aol.com

Text Responses - OVERALL
IP1 - CA Library Training Needs

Question: Email:

anazario@sfsu.edu

lbartle@csusb.edu

amontes@chulavista.lib.ca.us

burlib@citlink.net

karen.burnett@maountainview.gov

sharonn@moval.org

lorik@alhambralibrary.org

tsfitch@fea.net

criddle@lapl.org

suekamm@mindspring.com

peggy.lau@csueastbay.edu

mfitzsimmons@fullcoll.edu

mackay@mills.edu

mlsbound@yahoo.com

mparker@placer.ca.gov

sbsluss@csulb.edu

Diana.Baker@sjvls.org

goward@plsinfo.org

jpcramirez@hotmail.com

ellenmark@themarks.org

patty.lindberg@cgu.edu

lyoshimu@library.sccgov.org

bclibrarylit@yahoo.com

mandrest@lib.sbcounty.gov

danielle.hurt@sdcounty.ca.gov

miminbumpy@earthlink.net

dgaylor@devry.edu

Question: Email:

wrawson@hartnell.edu

emolyneu@snap.lib.ca.us

laurel.michel@sdcounty.ca.gov

margaret.pelz@kerncountylibrary.org

amberg@smcl.org

eileen_cockroft@csd.k12.ca.us

sylvia.wolfe@sdcounty.ca.gov

pattynbc@sonic.net

mweeks.smith@verizon.net

marilyn_davi@agilent.com

linda.sitterding@sjvls.org

lplibrary@qnet.com

mkoutnik@hotmail.com

jscho@sierramadre.lib.ca.us

sma883@hotmail.com

blegen@plsinfo.org

bcctdd@comcast.net

melissa.morwood@cityofpaloalto.org

sandy.nozick@kerncountylibrary.org

enewbold49@hotmail.com

dsommer@chcf.org

hbratt@saclibrary.org

addlemanjg@co.monterey.ca.us

gtang114@gmail.com

christine.cortese@sdcounty.ca.gov

panajoto@lapl.org

janice.garcia@sjlibrary.org

weedlib@yahoo.com

Question: Email:

connie.mckeever@sdcounty.ca.gov

dgunning@library.ca.gov

jakehiggins@earthlink.net

nscref@buttecounty.net

mdouglas@mx.tol.lib.ca.us

daniel.rivera@sdcounty.ca.gov

melesha.johnny@hayward-ca.gov

findcandice@gmail.com

cgick@ccclib.org

maryellenrech@yahoo.com

jtakeda@mcls.org

Carol.Kreamer@sjvls.org

rweedbrown@glendoralibrary.org

jmckay@lapl.org

Mary.Lynch@ventura.org

fmartinezcoyne@ci.benicia.ca.us

Laura.Munoz@sdcounty.ca.gov

protecprotec@earthlink.net

russell.liesch@kerncountylibrary.org

becsan13@hotmail.com

vwatts@lausd.k12.ca.us

katwing2@earthlink.net

nhoven@earthlink.net

ettergirl@gmail.com

Penny.Taylor@sdcounty.ca.gov

ellen.riley@sdcounty.ca.gov

cweeks-frey@sdcpll.org

Question: Email:

pstultz@omm.com

barbarabibel@earthlink.net

sherry.markham@sdcounty.ca.gov

javerill@redwoodcity.org

slim@ci.berkeley.ca.us

piannucci@aclibrary.org

mrich@lapl.org

vcll@rain.org

monique_leconge@ci.richmond.ca.us

jefferson.baker@sdcounty.ca.gov

lmatchet@snap.lib.ca.us

rkraus@lapl.org

indigo451@yahoo.com

cocallaghan@wesleyschool.org

jcolunga@kerncountylibrary.org

smbeliveau@yahoo.com

djan@library.berkeley.edu

adejesus@sfpl.org

lmccormick@co.tuolumne.ca.us

brenna.ring@sdcounty.ca.gov

jason.webb@sdcounty.ca.gov

kloeser@ci.glendale.ca.us

vgoodm@hotmail.com

jpwyner@yahoo.com

barbara.sutton@sdcounty.ca.gov

mbarajas@calexico.k12.ca.us

liz.hildreth@sdcounty.ca.gov

donna.melnychenko@sdcounty.ca.gov

Question: Email:

Diana.Velati@sdcounty.ca.gov

nbcreflt@sonic.net

Regine.Thorne@sdcounty.ca.gov

drobles@blackgold.org

mike@mfworks.com

awoodruff@lodilibrary.org

rpossner@ci.covina.ca.us

kathleen.smith@fresnolibrary.org

melanieboerner@hotmail.com

bwolfe@moorparklibrary.org

jon@ylpl.lib.ca.us

pwatson@aclibrary.org

mtheobald@blackgold.org

jan.hill@sdcounty.ca.gov

jennifer.lawson1@sdcounty.ca.gov

susanne.dyer@acgov.org

dshulkatis@whittierpl.org

ccooper@co.humboldt.ca.us

slis@landq.org

kogilvie@library.ca.gov

rkong@mx.tol.lib.ca.us

polly.cipparrone@sdcounty.ca.gov

renee.fleming@lawlibrary.org

bbaxter@aclibrary.org

ccleary@ci.glendale.ca.us

buppanasu@yahoo.com

sgarcia@calexico.k12.ca.us

Question: Email:

jmanriquez@calexico.k12.ca.us

alejandras@ci.commerce.ca.us

jtally@alliant.edu

abernard@co.tulare.ca.us

sexyfairy6969@hotmail.com

susan.mann@fresnolibrary.org

pspattih@hotmail.com

ngerardo@calexico.k12.ca.us

drweb@san.rr.com

kwalters@autrynationalcenter.org

nshields@co.napa.ca.us

kanderso@co.napa.ca.us

dannyh_10@yahoo.com

slhenegar@ocpl.org

cperkins@childrenscentralcal.org

vesper555@yahoo.com

garza@sbcc.edu

crism@ci.commerce.ca.us

luz.shaw@sjvls.org

joglesby@snap.lib.ca.us

braines@eldoradolibrary.org

jcronbac@aclibrary.org

terry@booksfrommexico.com

sankolewicz@smcl.org

lui_sukha@hotmail.com

simone.williams@sjlibrary.org

rosie2000nick@yahoo.com

howardf@stupksi.org

Question: Email:

szamora@snap.lib.ca.us

dianawalther@cox.net

blynch@sfpl.org

joan.bowlby@sjlibrary.org

goldenaus@yahoo.com

catherine@sonoma.lib.ca.us

markgiannuzzi@yahoo.com

dburnett@aclibrary.org

yelenamarin@yahoo.com

skrygier@snap.lib.ca.us

kikuta@cityofinglewood.org

ymullins@saclibrary.org

bruxvoort@smcl.org

KDAY2@COMCAST.NET

vrobinson@aclibrary.org

titus@smcl.org

toschik@smcl.org

miller@smcl.org

ypleasent@ci.berkeley.ca.us

escalante@smcl.org

ball@smcl.org

jamos@eldoradolibrary.org

tanya.russell@kingscountylibrary.org

gjscott@saclibrary.org

sanbenlib@sbcglobal.net

solawski@snap.lib.ca.us

angela.mccarren@sjlibrary.org

Text Responses - OVERALL
IP1 - CA Library Training Needs

Question: Email:

estheraida@comcast.net

lmoreno@westernu.edu

lucinda.delorimier@co.nevada.ca.us

mclark08@yahoo.com

aubrey_one@yahoo.com

dhess@aclibrary.org

ccarey@saclibrary.org

snicola@anaheim.net

hkurtz2@earthlink.net

spalmer@saclibrary.org

paraleipsis@gmail.com

dwesling@riversideca.gov

felipe.juarez@sjlibrary.org

simpsonlj@sbcglobal.net

margaretmiles@countyofplumas.com

cfreeman@saclibrary.org

JustRobZ@aol.com

ulfbear@yahoo.com

christy.aguirre@sjlibrary.org

jhidey@ci.burbank.ca.us

malaun@pasadena.edu

sfazli@sfpl.org

hwy912@yahoo.com

bwilliam@snap.lib.ca.us

eshu@montereypark.ca.gov

hykup@sbcglobal.net

carolcvalentine@sbcglobal.net

mn1531@sbcglobal.net

Question: Email:

lmiller@snap.lib.ca.us

akayemlis@aol.com

jenny.hanson@sdcounty.ca.gov

rmckean@saclibrary.org

gall_mari@yahoo.com

gwiemann@co.marin.ca.us

jyiclerkin@yahoo.com

ibray@library.ca.gov

nancy.wirt@fresnolibrary.org

betty_mason@sbcglobal.net

dbailey@saclibrary.org

dianebalter2003@yahoo.com

warrenjacobs2004@yahoo.com

mespanto@snap.lib.ca.us

margarszv@earthlink.net

jtucker@saclibrary.org

crohde@roseville.ca.us

pam.ryan@conservation.ca.gov

osolis@westernu.edu

barroyo@saclibrary.org

sakey49666@aol.com

acarmick@sonic.net

sal.morano@ci.corona.ca.us

paynel@co.monterey.ca.us

rendler5@hotmail.com

pacv_01@hotmail.com

joe.ho@sjlibrary.org

Text Responses - OVERALL
IP1 - CA Library Training Needs

Question: Email:

LaneSC01@aol.com

allways1970@hotmail.com

efigeroid@saclibrary.org

mmoore@sfts.edu

linda.aragon@fresnolibrary.org

eshen-torbik@sbcglobal.net

marti.zarate@sjlibrary.org

helen.kahn@sjlibrary.org

raelene.velarde@sjlibrary.org

aho@saclibrary.org

madams95822@yahoo.com

dmguillen@sbcglobal.net

jlmrtt@comcast.net

ahotta@ci.berkeley.ca.us

diane.malmstrom@sjsu.edu

lorena.mata@sjlibrary.org

cdavis@saclibrary.org

pam.crider@sjlibrary.org

janevins@livermore.lib.ca.us

jmiller@saclibrary.org

madeline.walton-hadlock@sjlibrary.org

rudyz@ci.commerce.ca.us

anna.fox@sjlibrary.org

jmpetri@yahoo.com

delnortekelley@yahoo.com

rocknNIRVANAgirl@yahoo.com

amcelroy@ci.oceanside.ca.us

johnna.magee@yahoo.com

Text Responses - OVERALL
IP1 - CA Library Training Needs

Question: Email:

nkleban@la.aiuniv.edu

shirley.tanase@sjlibrary.org

sunmin.lee@sjlibrary.org

jweekley@saclibrary.org

smoorhead@oaklandlibrary.org

knash@saclibrary.org

randerson@westernu.edu

slancaster@aclibrary.org

camitchell@usamedia.tv

mary.johnson@sjlibrary.org

cecelia.aguilar@sjsu.edu

marymac@buenapark.lib.ca.us

amiller@solanocounty.com

dontpanic@mac.com

robert.leong@sjlibrary.org

donald927@hotmail.com

carol.dasilva@sjlibrary.org

arector@ci.carmel.ca.us

Farah.Hussin@sjlibrary.org

suzanne.macconnell@ci.corona.ca.us

julie.cullen@sjlibrary.org

charmaine.caward@sjlibrary.org

dmchenry@saclibrary.org

mana@mtominaga.com

mulcarend@hotmail.com

Carol.Shy@kerncountylibrary.org

rita.cotillon@sjlibrary.org

Question: Email:

scantleburyj@earthlink.net

tlaine@saclibrary.org

michelle.amores@sjlibrary.org

cgarner-reagan@ci.arcadia.ca.us

slbeverage@ocpl.org

ltouchst@snap.lib.ca.us

huyen.dao@sjlibrary.org

agonzalez@ci.arcadia.ca.us

djan@library.berkeley.edu

aforbes@ci.ontario.ca.us

dawn.perry@dsjlibrary.org

amymartin@sfpl.org

jgarcia@montereypark.ca.gov

sloney@chulavista.lib.ca.us

sheila.popnoe@ventura.org

Josette.McNary@palmsprings-ca.gov

cwikstrom@westernu.edu

kbillings@buenapark.lib.ca.us

brbridges212@yahoo.com

sandra.avila-harder@sjlibrary.org

shebro@rcn.com

kll34@mail.com

jean.herriges@sjlibrary.org

rhianna_miller@yahoo.com

omphalos02@aol.com

luciafh@yahoo.com

annturtle@hotmail.com

jesparza@saclibrary.org

Text Responses - OVERALL
IP1 - CA Library Training Needs

Question: Email:

carol.garcia@sjlibrary.org

sharonfung11@gmail.com

dml650@yahoo.com

prodriguez@westernu.edu

vsanchez@chulavista.lib.ca.us

drlydemure@comcast.net

dguerrero@ci.arcadia.ca.us

ronna.nemer@sjlibrary.org

andrea.schacter@sjlibrary.org

alison.phagan@sjlibrary.org

miranda.nighbor@earthlink.net

stan-sabine@sbcglobal.net

roloffbe@netzero.net

camille.turner@fresnolibrary.org

cheryl.peterson@sjlibrary.org

lisa.giannotti@sjlibrary.org

adoktor@riversideca.gov

cdonnelly@saclibrary.org

shuhua2005@gmail.com

vanessamenor@gmail.com

dwolfgram@buttecounty.net

jfaust-moreno@ci.arcadia.ca.us

rita.torres@sjlibrary.org

sloomis@saclibrary.org

rose.valles@sjlibrary.org

michael.sarhad@sjlibrary.org

jlatta@saclibrary.org

Text Responses - OVERALL
IP1 - CA Library Training Needs

Question: Email:

janice.batchelder@ventura.org

catherine.navarro@sjlibrary.org

amhphagan@aol.com

virginia.leslie@sjlibrary.org

mviduya@saclibrary.org

brian.fowler@sjlibrary.org

scalice@plsinfo.org

randy.torrecillas@sjlibrary.org

gbugbee@saclibrary.org

rlovely@saclibrary.org

msunio@ci.upland.ca.us

djann0149@comcast.net

pvaughan@saclibrary.org

laura@planet-save.com

bdaugherty@saclibrary.org

MCourtney@chulavista.lib.ca.us

mstallings@saclibrary.org

kjohnson@saclibrary.org

amytomorrow@aol.com

shill@saclibrary.org

raine602@yahoo.com

Kristine.Duke@kerncountylibrary.org

lcutler@oaklandlibrary.org

bolmstead@saclibrary.org

elsietran@yahoo.com

cbonner@ci.ontario.ca.us

slynn@ccclib.org

mpye@snap.lib.ca.us

Text Responses - OVERALL
IP1 - CA Library Training Needs

Question: Email:

eplillebo@aol.com

rstanley@saclibrary.org

kfeuling@saclibrary.org

jhansen@sonoma.lib.ca.us

kalmanzar@westernu.edu

libsuzi@yahoo.com

TheLibrarianInBlack@gmail.com

james_ghiorzi@sbcglobal.net

mwood@saclibrary.org

ethacker@sfpl.org

easley@cityofinglewood.org

nfullmer@sonoma.lib.ca.us

amcpayne@hotmail.com

danderson@ci.watsonville.ca.us

JGWatson@hiu.edu

hwitherow@ci.ontario.ca.us

rhartman@hiu.edu

djwatkins@ocpl.org

bboyd@samuelmerritt.edu

ccsccs7@yahoo.com

nbeitman.chulavista.ca.gov.us

spelman@mx.tol.lib.ca.us

mmestas@valleycollege.edu

dianewalston@cox.net

afalltrick@ci.benicia.ca.us

mbond@riversideca.gov

lchgeorge@uclalumni.net

Text Responses - OVERALL
IP1 - CA Library Training Needs

Question: Email:

Nancy.Valdivia@palmsprings-ca.gov

skusalo@aclibrary.org

jennifer.faist@artcenter.edu

Zizhouguan@hotmail.com

mying@montereypark.ca.gov

mellis@westernu.edu

kaywriter@hotmail.com

nsampson@sonoma.lib.ca.us

pnisle@buenapark.lib.ca.us

aaron5winter@yahoo.com

harding@plsinfo.org

Clmorrow@ci.berkeley.ca.us

andlynch@library.ucla.edu

kathyn@sonoma.lib.ca.us

oesquibel@trinitycounty.org

pamelaj77@hotmail.com

buffyst@gmail.com

sherilj@hotmail.com

wei.ding@sjsu.edu

kmadura@ccclib.org

loretta.micheals@mountainview.gov

marthacn@gmail.com

rdonald@cityofsanmateo.org

lindaj@bld.lib.ca.us

Lseaholm@ccclib.org

acardenas@westernu.edu

gbrison@riversideca.gov

khannon@aclibrary.org

Question: Email:

jrodriguez@montereypark.ca.gov

sstruthers@riversideca.gov

johnmcc@scfl.lib.ca.us

anna4565@yahoo.com

jgillmonjr@sbcglobal.net

dycarton@yahoo.com

mcromarty@aclibrary.org

conlindebo7@hotmail.com

mgeroy@aclibrary.org

kbr@ci.upland.ca.us

loranneshoptaw@yahoo.com

kptorres79@yahoo.com

cheryl.lee@cityofpaloalto.org

annetnbc@sonic.net

mrgsdale@cityofsanmateo.org

msindicic!@ci.pleasanton.ca.us

comdb@yahoo.con

awashington@cityofsanmateo.org

jmitchell@co.siskiyou.ca.us

library_goddess@hotmail.com

jchapin@redshift.com

pzeider@ci.glendale.ca.us

rothagail@msn.com

jhays@snap.lib.ca.us

lisa.buckley@fresnolibrary.org

ptait@ci.pleasanton.ca.us

hoptree@astound.net

Question: Email:

CarolineM@ci.commerce.ca.us

Corazon_de_oso@hotmail.com

lglenn@gtu.edu

sarah.bleyl@kerncountrylibrary.org

rkutler@redwoodcity.org

BDavis@roseville.ca.us

jkpatterson@ocpl.org

daniel.ong@sjlibrary.org

gmauss@gmail.com

cedixon@gtu.edu

kpraeger@citruscollege.edu

dirby@ci.pleasanton.ca.us

nrayome@ci.pleasanton.ca.us

wgreen@library.ca.gov

bplstaff@buenapark.lib.ca.us

sherrera@ccclib.org

jdear01@gmail.com

Lois.Carroll@cityofpaloalto.org

jrgrant@pacbell.net

rmacneilly@sfpl.org

krahn@itp.edu

Jorge.Gomez@kerncountylibrary.org

cfees@chulavista.lib.ca.us

melinda.cervantes@lib.sccgov.org

jadfar@comcast.net

jvanbuskirk@sfpl.org

heidi.dolamore@gmail.com

mhall@sfpl.org

Text Responses - OVERALL
IP1 - CA Library Training Needs

Question: Email:

sharon.snow@palmsprings-ca.gov

star.soto@ventura.org

bwhite@snap.lib.ca.us

Ttrujill@snap.lib.ca.us

larroyo@sfpl.org

mmarkw@gtu.edu

suekamm@mindspring.com

laurie.willis@hayward-ca.gov

santo@plsinfo.org

rminkin@gtu.edu

katherine.ross@kerncountylibrary.org

ssimp@ci.carlsbad.ca.us

tiffmail88@yahoo.com

dbaker@aclibrary.org

psignorelli@sfpl.org

kern@arrival.net

mfrances@gtu.edu

amanda.schukle@sdcounty.ca.gov

chaugen_bpld@yahoo.com

alita@plsinfo.org

lib@buttecounty.net

lmboone@prodigy.net

susan@brawleylibrary.net

mhoekstra@co.calaveras.ca.us

rdelgadillo@roseville.ca.us

cindyd@lssi.com

larkneuron@sbcglobal.net

Question: Email:

lejohnso@snap.lib.ca.us

heather_hernandez@nps.gov

june.turner@paloverde.edu

rsmithey@chulavista.lib.ca.us

ruth.hartman@ventura.org

RFai@chulavista.lib.ca.us

booker@sdcoe.k12.ca.us

norinka2004@yahoo.com

jbaker@snap.lib.ca.us

sherry.gomez@kerncountylibrary.org

lmazerov@buenapark.lib.ca.us

hmotiey@library.ca.gov

mmizejewski@redwoodcity.org

cwhite@york.org

obydzinskiba@co.monterey.ca.us

carrolli@mjc.edu

kmw1959@yahoo.com

smyrum@chulavista.lib.ca.us

carol.frost@sjlibrary.org

jmellon@ci.moorpark.ca.us

jwhatley@chulavista.lib.ca.us

kristie.pratt@kerncountylibrary.org

ghogg@chulavista.lib.ca.us

pcrouthamel@esconido.org

pvader@westernu.edu

april.gilbert@sjsu.edu

sniderb@santacruzpl.org

brooksn@yosemite.edu

Question: Email:

cellojag@yahoo.com

Catherine.Perez@sjsu.edu

mhuygen@nps.edu

nmessineo@downeyca.org

jpcombes99@yahoo.com

jgoff@roseville.ca.us

jbotsford@ci.santa-clara.ca.us

aliibarb@yahoo.com

debbied@surewest.net

rstahl@sjsu.edu

klainslie@mac.com

jdlugosh@sjnd.org

LSimons@roseville.ca.us

rees@plsinfo.org

tracey_C_joe@yahoo.com

ajcheney@mac.com

barbarabibel@earthlink.net

syang@ci.berkeley.ca.us

ninadot4@yahoo.com

kbuth@beverlyhills.org

teresaaj@hotmail.com

rjw@alembic.com

aowens@saclibrary.org

lfsimons@sbcglobal.net

kmoore@sj.westerncollege.com

dspears1@aol.com

megm_57@yahoo.com

Text Responses - OVERALL
IP1 - CA Library Training Needs

Question: Email:

veldheer@gtu.edu

gfreel@ci.ontario.ca.us

cchope@ocpl.org

rsromanoff@livermore.lib.ca.us

whyman@ci.berkeley.ca.us

christopher.billington@kerncountylibrary.org

jhofacket@aclibrary.org

joel@joelrane.com

vturner@saclibrary.org

nfong@ci.san-leandro.ca.us

nonnenberg@aol.com

mmello@brawleylibrary.net

librarylady16@yahoo.com

catherine.edgecomb@kerncountylibrary.org

Sharon.Williams@kerncountylibrary.com

xenobium@yahoo.com

bkolb@ccclib.org

dbish@roseville.ca.us

Secrethvn@aol.com

gwenkraft@gmail.com

rcowper@saclibrary.org

ei57523@comcast.net

kyoung@library.sccgov.org

dkilbourne1@yahoo.com

lynn@bostonbaden.com

jcoughlin@losgatosca.gov

fnlevy@yahoo.com

dcerkanowicz@ci.berkeley.ca.us

Question: Email:

sarah.kaohinani@gmail.com

hfredric@cityofrc.com

lindalwilson@juno.com

jmacomber@yahoo.com

wfmcj@yahoo.com

KnightRanger4ver@yahoo.com

susan.covington@eldoradolibrary,org

cdunklee@mindspring.com

susan.berumen@kerncountylibrary.org

stetter@mpc.edu

CSLA2Team@yahoo.com

nbradfor@co.napa.ca.us

slangred@sbcglobal.net

mkorobk1@san.rr.com

duquette@kerncountylibrary.org

sigridhudson@gmail.com

mhousel@aol.com

Christine.Holmes@sjsu.edu

aosenga@lifewest.edu

renee.hayes@gmail.com

lrudellbetts@verizon.net

buppanasu@yahoo.com

swanroad@gmail.com

sradclif@stmarys-ca.edu

jobowen@cabrillo.edu

daisy.porter@sjlibrary.org

dennis@dctucker.net

Text Responses - OVERALL
IP1 - CA Library Training Needs

Question: Email:

nmartinez@lodi.gov

jwinkelstein@aclibrary.org

rgomes@aclibrary.org

ajason @city.newport-beach.ca.us

absweiss@aol.com

cspitzel@ci.pleasanton.ca.us

cvanake@yahoo.com

slpine@comcast.net

mgoddard@sfpl.org

gjebbia@gmail.com

sclairem@slis.sjsu.edu

loristrickler@mailshack.com

leslie.tanaka@sjlibrary.org

dearanxiety@gmail.com

Question: [46] Please describe a library-related situation or problem that you have personally experienced that could be improved if you or others received outside training.

handling difficult and mentally ill patrons - a common issue in our inner-city library.

Conflict resolution between employees with union implications

Finding ways to deliver frequently requested information to many users simultaneously when web access may not be available.

service at public desks could be improved with some specific training on subjects such as law and business.

Dealing with disruptive unaccompanied children in the library.

Influencing library staff to become more marketing-
 minded when dealing with the public

My Library is converting from Anzio to MilCirc. It would be very useful to receive in-depth training in MilCirc.

Implemented a wireless network.

Need for a more diverse staff or a staff that understands more fully working with a diverse/international community. This would include materials, signage, language and programs.

Dealing with patrons exhibiting undesirable behaviors and dealing with the police in those situations.

Many reference librarians are unable to assist patrons with even basic computer functions with software we offer including Word, PowerPoint, and Excel. A patron was frustrated because no one could tell him how to insert a page number into a Word document. Obviously, I wish all reference librarians had some competency with the software, but with outside training they could at least learn the skills to know how to discover the answer to their problem. A course covering the most used features of various software programs (including how to the answer in the help files!!!) would be helpful for a lot of people.

Teaching in an academic setting, I am always looking for ways to make learning more active and interactive. Also I like anything that is subject specific to help develop reference skills.

Computer work stations froze &/or quit working. If I'd had computer maintenance course work, perhaps I could have troubleshot/repaired the machines.

interacting with mentally ill or irrational patrons in library reference environment.

I am very comfortable with writing and presenting planned instructional sessions than I am with spontaneous speaking. This has at times compromised the clarity of my oral responses at meetings or with visitors, or it has lead to a missed opportunity for promoting and advocating for the library. Can outside training help with speaking skills and comfort so that oral exchanges are more interactive, with enough detail to be interesting and still make the most important point? There must be steps to improving oral skills in such situations.

Customer service training   Employees get grumpy and punitive with patrons instead of being helpful and forgiving. Patrons forget to bring their lib. card and employees scold them and don't let them check out or use computers.

Another situation, (new mgr training) a director gives employees their perf. eval. within earshot of other employees and doesn't recognize many special duties the employee did to fill in for a vacant position. Also a director who kills initiative by not recognizing and rewarding it but by scolding the employee for not "asking" first.

The library where I used to work (as well as the library where I currently work) continue to struggle to increase library

Question: [46] Please describe a library-related situation or problem that you have personally experienced that could be improved if you or others received outside training.

usage by Latinos and to get Latino children and families interested in reading.

n/a

Emergencies that require evacuating the building, both natural (earthquake) or made by humans (bomb threat). Dealing with staff and patrons - how to minimize panic (other than "stay calm" - specific techniques)

Noontime webcasts don't work for K12 school library media teachers, because we are either teaching or otherwise engaged with students or teachers.

Archived presentations are great.

I am a YA librarian and feel comfortable around teens. Many of my fellow Adult Services librarians do not know how to interact positively with YAs in the library. I think they could benefit from training in how YAs are developing.

Our library has a large number of middle schoolers who gather at the library after school. We have introduced a number of programs for them but don't have the staff to offer programs every day. With training, perhaps we could find a way to integrate these young people into the library atmosphere in a way that would benefit everyone.

Helping a staff member improve public relations skills. This particular person who is very bright otherwise cannot see how she treats the public - i.e. they feel she is rude.

To deal with patrons that do not know or do not want to know the rules of the library. We need to learn ways in which to get the most information out to patrons in the most effective language, professionally, and diplomatically.

Staff not knowing how to handle difficult patron thereby exacerbating the situation

We need to encourage patrons to use our database. We need to understand them better so we can point patrons in the right direction.

Coping with problem patrons, esp the mentally handicapped.

Helping students to navigate their computer to do research and save programs

I am constantly asked for legal forms and I would like training on searching for free legal forms online. I am responsible for advertising our programs and attendance is low, I would like training on marketing and where to publicize programs, especially with the local area in mind.

As roving librarians are becoming more common, I have noticed that more people state that dealing with patron behavior is becoming a necessity. I have also noticed this trend. How is it possible to partner with community services to work with the increasing number of homeless and latch key children who utilized the library building and less of the library services?

I was assisting a customer who spoke only Spanish and was not computer literate at the circulation desk and I didn't have any resources to help me communicate with her or help her utilize the catalogue. I believe that if I received some training on assisting Spanish-speaking patrons it would have been a more productive exchange for both of us.

Sometimes it is simply a problem to find time to sharpen my skills on the databases to which we already subscribe! Attending a workshop provides a space in time devoted to increasing skills I believe I should be making time for on a daily basis yet don't always manage to do!

These could be workshops on databases, particularly useful web sites, or even brush up courses or introductory courses on productivity software like MS Access.

Text Responses - OVERALL
IP1 - CA Library Training Needs

Question: [46] Please describe a library-related situation or problem that you have personally experienced that could be improved if you or others received outside training.

We frequently have altercations/incidents involving difficult patrons. Very often, these are homeless individuals who spend the bulk of their days lounging in the library, and who often become agitated when approached by library staff or other patrons for whatever reason.
Perhaps some more advanced training on dealing with difficult individuals or on how to better work with displaced/homeless individuals might help us to resolve some of these lingering issues.

Those librarians (entry level) with no masters degrees have sometimes not handled reference interviews as effectively as professionals. To train them to arrive at the "right" question being asked, and then to think beyond just the typical approach is our challenge.

We are starting on a planning process and need to conduct focus groups and administer a survey to non- library users. We need to learn both how to structure a focus group, and survey techniques.

No one on staff could do a fancy powerpoint presentation for City Council. I ended up doing it myself.

Training and keeping up with new technology is always a challenge.

Defusing tense situations with patrons is always an opportunity for training. Searching the deep web too.

continual resistance to letting go of the way it was and engaging in new practices

Library's lengthy revision of website might have gone faster if staff involved had training in website development.

n/a

Serving patrons from diverse cultures and with limited English proficiency when no speaker of their language is available.

Better knowledge on how to deal with vendors who promise the world and then don't comply. :-)

I am in the midst of planning an e-branch and am searching for outside training on web design, digitization, e-branch management and so on.

Information literacy is pretty much not taught in our school district. Tech specialists do not teach how to navigate the web. Library specialists have limited time for instruction with a class (15 minutes). Learner quick lessons in how to gather information would be useful.

I am in the process of developing information literacy tutorials (using online databases) for very low skilled learners. In the process, I have discovered that I also need to teach a crash course in basic computer skills and writing skills.

1. Intermediate-advanced training in Excel to create pivot-table reports for e-resources usage stats. 2. cataloging electronic resources

MARC cataloging. i've sent volunteers to LOC web site but they don't have any beginning material and most people give up, so i have to give personal instruction. can't use scheduled classes since volunteers appear and disappear randomly, so something for rank beginners would be very welcome.

I can't think of one. Our adminstration has mandated customer service training, so we are looking for a good resource to provide it.

problem patrons or emergency situations (either an emergency happening inside the library and the public library as an emergency gathering place)

Question: [46] Please describe a library-related situation or problem that you have personally experienced that could be improved if you or others received outside training.

i always have kids in the library who are working but also talking. i never know how to balance a quite library with an active learning env

---

Computer questions multiply exponentially.

I can not think of one

Preservation of maps.

Wading through the databases and knowing which one to choose.
Keeping on top of emerging technologies without having to spend all my time doing that.

Customer service is number one. Dealing every day with difficult and/or problem people. We all do it all the time.

There are two groups in our library - the favorites and the others. Often times, talents of others are overlooked or ignored. Brilliant ideas and innovations of the others are quickly snatched up and owned by the selected favorites. The favorite group of employees continuously get promoted. The others get frustrated, not to mention dumbfounded. Is it really necessary to be loud and obnoxious to get ahead?

Our staffing is skeletal ... many do not appreciate the degree of knowledge involved to open up in the morning, close up at night, tackle ILL, when someone is missing ... designing staff manuals does not necessarily design interest in them. I feel the need for GUNG HO leadership training that will encourage everyone to participate in keeping the ship afloat, no matter what their job description

---

Anytime we help users to find information, the more we know, the better we can help them. This means continuous updates on all the basic tools AND training and tricks for anything new.

We do not place a filter on public computers in our public library system.Public has complete access to the Internet. Many patrons complain about the public's access to porn or other objectional sites. How do we train staff to explain library policy, intellectual freedom, etc. in a consistent and conherent fashion that minimizes bad PR and staff discomfort.

Several months ago a patron wanted statistical information about Santa Cruz, a specific age breakdown. I could help her, but only because I just happened by the refernce desk. Other reference staff were stymied by the request. The format for U.S. statistical information is always changing, and while training is available, one has to be very proactive to get it. Our training staff is not always that aggressive, and I suspect others are not also.

Motivating staff to change from what they have become familiar with and accept the challenge of doing more with less and feeling good about the change.

We have paraprofessionials helping on the reference desk, so reference training would be very helpful.

Moving from paraprofessional to librarian. In my case it was paraprofessional supervisor to librarian manager. Then again moving from Branch manager to Director.
Transition management.

We have recently dealt with many budget and staffing constraints, but we would still like to provide excellent customer service. How do we keep staff enthusiatic and continue to find innovative ways to serve our public?

We're hiring more and more librarians and library staff who have English as a second language. These staff could benefit from an Infopeople class on writing skills for ESL learners. Specifically, for creating brochures, flyers and report writing.

Question: [46] Please describe a library-related situation or problem that you have personally experienced that could be improved if you or others received outside training.

Society is changing so dramatically and staff need to keep abreast of new technology and new techniques to keep programming fresh and bring in demographics that we do not currently see.

Work redesign in anticipation of new technologies: how do we determine what we're doing now is really as important as needing to know the new "Library 2.0" push for more interactivity and social networking?

Functional redesign to increase use of the Library: how do we work with our current building structure to make the Library less drab?

Planning for changes brought about by new service and reference designs by seeing examples for different size libraries, especially small and medium size.

need to find very specific statistics that should be available in government docs, census data, etc. for doing community analysis

STress from working on the public desk or dealing with difficult co-workers.

- setting up wireless service (captive portal w/ user authentication)
- wireless printing
- safety issues in activating USB, CD, DVD, Firewire peripherals, hardwares, etc. (topology setup and scenarios)
- why we shouldn't put a square peg in a round hole unless they have some experience/background (librarians running websites, etc.
- the "10 Essentials" that all libraries with internet access and/or computers (OPAC/database) should know
- setup a standard like teachers who have to renew the credentials every four years... and make it mandatory... or else we get a mixture of new technology with old "traditional" thinking. Too many fail to know even the basic jargons egarding computers, the web, etc.
- email me if you want to know more....

We are doing a five year plan, after many years with no long term goals except survival. Options on how to design such a plan would be nice.

Public libraries have become a safe haven for the mentally ill, and some of these patrons can become confrontational. These patrons frequently act out, and library staff need training on safe and effective techniques to assist these patrons in complying with the library conduct policy.

Our staff would benifit from training in handling homeless and/or mentally challenged individuals. We have experienced disruption from both types of patrons in the past. It was scary for staff and would be less so if they were trained.

can't think of any examples

I feel that workshops on coping with change are/have been important for my work.

We rely on donations to purchase our adult non-fiction, some reference, all childrens materials, and media. Training in out reach, grant writing, partnering with businesses and organizations would be of benefit. We do quite a bit of begging, but could probably do a better & more efficient job of it with training.

cataloging of serials.
planning a digital collection
designing our web opac

How to handle belligerent, uncooperative people, and those whose attitudes and speech drive away the well-behaved patrons. Also how to deal with large crowds of middle and high school students between 3-5pm,

Question: [46] Please describe a library-related situation or problem that you have personally experienced that could be improved if you or others received outside training.

especially those who vandalize, break windows, etc.

Nothing new here beyond what we covered at the Master Trainers' session last week.

not being able to communicate with Spanish-speaking customers

I am one of the "junior" librarians in my library and am sometimes treated as a lesser entity. I am also now the ONLY reference librarian. The combination means I'm often taken advantage of by colleagues not wishing to cover desk hours, participate in reference programs, etc. I would love training of some sort on taking charge of one's own career!

We have a large number of homeless and/or mentally ill customers using the library. My staff would appreciate a workshop on how to best communicate with these folks, especially the mentally ill.

I feel like a dinosaur, graduating from Library School in 1985 - what the heck is Web 2.0?????

How to convince city personnel department that we need to establish a list of on-call (substitute) staff for both professional and support staff.

mentoring

Out reach to communities and schools

I and others have found the Oil on the Water training really helped with attitude and specific phrasing to use in difficult situations.

Mental health, substance abuse, homeless, cellphone rudeness, internet abuse

Outraged parents of teens

The library is beginning to see a large number of retirements with long-term experienced managers being replaced by less experienced managers. Overpromising community partners and/or not knowing when to ask a more experienced manager for guidance is beginning to cause some problems for delivering on the promise. Example: A Foundation donates money for new books and requests an itemized list of acquisitions; and also wants to be certain these specific items are available to their community only. In a large system where resources are readily shared system-wide, and withdrawn when appropriate, this can create a significant workload and expectation that cannot be achieved. Training for new managers that their job is to listen and when uncertain how to proceed ask for time to respond; and then check with a more experienced manager. Good decision making skills are critical to the success of a new manager and the library as well.

We have daily story times in our library system that requires Librarians and other paraprofessionals to help out and do at least one per month. We have done in house training but it would be nice to have a storytelling workshop that is geared towards the 3-5 range and also school age children that we could send some of our employees. We have some staff attending the workshop that is currently being offered however that one sounds to be more fore the babies and toddlers which is also great because we do offer born to read for children 0-3 once a week.

understanding computer/internet blocking procedures and webfiltering; MANY patrons don't understand this and we are challenged when we can't undersatand what our own tech department has done

Effective Interpersonal communication amongst library staff workers

How to receive a webcast for Infopeople training.

I would like to see more training in the area of dealing with people of diverse background, languages and ages. I

Question: [46] Please describe a library-related situation or problem that you have personally experienced that could be improved if you or others received outside training.

can't think of one specific instance, but just learning about different cultures and various sensitivities would enable all of us to provide better service to all.

What to do when you are conducting an instruction session (or presentation) and the technology fails (powerpoint doesn't work or the Internet goes down). How do you continue to teach without the electronic backup we have all become so reliant upon?

Outreach to the middle and elementary schools.

We have a lot of homeless and latchkey kids. Keeping kids off the street and out of trouble means providing programs for them. Funding for computers, games, and programs for them is a challenge. Also, the homeless many times have mental issues. Training on how to handle these tough situations would be helpful.

I get lots of requests for family history and business reference information and less and less print reference material to support requests. I could better serve patrons with further genealology and business reference training.

We have a real problem with disruptive teenagers in our library. I don't think that anyone here really knows how to deal with the problem of maintaining a pleasant environment without alienating some of our patrons. It's a thin line.

While planning for renovation of our Central Library, I feel I could contribute more if I was aware of what new technology is available for libraries. Keeping up with technology would be important.

Searching for obituaries. It's way too time-consuming, and I really don't know where to look.

N/A

Customers harassing staff, dealing with customer problems in a professional way. Angry customers, etc.

We're developing a readers advisory blog, so maybe some training on that. Sometimes our author programs are not very well attended, so maybe something on how to put together really good ones that will draw an audience.

Customer service training, and training on working with people within a diverse community would be extremely helpful. On a day to day basis, we work with people for whom English is not the first language.

We have offered free training and funds to hire subsitute staff yet still have libraries that don't take advantage of the opportunity. How do we motivate libraries to offer training to staff?

don't really know

1. Dealing with angry library users.
2. Teaching a class of middle school students how to do research on the internet.
3. Finding and networking with community partners to plan and implement adult programing
4. Teaching a class of seniors internet basics
5. Learning to prioritize work (time management) so staff can accomplish more in less time.
6. How to set up and maintain a blog.
7. How to plan and implement roving reference services.
8. How to plan and implement a one point of service desk.
9. New models for better customer service.
10. Verbal communication skills for better customer service (how to create a win-win situation)

My library system is recovering from a difficult period with much strife between labor and management. Infopeople offers excellent Oil on the waters training for "difficult situation/patrons"- we could have benefited from something like this that directly addressed difficult supervision and workplace hostilities. It's not a pretty subject, but every

Question: [46] Please describe a library-related situation or problem that you have personally experienced that could be improved if you or others received outside training.

library/workplace seems to experience it. Perhaps a course related to the new Robert Sutton book "The no asshole rule: building a civilized workplace and how to survive one that isn't" would be neutral enough to address this difficult topic.

A patron asked if they still quarrie Sespe brownstone in the Fillmore area. I couldn't find any info on line. I found out that they weren't by calling a building supply store long distance.

I have observed para-professional staff unable to answer questions or find information due to poor searching skills, both in books and online. Para-professionals need hands on training, because typically they don't train themselves.

I am in charge of a teen advisory group, and I would like to know how to get more teens involved with it.

Learning to work better as a team would enhance our services. As it is, one person tends to assume a leadership role and then fails to follow through leaving us to guess what is to be done.

A parent with children was very offended because someone was watching porn on the internet.

Can't think of any right now.

Dealing with city government for potential funding purpose, where planning department, attorney, council, and managers need to understand and communicate with each other.

The majority of the patrons that come to my library are from various Asian backgrounds and cultures. As a non-Asian professional,I would like to learn specific ways to better serve this population, i.e. language differences, cultural/social difference.

A patron was looking for book she thought was entitled "The last days of dogtown". She did not know the author but thought the book was new. The staff member checked the catalog and told the patron that we didn't own the item but we would be happy to borrow it from another library. Since I was passing through, I overheard the conversation and asked the staff member to change her search from "The last days of dog town" to "The last days of dogtown" searching the word "dogtown" as one word instead of two. The search structure in a catalog is very literal---it literally reads what you type in. Also useful are searches that include search terms "contained" in a title. It turned out that we actually had this book by Anita Diamant and we pulled it off the shelf for the happy patron. It would have been a pointless or counterproductive exercise to order a book we already owned. To sum up, frequently frontline inexpereinced staff lack the crtitical thinking skills and experience to answer reference or readers' advisory queries.

Can't think of any

We have set up IM reference with one staff person being the contact person. If that person if off we do not have a backup. I would like other staff to have training to reach a comfort level with emerging technologies.

Dealing with difficult patrons.

Keeping stressed out patrons from being unhappy with the library just because they were here on a bad day and did not get their way, but had to "follow the rules" even when they had a test coming up.

We are using Millennium System now. It's very slow when the library is getting busier in the afternoon. I am sure this situation could be improved if the library staff received outside training.

Some times there are special condition where I, as a worker, have never experienced before. Special condition such as handling many difficult situaltions when no others are around.

How to handle a fellow employee harrassment when the supervisor and administration turn a deaf ear to your

Question: [46] Please describe a library-related situation or problem that you have personally experienced that could be improved if you or others received outside training.

problem with a co-worker.

Parents who disrupt your programs by continuing to talk amongst themselves during the program you are presenting that is a child and parent participation program. Leaving their child unattended and without anyone to participate with.

How do you politely ask a parent to not allow their disruptive child to spoil the program for others who are listening, trying to participate, but cannot take their focus off a child whose parent has no concept of parenting skills or discipline.

How do you get the Hispanic community in your area to take advantage of your programming without constantly having to remind them with a telephone call the day before the program or the morning of a program.

How do you run a successful library program without partnerships. If, it's possible.

Staff raising their voices and exaggerating their enuciation when speaking to non-native English speaking students. Cultural awareness and sensitivity training would be a good thing.

How to find books for patrons that are seemingly, not in the building.

With our self check out software I could have easily switched on different capabilities that we don't use but that I know exist inside allowing our patrons to use it more and more efficiently.

I recently became the director of our library after being systems and technical services librarian for 12 years. I have not been able to find a replacement for my old position and am trying to piece together staff to fill the roles I am trying to shed in order to focus on leading the library as a director.

Need to fix a program error in Linux. Have had no Linux or Unix training so had to do self training. Found problem and fixed but formal training would have helped.

Recruitment of volunteers, retention of volunteers.

How to get the job done with fewer staff members!

Situation with problem patrons could be improved if staff could take customer services workshops.

Dealing with problem patrons such as those who want to bring in animals they claim to be companion/service animals. How to verify? What are the ADA rules/guidelines. How to protect the library from those who abuse the vagueness of current guidelines.

Explaining library policy (or why timer ended a patrons internet Public Computer access session) to patrons.

Trying to do a website redesign that involves everything from a new server, to a new hosting company, a new content management system, and all new content. Not having any real plan in place, and not finding anything in the library world literature that would help me (even WebJunction's class on website redesigns was VERY basic). If me and my staff would have had training on website redesign, or even materials to consult, we would have been a lot happier. As it was, we had to invent everything from scratch.

I have seen library staff ineffectively interact with problem patrons. It would improve our customer service if more of our staff attended a workshop on dealing with difficult patrons.

Patron speaks only Spanish

When patrons come into our library with computer and hand-held equipment that they wish to use with our computers

Question: [46] Please describe a library-related situation or problem that you have personally experienced that could be improved if you or others received outside training.

we are unsure of their compatibility with our equipment or even what those devices do.

Also, paraprofessional staff are often asked reference questions and don't often know what databases to direct them to.

---

better search skills

I work in the virtual library - telephone service to all phone customers in Solano County. Keeping up with new technology is a key element - we constantly receive calls about Blu-Ray, Blue Tooth, podcasting, MP3, some of the new technologies I can think of. Keeping up can be exciting.

I did not take a Children's Services course in library school and I do not know enough about Children's literature. I work in a small branch library so I am constantly having to answer questions about literature for kids and I would also like to learn more about how to do storytimes, in case I need to cover for our Children's librarian. That would be useful for me as well as the rest of the staff.

Pur librray does not yet have dedicated services for older adults and I am trying to create that service. The class I took yesterday (Diane Satchwell's) will help in that effort.

I would like more confidence in searching governemntal information inlcuding specific office holders, agencies and departments. I feel like I am taking the long way around even on the Internet.

I've observed a general lack of skills by patrons in searching our library catalog, as well as staff in searching our own database.

Dealing with difficult patrons - I would love to improve my skills in this area.

I feel staff would benefit from training geared at pleasing the customer as our customers are not always pleased with our level of service.

When ordering replacement books for a branch, training would be helpful in terms of which books to choose and how to make the budget last the whole year.

We have a large group of rowdy teens come into our branch every day after school, and training can help us learn methods to better entertain this group.

Computer technology: helping customers with Word,Excel, PowerPoint, Internet searching, etc. More training for employees who are not comfortable answering questions and instructing a novice customer.

Helping patrons use the computers efficiently/saving and retrieving info on media such as a flashdrive

---

I once worked with an on-call librarian who had no idea how to utilize Mapquest to get directions for a patron - if she had been to a workshop that taught her stuff like that.

Two patrons nearly came to blows fighting over a computer. Perhaps training in dealing with such explosive situations might have helped staff defuse it.

Most training occurs when staff like me are unable to attend, or are scheduled during open hours.

More early hours are needed for classes,

Fast Web access Marketing

Question: [46] Please describe a library-related situation or problem that you have personally experienced that could be improved if you or others received outside training.

I want to start an online digital photograph collection featuring Filipinos coming to Daly City. I'm not sure exactly where to start and what grants might be available.

Reaching out to the appropriate audience(s) to improve program participation.

Dealing with the children and teens who spend their afternoons at the library because their parents told them to wait there until the parents got off work and could pick them up. Finding ways to get their interest and keep them occupied with something that would be a learning experience for them, and keep them from causing trouble.

Need to learn digitizing techniques and use of hardware/software to fully develop historical collections and create better cataloging.

My library's print reference collection has been decimated due to library policy. Content training on electronic resources and also training on delivery of electronic resources to the public is needed to improve this situation.

Although we have a reference desk in place, for a variety of reasons occasionally I am confronted with reference questions. I have no training on tracking down books in our system, so I would be of better help to people if I was trained in this area.

The problem I have is that staff don't read instructions, or just speed-read it. Answering each person's questions is very time-consuming, and I have to struggle against being bitchy. I want to say "Read the directions, you nimwit! And leave me alone!!"

I work at a public library with high circulation rate. There are always not enough materials to supply the needs. I wish I could have the knowledge or information about grants from any organizations or foundations. I am sure that will definitely help us to improve our services.

Working in a diverse society - serving the homeless population

A customer, who was immediately in a bad mood, became very angry when she could not use an Internet computer "right away."

There was a child in the Children's area, who was crying and throwing a fit when it was time to leave. The mother was very angry, and dealing with the child inappropriately.

If staff had training, or could give parents the training, on how to handle these situations, I think it would be a win-win situation.

Librarians could use more training in working with children and adults in programming. Librarians could use more skills in expectations of children at different age levels.

Library workplace safety.

how to help patrons at the reference desk with finding and using the library online catalog

The biggest library problem I see is the fact that even if you have a graduate degree in another program (such as literature or public administration), plus the work experience to back you up, you cannot advance in library systems unless you have the library science degree. When this is added to the fact that other municipal departments and agencies continue to discriminate against those employed by the public library system, library employment serves to pigeonhole our young full- and part-time clerical employees, many of whom are college students or recent college graduates. They are not learning transferrable skills for other government agencies, and this is reducing their likelihood of promotion, advancement, and transfer.

Question: [46] Please describe a library-related situation or problem that you have personally experienced that could be improved if you or others received outside training.

I think that Infopeople or other trainers should start training library administrators and managers to recognize this problem and find creative solutions that will allow public library systems to have positions that bridge between library skills and the general skill set required for public service (human resources, budget, project planning and management, and so on).

Services for homeless families. We are finding that this is a difficult population to reach. Our homeless families do not participate and prefer to just hang out and gab among themselves. They do not bring their kids to story times, even though programs occur around them all day. I'm also interested in collaboratiing with social service agencies to perhaps bring services into the library setting.

More on Learning/Library/Web 2.0 tools and resources.

Customer service and diversity training are especially helpful when working in the Circulation department. It helps staff understand the needs of the community as well as have the ability to help to the best of their abilities.

As a library assistant, I'm frequently in a reader advisory position and I'd like to develop those skills to give patrons more ideas on authors.

How to deal with difficult patrons.
How to explain library policies to patrons in an understandable and consistent manner.

On a regular basis, library customers ask for help using e-books/e-audio books/mp3 audio books. Training for all levels of staff would be a great help in providing information to these custoemrs.

Dealing with difficult patrons, such as:
 - angry patron
 - annoying patron who wants to chat endlessly
 - or difficult co-workers, complaining

Literacy programs are a must in a diverse population , I did not know how to ask the necesary questions? Some of the taining that I received with cultually-diverse situations and literacy gave me a better grasp of thesetypes of situations.

Winning strategies to work with teens with attitude. What programs work for teens who don't like "organized" programs.

We have had several "teen approved" programs which had virtually no one show up (at least of the intended audience).

Underserved customers spend hours in our library but don't use library services; our staff is at a loss as to how to engage them in something.

We need more training in proven effective techniques for correcting disruptive behaviors in the library. Especially true when dealing (or trying to deal) with children and teens (ages 8 to 16). I dislike the technique of just banning them for the day. I would like them to understand the why and get their agreement on behaving properly.

customers come all time to the library asking for help to fill out all kind of forms: immigration, job applications, taxes and unemployed. These costumers do not have any computer skills.

In addition to serving the public,we need to educate the public on what they can expect from our services. Every day we encounter customers that express frustration at what we can't provide them and sometimes become hostile. How about improved customer service with the staff in mind, instead of always the user. Formulate a workshop how we can effective educate the public on what a "public library" is.

Question: [46] Please describe a library-related situation or problem that you have personally experienced that could be improved if you or others received outside training.

some of the patrons come in who have mental problems. One in particular can cause quite a disturbance.

 I am new with the library system and would like more training in helping people on computers when they have questions.

Dealing with large crowds of teenagers; managing staff discomfort with rowdy teens

delivering negative information or telling a coworker or suburdinate somthing they do not want to hear, ie a negative review, correctiive action, etc.

I provide virtual services via telephone, email and AskNow online chat. I am not as conversant in troubleshooting/helping callers walk through computer/database access problems and issues as I would like to be.

Keeping teens from invading the childrens computers and variations thereof

I would like staff to attend a customer service workshop where they learn how their body language and tone of voice can sometimes adversely impact a transaction. I've had to handle complaints from the public about staff who come across as brusque and unfriendly and it was how they said, not necessarily the words used, that were the source of the complaint.

A class about dealing with difficult co-workers that are burnt out, and some that are bullies and manipulative.

An example is the use of technology. We all need to keep up to date and be trained on how to do so.

WHen to use search engines and when not to.

We've had to deal with a few troubled teens - not just lively, sociable, and somewhat noisy, but angry and out of control. I believe these particular teens to be intelligent and basically good; I believe their lives are at the heart.

I would like to have had more training (for me and my staff)in helping teens in trouble.

Dealing with non-english speaking customers who need either to get a library card or need help in finding materials

I would like to take a course in basic Spanish for librarians/ library staff.

We are training para-professionals and/or library assistants to present storytimes. Training for them is a high priority for me.

One of the duties we have in our department is to schedule over 200 people to work on Sundays in the branches. We usually ask these people to indicate which Sundays they want to work (up to 14 choices) out of the 26 or so Sundays on the schedule. Then we try to figure out where and when to scheduled these people, and we do our best to accommodate the needs of both the branches and the people involved. It gets very tricky. I feel very strongly that instead of guessing and trying to fit people in where we think they best fit and ending up with holes in the schedule, Excel probably has this capability. When I did a Google search on 'scheduling' and 'Excel', there are various companies that sell employee work schedules which allow you to assign shifts with drop-down menus, etc. We usually take about 1 week to complete our Sunday rotation schedule. I believe with more Excel training (especially in the advanced areas), we can do it within 1 day.

Experience with blogs, wikis, social networking.

Bad Communication. Workshops needed to show others how to better communicate.

Question: [46] Please describe a library-related situation or problem that you have personally experienced that could be improved if you or others received outside training.

Customer's complain of missing items and lack of services

Have not experienced any because I do not work with the public. My job is in an area where we do not have dealings with the public.

Planning for a small library renovation.

Getting materials (especially DVDs) in non-English languages. Many items are from small businesses and they do not carry much stock so availability is an issue.

The Central branch of the Inyo County Free Library has not weeded in years and keeps materials on the shelf which are out of date. Though some branches weed, the books just get moved into Central and never weeded. Each book shelf is overflowing and is stacked with extra books on top. Late 1980 books on the Internet remain on the shelves.

Balancing the needs of different aged patrons.

Courses on dealing with homeless population, after school kids, and general disruptive behavior. I have personally witnessd potentially dangerous situations and/ or situations which could lead to libality ignored by staff.

Supervising student worker staff.

I recently had to submit a mid-year report that included the budget portion and I didn't have any knowledge about how the budget had been determined and the staff person who had submitted the budget was no longer with our organization. It would have been nice to know budgeting information.

Our facility is under a remodel planning. Many details in rearranging collection, work space and service delivery needed a new trend of thoughts to implement. Some outside service model or professional training in this topic would be very helpful to the staff and administration.

At the library I work at, we have many confrontational and special needs customers. I think it would be great if there was a class or workshop to teach my co-workers how to deal with unique or threatening situations.

We have persistent problems with our ILS not communicating with our pc management software, and front line staff have no idea how to troubleshoot the problem or assuage patron concerns. I would love to attend a class on basic network protocol, including security, so that I'd have some sense of how public- and staff-side computers are set up and why things go wrong. Big-picture stuff, nothing brand-specific.

I currently manage a newly opened joint branch library/community center. I am very interested in any training that will help me lead my staff to fully exploit the opportunities for collaboration that this situation presents. It would be helpful to have a workshop that included representatives from possible/probable partner organizations to hear what they are looking for in a partner and how libraries can best work with them.

Staff conflicts with each other became serious and a drag on the efficient and pleasant working of the branch. Training on communication and dealing with difficult people (though a familiar topic) would be very helpful for everyone on the staff.

Our library system put out a Library 2.0 Learning Journey to be done on our own time or work time. Some parts of the exercise were difficult to explore on our own. Some of the exercises could require formal training to see how some of these resources could be utilized in the library. I believe that only 20% of the staff actually completed the project.

I would like to know more about library-applicable technology for serving disabled patrons, especially people who are blind.

Question: [46] Please describe a library-related situation or problem that you have personally experienced that could be improved if you or others received outside training.

none yet, I am still new at this position.

Customer relations.

loud and violent customers
problem children
internet porn
illegal internet site (eg child porn)

best ways to offer english language literacy to patrons and community

In referencing information for customers. I would feel more adept in doing so if I knew how to utilize the different websites.

Can't think of anything ofhand.

I daily find I could use additional reference training

Circulation desk training could be improved by including a segment that covered the application software in an organized and comprehensive way. This would permit better comprehension and a more self-confident trainee.

proper inter-department referels and attaining consistent service levels from all staff

service to patrons with disabilities

This is not a new topic, but our staff need to have a better sense of how to judge whether a person is a danger to himself or others, and how to take appropriate action. This could be the mentally ill library visitor, the homeless person, or a group of gang members. I guess the topic is "a crash course in how to be a social worker."

Dealing with smart-mouthed young teens without totally alienating them or their friends.

handling problem patrons/situations

EMERGECY SITUATIONS

I found the Survival Spanish workshop very helpful for handling non-English Spanish speaking patrons. I have encouraged other coworkers to take the class, as the vocabulary that I learned was very helpful in handling circulation issues.

Angry patrons frustrated about different situations....being provided more guidance on how to diffuse situations.

AS a new manager I am striving to handle the day to day operations of my branch, and also to plan improvements for the branch. One of the leadership workshops I attended helped me conceptualize the difference between management and leadership, and I am using what I learned to make sure I allocate time to plan and implement useful changes/developments.

Reference Services and Procedures - paraprofessionals have been providing limited reference services for library customers. Attending MOBAC Reference Meetings, workshops and InfoPeople training would greatly improve reference services, electronic resources and the complete reference process to library customers.

Nothing major yet! Perhaps I am nipping problems in the bud by taking courses in advance?

We have a number of processes within our unit that are complex and are not easily or readily documented. It would be helpful for existing and especially for new staff to be able to see these process documented visually.

Question: [46] Please describe a library-related situation or problem that you have personally experienced that could be improved if you or others received outside training.

I would like to be able to retrieve information quickly and efficiently at the information desk. I'm pretty good, but would like to be even better.

more training in database services.

I think all the supervisor should have a basic leadership training. A supervisor of a library represents how a library runs. Some library is friendly and helpful, some library is just cold.

Readers advisory is something we don't do very well. There is interest among the staff to do a better job, but without the training we need, it ends up being a sharing of titles the staff likes personally, rather than recommendations based on what the patrons might like. We need training for both professional and paraprofessional staff.

I cannot recall a incident.

libraries with 2 or more floors coordinating adult and ya and childrens service desks and staffing

I have difficulty keeping track of a wide variety of tasks that involve others and would like to learn how to blend communication ad tracking strategies to be more efficient. This involves an online tracking system, email and file management.

Dealing with the homeless/mentally ill.

It is my perception that the existing structure of assigned responsibilitiest within our library leads to poor communication and poor problem solving. there seems to be parallel lines of supervision which leads to the problems that arise from everyone's job being no one's job. Maybe a more accurate description is that problem areas are always "someone else's job." We also have the problem of a large part time work force working different shifts. Most communication of changes in work expectations relies on the part timers using their own time to access e-mails and the results are very "hit and miss". Also coordination of supplies seems to be a problem. For example there have been times when the light tubes are burned out, but there are no replacement tubes available. Training in alternative ways of administering and communicating in a setting with many part times would be helpful.

Partnering with libraries can often be challenging and community relevance seems extremely varied. Improved community assessment skills as well as training in the why and how of collaborating with partners (including having potential partners present at the training) could be important learning opportunities, in my opinion.

We have had problems with customers being upset because other customers are viewing pornography on the computers. Even with privacy screens, it can be seen and objected to by others.

Online searching cources will always be in demand for reference I just wish everyone would take them. There were times where I had to show and explain certain web features to my supervisor!

community colleges are far behind public libraries in funding for resources and in staffing to meet the needs of students (who are also public library patrons). Since we are so poorly funded, webcasts and podcasts are particularly valuable

Young people require faster searching techniques from reference staff. Improving search techniques would be helpful.

We have many programs that could be made even better with more financial support. If I or other librarians in my library system got grant writing training, I think we could gather the information we needed in order to write for more grants and be able to effectively work in grant writing teams.

Question: [46] Please describe a library-related situation or problem that you have personally experienced that could be improved if you or others received outside training.

I think that for those in service with the public, (particularly libraries) there is a real need for training about mental illness and marginal populations, because staff often deals with such populations. I think it is really important for staff to be able to recognize whether or not a patron might be dangerous to him/herself or to others, and perhaps be trained on basics about how to handle difficult situations related to such populations. In general, things seem to run smoothly, but every once in a while there's a situation that makes your hair raise such as the patron who continued to raise her voice until all were watching her and then proceeded to throw pens and pencils across a populated room. Of course, this behavior warrants a call to the police, but if there were techniques for calming her or making others feel at ease that would be very helpful.

I am frequently interrupted by staff who don't know how to handle a simple problem with one of the public computers. If there's a problem when I'm not here, computers with problems sit with "out of order" signs on them.

The library where I work has historically been rather lax in its cash handling procedures related to money collected as fines and fees in branches. Very recently, management has been making a push to tighten up the controls on these practices but the policy drafts devised have been met with much skepticism at the branch level. I don't think we did a very good job at the management level of communicating to the branches the necessities for such changes in policy.

Customer service for diverse communities including local resources research

I would like further training on the on-line catalog/circ data base. There is a problem when we are unable to locate a specific item. I wish I knew more things to check on the computer itself, that might tell me where the book or item might be located. After looking in every conceivable location, I dislike saying to a patron "I don't know where that item is".

1. Providing customer service in a "give it to me instantly" world.

2. Dealing with difficult, even dangerous, customers.

Finding legal forms and information
Finding medical information

Staff attitude adjustment needed for moving into a renovated space, and dealing with the disruption in the meantime. Coming to grips with change without being a pessimistic energy drain on everyone around you.

I have a s"supervisor" that is clueless and we all do her job for her as she is incapable.

Our Jails Library Service serves a large population of Spanish Speakers and I found the Spanish-Speaking for Library Employees workshop helpful since I never studied Spanish on school.

Homeless in the library: Determining when to ask folks with disruptive behavior to leave the library/legal repurcussions.

I think we would benifit from customer service training.

Volunteers routinely make mistakes that create minor problems for library staff. This is largely due to the fact that supervisors do not adequately describe and train the volunteer (or new employee) to do the job correctly. If supervisors learned the importance of basic communication and training, even in regards to volunteers, time and manpower would be saved, and the library work environment would be more efficient and effective.

coaching staff for better teamwork and performance.

I haven't been working for the library long enough yet to say.

Question: [46] Please describe a library-related situation or problem that you have personally experienced that could be improved if you or others received outside training.

Patron upset because you couldn't leave circ desk to help them find something on internet. Better customer service training would help me to better explain why I couldn't help them right then. Might also help me to have more patience with customer and keep stress level down.

Within a library there is a diverse group of WORKERS that have to work with each other. Different ages, backgrounds, education and the like. What I have found to occur in libraries is the "us" and "them" split that occurs between librarians with master's degree's and the library assistants that do the day to day work of checkout, checkin, shelving and customer service. I don't know how you could get a joint workshop between a library and someone like myself who has "worked he way up" from library assitant to working with technology but still no masters degree. I understand completely the dis-harmony between the librarians and the library assistants. This seems to be a commmon thread between employees in libraries. If there was a way to open communication and understand what each job deos the library working environment would be better for everyone and it would spill out to the patrons.

After adding a new large busy branch, we have been unable to keep up with the training needs of the staff using our old in-house informal training.

Dealing with Internet problems of both access and content - language and behaviors to de-fuse angry patrons or to interact with patrons who are displaying inappropriate materials/web sites to themselves or others.

I lead a teen advisory group, teach computer classes, and have ideas on turning our library into and "green" building, but it is too much for me to handle alone with my budget. A grant writing workshop would help me provide much more for our community.

Problem patrons/customer service, there is always a need for being able to deal with our public better.

One always thinks there has got to be better ways to search on the Internet as well as, better ways of searching databases.

Introducing a check-in system to the public, when staff had limited experience, and the system was not functioning optimally.

CIRC STAFF NEEDS MORE REFERENCE QUESTION TRAINING...FOR THOSE TIMES A LIBRARIAN ISNT PRESENT...ALSO SEARCH SKILLS

Handling mentally ill patrons, conflict BETWEEN patrons (two patrons fighting with eachother), handling the patrons who complain about what others are doing on the internet/in the library (eg claiming "porn" (sistine chapel ceiling); "unamerican" (cartoon of G. W. Bush)

etc

help with the internet
help reserving a computer
reference

When a patron or the public has a perception that staff is not willing or open to being more helpful. Repeated customer service workshops have not helped. Perhaps (I know) it goes deeper. Pay raises & perks will not do it. (Administration must also be supportive of staff).

New automation system providing check-in functions which continues to not work as effectively as was presented at time of purchase. How to motivate or create situation of need for said company to provide support and services required to fulfill their commitment.

I was asked by a mother of an eight year old boy what graphic novels would be appropriate for her son.

Question: [46] Please describe a library-related situation or problem that you have personally experienced that could be improved if you or others received outside training.

Help in dealing with aggressive, competative co-workers.

I am currently having trouble getting along with my Friends group. I have encountered problems in the past. Usually, they work themselves out eventually. However, some training in dealing with a board that makes and gives us money but that demands more space and more attention all the time would be helpful.

Many of our patrons remain ignorant of the many online resources that are available and could also use some training to improve their ability to get the most out of these resources. Feel our promotion, instruction, and modes of communication both written and in person could be much more effective.

Providing service within reasonable limits to demanding, high functioning though obviously deranged individuals. Setting limits for unreasonable patrons. Helping them to be more successful in obtaining their own materials in the library environment--training the not-so-willing-to-be-trained individual.

Confusion regarding library responsibilities under 'reasonable accomodation' requirement of ADA, including requirement for maintaining latest upgrade on assistive software.

I went to a cultural diversity workshop and I learned to be patience and understanding but I didn't learn the different signs and actions of different cultures to look out for. I don't know if this is possible but learning what typical reactions might be helpful. I know we don't want to stereotype either, just a thought.

Dealing with problem youth/teens.

How to deal with patrons who get into Adult sites in Internet.

Marketing our program to the public. Literacy Programs need Adult Learners. They are hard to find as they do not usually use the library nor read the newspaper.

My ability to serve patrons would be improved if I had a better grounding in a number of special subject areas such as business marketing, use of the census databases, and knowledge of the legal resources available online.

Customer Services
Stress Management
Anger Management

---

dealing with abusive patrons

Electronic reference sources

---

assisting patrons with computer problems; example: I couldn't opn my word document; my e-mail won't print

---

Some paraprofessional staff could benefit from additional knowledge in the areas of intellectual freedom and privacy.

We have a huge turnover of employees in almost every department. Training in job recruiting and interviewing skills could help us find and retain competent employees.

Marketing the library - our management does not realize that this is an important thing to do in order to bring more people into the library.

We are in the process of merging two libraries and also planning new facilities and space requirements We need to figure out the time studies for moving the collections and the best way to accomplish the move.

Question: [46] Please describe a library-related situation or problem that you have personally experienced that could be improved if you or others received outside training.

Others are overwhelmed (still, growing) with information at their work; how to manage and cope with this - using software, Web sites, e-mail, etc. to be more productive and organized - this type of class would have helped staff, and prevented them "getting behind," losing track of what they are doing, etc.

I have taken several infopeople trainings, and they have helped me when dealing with difficult situations.

- Dealing with homeless and mentally ill population. Also dealing with difficult people in general.

Interpersonal relationships among staff - something that gives people skills for getting along with others (I'm thinking coworkers in a branch library, where it is often intense), especially with others who are challenging. Also, how that relates to customer service. Also, progressive discipline and communication skills among members of a team, for dealing with people who are abusive, etc.

Job burnout

During a quarter century as a U.S. Dept. of Defense Dependents Schools Librarian-Media Specialist in Japan, every year during summer forecast form completion, I said that I'd faced computer problems and wanted to have instruction in trouble-shooting/repair in order to get hardware working without the necessity to await IT pros. Of course, DoDDS never offered any such summer course work.

We are considering general landscaping options for several of our libraries and would like to bring some service to the exterior of our buildings. I don't think I've ever seen a class dealing with landscaping and the concept of an outdoor spaces as an extension of library service.

If I receive training with computer programming (eg. php, mySQL), information architecture, and website design, I can be more prepared to help improve my library's website.

n/a

County-wide library staff (for the most part) seems to disregard teen library users or treat them with detached bemusement. I would like to see customer service courses aimed at library support staff. Too many library staff in our system reinforce the OCD library stereotype.

A person who spoke only Spanish came in a couple of weeks ago looking for tax forms and information. I found him IRS and Franchise Tax Board web sites in Spanish, but it would have been helpful if I had take "Survival Spanish" and could have explained a little bit.

When you have employees or co-workers that create a very stressful working environment, I think training in how to deal with this type of person might help you keep your stress level to a minimum.

dealing with abusive customers (foul language, etc)

I personally did poorly on one portion of an interview, because I did not have any training in a leadership topic that they were looking for. I'd love to have the opportunity to take the full series of leadership courses you offer. I've taken one already and am signed up for the next.

Dealing with rowdy teens & the need to develop effective youth programs

Reader's advisory questions not easily solved with the OPAC or Novelist

Reluctance of staff to take on new technology because they didn't have much exposure to it.

Staff resistence to using new models. How to work through resistence.Workshopo given on how to work with change

Question: [46] Please describe a library-related situation or problem that you have personally experienced that could be improved if you or others received outside training.

was way too light.

Core computer competency for library staff.

Any situations dealing with difficult customers or staff would be helped with outside training on how to handle certain types of issues that arise.

Reference situations involving specialized types of knowledge, medical, legal, etc.

We have needs for staff development in cataloging and technical services. We hire paraprofessionals and need to train them particularly in cataloging. Finding courses that are geographically close for this level of staff and training needs is very difficult. These staff members prefer in-person instruction to enable them to get all their questions answered and to enable them to be certain that they truly understand the material.

Difficult customers

Rights and responsibilities for poor patron behavior in the library, focusing on problem patrons and glorified babysitting services issues.

We have moved some of our story times from a very large space to a smaller space. I am still figuring out how to make this work. Perhaps a short course in how to "manage" our story times or other family events--practical advice.

Help with Marketing model, how to make materials more attractive to customers

Patron's want more programming for their children and teens, and want us to offer more literacy services for all age ranges. It would be nice to learn how to maximize our programming efforts, and find new ways to partner with volunteers and organizations.

A patron, a year ago, asked me if were USB capable, and if it weren't for a chance one day class at a Community College, I wouldn't have understood what that meant. Keeping current has become a difficult issue for us all in the library field.

Staff members of less experience and knowledge overiding more experienced staff. More course on professionalism for newer employees

Our library is inundated with teens once the nearby middle school gets out. Some are library patrons and are here to do homework. That's great. But Library School never prepared me for disciplining teens who are hanging around the library to kill time until their parents pick them up. These are teens who are not here to use the library or attend a library program. We are not the only library facing the afterschool babysitting issue. Didn't a New York library threaten to close in the afternoons? I would like to see a training addressing the questions of how do we discipline teens (some of us are not parents and do not know how), how do we get them to actually use the library, and how do we deal with the patrons who are using the library and are disturbed by the boisterous socializing of the young people. Some of our older patrons are still using the model of a quiet library from the '50s. How do we keep the peace?

Our library is planning to incorporate digital scanners to its microform department. A training session regarding developing policies for requests for copies and copyright issues would be welcome. Perhaps Mary Minow is available?....

dealing with the hard to place adult learner. I have a number of people that want literacy services but for various reasons this is not a good mix. I need training on how to honestly deal with this situation.

Cataloging and marc record issues are a constant puzzle and frustration which I feel can only be helped by actual instruction.

Question: [46] Please describe a library-related situation or problem that you have personally experienced that could be improved if you or others received outside training.

configuring the gates computers

1. Librarians sharing knowledge, information, issues

2. Setting collection development plans, goals, and methods, particularly at a branch level where we rarely discuss what we are doing and why. Collection development at a branch can be different than in a larger library or in a specialized library or department setting because we have more limited budgets, more limited space, and have to cope with a broad range of subject and collection areas as generalists.

3. School visits to adult schools. Young Adult and Children's Librarians do this frequently and may get training here, but adult librarians often do not get the same preparation and have different issues to contend with.

closing one floor of the library for renovation while squeezing most all other services into the much smaller children's area; the Common Sense Project Management course was very helpful

upset customers- a training that deals with direct methods of diffusing an upset customer with specific examples would be helpful

We are finally creating an online catalog (web-based) of our library's holdings. At this point I feel that we are at the very backend of library technology and it would be helpful to myself and my staff to be aware of the innovations taking place in library catalogs and their use by the users so that as we complete this project we can move this project closer to the forefront of what's being done.

Our medium sized branch does not get very many business related reference questions. I feel ourskills in that area could be improved with additional training.

New as manager. Could definitely use management skills training preferably in a special library setting.

Poor signage.

Just getting more experience ansd teaching would be good because everything changes so much.

Working with disabled populatons

Support for the use of the library for its intended acacdemic use - not as a seating area for counselors programming students, meetings, testing, etc.

I've dealt with many irate customers, I think a training on dealing with people like this would be helpful for mnay of us

technical researching skills -- sometimes the students know more "tricks" than my instructors.

Can't think of anything right now....

Need to re work our library web page without putting everything on the first page

How to handle problems dealing with the homeless, gangs, computer reservations and fines problems, and resolving public service problems in a positive way are constant areas of concern.

Reference Interview

We have a strong emphasis on customer service in my library system. For some this is an inherent skill and we tend to hire with this quality in mind. However, there are times when specific training on how to handle difficult service situations could greatly benefit an especially challenging interaction.

Question: [46] Please describe a library-related situation or problem that you have personally experienced that could be improved if you or others received outside training.

Management courses or training in dealing with difficult people

Dealing with difficult, argumentative patrons while remaining calm and professional.

Conflict management between customers and staff.

I spend most of my time at the public reference desk, and to have continuing education in specific area, such as business or internet searching, enhances by ability to work with patrons.

Increasing level of self service stations

When people come in needing government documents, being able to find what they need in a timely manner

searching for available library materials and not being sure where to start with the search - our library does not have a librarian on staff, only a librarian supervisor that visits the branch infrequently

New technologies how to use and how to implement agency-wide. It has deep reservations on implementing anything new that might seemingly drain their resources.

I took 2 classes that have helped me deal with patrons. Extreme googling and a class on web based sources of information. Both these classes were outstanding and helped me point patrons in the right direction when they used computer sources.

helping patrons with computer related problems

Definitly top of my list is the challenge of using appropriate search terms and understanding call number assignments (i.e. "Making Arbors and Trellises" 684.18 & "The Well Decorated Garden" 684.1, but "Garden Walls, Fences & Hedges" 624).

To learn how to start a Community collaborated program through the fundings from the state library.

Some of our staff can really use diversity/cultural awareness/sensitivity training. Our county offers training, but I think addressing it in a library setting makes it more intersting and relevant for our staff.

Assisting customers to find library materials and use library technology.

i can't think of any situations off hand.

Could be better at refining reference questions and searches

building facilities and layout of services and service areas; signage. our building is too confusing and overwhelming and makes even intelligent people somewhat helpless.

Oh gosh I can't think of a specific thing right now, beyond what you've already asked... as my needs shift to be more administrative, they also seem less library-specific in a way....

I was searching for some books for a patron on child soldiers. I only found things at other libraries and sent the patron away. Later, I tried other search words and was able to find items that were in our library. It would have helped to have more extensive training on searching in our catalog system.

marketing online resources

we have many new para-professionals working in our library who would benefit from basic library informational

Question: [46] Please describe a library-related situation or problem that you have personally experienced that could be improved if you or others received outside training.

classes and basic reference classes. With the movement for more para's to be doing traditional librarian jobs training for them would be very helpful

---

none to think of at the moment

---

discussions with non professional staff on the importance of collection development and management, namely weeding.

Market research and subscription agencies; i.e. who are the best and why, what is each strengths and weaknesses and are their customers happy. If they've not happy, why not. We're not happy with agency, but we're not sure who may be better or worse, so we're stuck

---

Witnessed staff person trying to get a patron to take a cell phone call outside. Patron ignored staff person who got louder and louder with requests. Both ended up frustrated and indignant.

Fund Appropriation. Funding is always a problem. If we had training in acquiring grants, writing fund-seeking papers, searching the web for grants and monies offered, interpreting requirements for and skills in how to acquire funds, it would be a big help!

Also, a quick, easy way of testing for age-appropriateness - reviews and age-level notes aren't always accurate.

Weeding of old and/or damaged materials, and schedules for regular updating of the collection.

---

on site training for new employee with tools to deal with angry/hostile patron... dvd?

DEALING WITH UNRULY CHILDREN.

Knowing about new technologies -- I don't have kids myself so it's difficult to keep on top of things!

Trying to encourage customers to use Library databases and reference materials, rather than always needing to check out a book.

I am interested in any training related to improving customer service to a diverse community, especially a community with low educational acheivement.

Customer service
Library instruction
Digital reference

Managing difficult patrons. I had a gentleman call requesting information on a different county's library system. When I had no information to give him, he became irate, and the conversation did not go well.

We have problems formatting word documents.

Teens can be very vocal in the library. We need to offer programs that will interest them and keep them under control. We have a small library and controlling noise of any kind is a problem.

Dealing with volatile behavior problems in the library when there is little support from the police and other agencies. Behavior problems could stem from substance abuse, anger, truancy, gangs....

I've had to deal with balky computers when others failed.

We are a small staff and we have had a class on this subject before, but I think there is always a need for a refresher course on how to get people to tell you exactly what type of information they are looking for. Reference questions in

Question: [46] Please describe a library-related situation or problem that you have personally experienced that could be improved if you or others received outside training.

particular. Such as, someone will ask you about a how to identify a plate when what they want is a plate price guide.

Presenting library information to elementary age children who come for school visits. Youth services librarians could benefit from instruction on how to manage classroom visits.

Management of after-school teens, particularly where school and library are in close proximity.

Evaluation and selection of online databases.

CALCAT

Training for handling problem patrons is always needed.

don't know how the wireless works in my library. lots of grumpy customers

all new staff need customer service training; also need training on how to manage complaints relative to computer policy of unfiltered access

Adult services libraians are (by and large) technologically challenged adn not interested in changing. A minimum competency is needed among all staff, but especially that group, re: new technologies that servce custeomrs and realte to their service area.

Not applicable to me

Diverse problem patrons combined with different reference philosophies creates a powder Keg

I work in two branches in Siskiyou County. I have noticed and experienced a increase in the number of problem patrons ie those with behavioral and social problems coming into the library. We have had women who don't want to be fully clothed, men who smell so bad you can't get close enough to help them, those who are non complient with regards to computer restrictions, out of control teens. In general we are seeing an increase in the number of difficult situations crop up at the front desk. I feel the need to have more skills to deal with these people.

We have a constant need for technology training in order for staff to solve problems that customers have with technology ie. printing too many pages, formating material so that it fits on one page, printing from web sites, etc.

Dealing with mental illness in the library. Need to know more on types of mental illness and best practices in defusing situations and showing compassion. Need to have mental health professionals teach these classes.

A customer recently entered the library and said that he/she thought one of our signs was very negative. Obviously we need to attend an Infopeople class on how to make facility more welcoming.

It would be helpful to have a better understanding of cataloging, especially an explanation of why LC does what it does. Why multiple records for the same title with different information in each record? Why do they give an alternate "B" in the 082 field for just about everything these days? I could go on and on, but I would really like to better-understand their cataloging methods.

Patrons with mobile web devices like smart phones or PDAs have are unable to access library resources; a class on mobile web design and catalog integration would help awareness of issues surrounding a very fast growing sector of web communication and develpment.

More activities for children when you have extremely limited/no funding for such.

Managing and supporting peer-to-peer relationships in a school library environment heavily dependent on volunteer

Question: [46] Please describe a library-related situation or problem that you have personally experienced that could be improved if you or others received outside training.

staffing

Dealing with issues of the homeless and the mentally ill.

Right now we need to focus on marketing our great library programs. We have had times where we have had a good speaker and no attendees. This is often the case with Teen Programming. Our teens are so booked with activities for school and home that they hardly know there is such a thing as teen programs and crafts. It would be helpful also to find out what programs/craft has the biggest draw. THis is needed for Adult Programming too.

Good customer service skills
A patron objected to a 50-cent charge for a hold.
Library staff was ill-equipped to handle a smooth transaction.

This would be in the area of marketing the library's online resources - specifically, the online databases. I have tried some marketing, but it does not seem to be working. The teen librarian publicizes the databases to the schools, but must do this continually. We do not have a computer lab, so classes are not an option. And, I have not received any real interest from the public in attending classes.

Working with emotionally unstable persons.

Supporting Online Classes and providing electronic reference service

Electronic Course Reserves

handling patron related problems such as body/dirty clothes odor, argumentative patrons in the computer lab, improving customer service to alleviate claims of favoritism or racism

Some of my Circulation Department staff become flustered when dealing with loud, abusive, and demanding patrons. This is particularly frustrating and troubling to them when this occurs during peak demand times at the Desk. Training on how to better manage situations such as these would help them immensely.

The usage of various databases, Use of spreadsheets and publisher to create signage displays etc.

Do to staffing issues, we have a need to modify our current circulation training from an in-person hands-on workshop to online training. We could use some help in making that transition.

We are trying to decide a format for doing web based tutorials about our website and databases. But I can't find anyone or material that would lay out the options available to me. I want to know what software (by name) would be useful for tutorials with some interactivity. I would like to see what kinds of tutorials have been produced with that software and what it required (in time and expertise) to get it to produce the example.

Cataloging electronic formats (video cassette, dvd, cd-rom, electronic files, etc.)

My branch has a very small YA area, about 6 shelves in the middle of the room. I hope/plan to make a more teen friendly area somewhere in my branch that would include seating during the next year. A workshop on starting a teen advisory council and attracting teens would be helpful

Husband/wives who feel that their record with us should be availabe to each other. Often the spouse, especially a senior citizen, will come in expecting to have full access to their husband/wife's record...difficult to get them to understand some information is confidential and the card holder needs to be the one doing the communication. Many times it is the husband acting on behalf of the wife.

Lots of questions relating to using iPods- we tell customers they are "on their own"- we do not know- we can show

Text Responses - OVERALL
IP1 - CA Library Training Needs

Question: [46] Please describe a library-related situation or problem that you have personally experienced that could be improved if you or others received outside training.

them a web site or books and magazine articles but no "hands-on" help

Dealing with teens, mentally ill, staff, supervisors
Computer troubleshooting
Teaching staff and public
Microfilm reader/printer maintenance

We are cancelling many print subscriptions and replacing them with online or electronic versions. I am very slow at creating new catalog records for these electronic resources, and outside training would help me to do it better and faster.

Question: [47] Please list any additional workshops or courses that you would like Infopeople to offer.

I'd like to take a workshop on serials cataloging, and another workshop on electronic resorces.

Current best web sites for LAW, MEDICAL, GENEALOGY,
ANTIQUES and Prices on Antiques, How to tell if something has a current copyright and who OWNS the copyright(Songs, Books), collecting books for fun and profit, how to tell if a book is a first edition or not
More "Extreme Googling" classes in Sacramento area.

Ones that have to do with the areas I mentioned above.

Online resources for Young Adults
Blogging

Webpage design

Technology related curriculum for in-house tech staff whose tech training has been on the job but would like to learn more.

More weeding workshops with an emphasis on its importance as part of collection development

Children's services and literature for nn-professionals.

Dealing with difficult people (patrons and/or fellow employees)

Leadership skills. Organizational skills--especially for workers who have difficult time throwing any away...dealing with clutter.

A short online workshop on reference for travelors would be useful. One that included languages and history as well as the tourist agency sites.

Developing online in-house training.
Marketing electronic resources.
Merchandising strategies.
Setting up Instant Messaging reference service.
Implementing Web 2.0 technologies.

I'd like to have a class on integrated library systems. How to choose, how to evaluate and what features are important for differing types of libraries

how to podcast how to take on line classes,

I haven't had the workshop on survival Spanish and I'm glad you increased the locations and numbers of this workshop. I plan to take it in July.

Advocacy on college campuses
Fundraising at all levels of the library organization
Cooperative collection development among library types

Something specifically about remodeling, or how to make the best use of existing space.

Recruitment

Hands on training for social networking software.'
Basic principles of reference customer service using new/upcoming technology.

Question: [47] Please list any additional workshops or courses that you would like Infopeople to offer.

Print v.s. electronic reference sources - method for determining core/essential print & electronic reference sources; allocation of budget for each format, etc.

Efficient Branding
Low-cost Marketing
Project Planning
Database-backed Web design

I would like to see more taining in the following area:
Employee Relations
Supervisory Skills at all levels
Changes in technology
Changes in Library Services and Facilities
Customer Service
Skills in Interviewing
Skills in Library Management for Librarians
Information Desk Skills

So You'd Like to Become a Professional Librarian or Bridging the Gap Between Para- and Professional or
How to Negotiate for Reinstatement of Library Funding in the California K-12 School Environment

A class on integrating and leverageing virtual desktop and virtual applications into libraries and patron services. Changing library culture and service objectives to meet patron and customer needs.

Getting library administration to stop in-fighting, to step into the 21st century, and to go forward fearlessly! Don't just attend InfoPeople workshops: actually implement what you learn! We have wildly successful programs for teens & children at our branches, while our Central Library staff can't agree to even permit them at their site. This harms patrons and is an ineffective waste of staff time.

A very basic website design course would be nice. Also, subject reference courses and government documents would be helpful.

use of MS Publisher for library newsletter layout and other publications.

Outreach to newer immigrant groups, incl. their public library expectations and cultural traditions (my library in center of Persian community).

New Technologies

Subject Specific Searching and Resources

Dealing with difficult employees AND patrons.

Workplace security; setting personal space boundaries with patrons; approprite personal interaction with patrons.

Windows Vista and Office 2007. How to make podcasts and vodcasts.

Leadership is graying and there is little training for mid-career and new librarians for leadership positions.

business writing and grammar
grant writing

Any workshops to be a better employee

Question: [47] Please list any additional workshops or courses that you would like Infopeople to offer.

Open source projects
Flash
Linux/Unix

---

supervision basics

I think the workshops offered are excellent. Sorry I can't be more helpful!

I would like help learning how to teach the public. I need help with MS office - word and excel specifically

---

Preparing needs assessments to justify the library's existebce

---

Dealing with mentally ill and/or disruptive patrons successfully.

Customer service and soft people skills for professional and para professional staff

---

CALCAT profiling and advance implementation.

New technologies, podcasting, blogging, video, audio, etc.

Administrative training for future library directors.

I would like an additional workshops on outreach to Hispanic patrons. I would also like to see a workshop on cultural sensitivity for the various ethnic groups the library serves.

Intermediate Adobe Photoshop.
I work a lot with digitization of historical pictures and talking to people. I would like a class on interviewing people on their history, anything on finding out how to date pictures, etc.
Getting rid of stress among co-workers or how to get along with domineering co-workers.

Management/Leadership for Library Directors

Dealing with unreasonable patrons who demand services and requests that we cannot supply. They often ask the staff for detailed computer instructions and requests to set up e-mail accounts for them. They demand absolute silence from everyone in the library so that they can access their e-mail or do their computer research. How about a class on how to maintain harmony in the library while serving many masters? We check out books, DVDs magazines and have pc's for the public. All patrons expect a kind word or book recommendations, or assistance on the computer. We have a small part time staff of each employee working a 19 hr week. There is one full time Branch Manager, who often feels under seige.

Strategic Planning 101, though I should check the archives, perhaps you've already done something along these lines and I'm just not familiar.

Conflict Resolution

Dealing with unions as a manager

Getting teens interested in reading ! Instead of (or at least in addition to) just getting on the computer!!!

I am new to the area and am not certain what your course offerings consist of. I am very interested in any programs related to improving reference skills and adult programing.

Weeding
Care and Repair

Question: [47] Please list any additional workshops or courses that you would like Infopeople to offer.

Internet Research Skills & Sites for children
Marc Records
Rules & Regulations on Video/DVD ownership/viewing at schools (copyright laws)
Any current laws that affect school libraries
updates on anything that affects libraries

Trends re: electronic journals, subscriptions and publishers when planning for future growth
How to get the best deals; e.g. bundling options, etc.
How will Librarians survive if everything is digitized? What will our roles be and will our skills still be needed?
How do we market ourselves, not just the Library?
What is the future for print collections?

---

working with library boards, Boards of Supervisors and CAOs, negotiating budgets, strategies etc.

---

cataloging, software training (new microsoft programs) training for para professionals.

Basic Book repair workshop

---

working with closeminded mgmt

I think that the ways in which tagging and cataloging overlap/compliment/extend each other needs more exploration

---

you do a good job -- can't think of anything not covered!

Management for mid-level managers

As above. Also, handling crisis situations. Labor laws. Environmental laws.

Basic PC skills and application tips/tricks. More Library 2.0 types of training requiring hands-on activities.

Technology, more of

Roaming reference

Blogs and Blogging, Photo sharing on the internet, anything that is new media.

I need to take a basic Excel class. I'd also be interested in courses that cover library budgeting or a course that helped prepare for the process of building or remodeling a library.

Using Microsoft Publisher or other software to create appealing and professional looking marketing pieces.

Book repair

Reference Service
Customer Service
Supervisory Skills

At the moment, can't think of anything...

Research techniques for the "handicapable" and "learning differences" students.

Plenty good ones to choose from... n/a

Web site design (offerings already full)

Question: [47] Please list any additional workshops or courses that you would like Infopeople to offer.

conflict management

Planning successful programs

More Internet searching workshops
More xp or similar workshops

Library Budgets
Evaluating and Weeding the Special Library Collection

Programs/services to school-aged patrons during afterschool hours. Keeping a welcoming presence when pre-teen patrons act like - well, pre-teens.

Whole worksite attending project management course together. Whole worksite attending communication course.

More online, self paced workshops.

Creating a marketplace atmosphere, maybe one class for everyone and a separate class for the people that can make it happen: management/admin/facilites

1. Creating and using blogs, wikis, etc. for internal staff sharing of information and knowledge

2. Collection development at the branch level, as opposed to either a larger library setting or a specialized library or department setting. In branches space is .

3. School visits to adult schools: while the basics may be adapted from what children's and YA librarians do, there are some differences for the adult audience, with the wide range of ages, language ability, unorthodox class schedules, varying levels of education, etc.

Time management

School library practices. (How and why schools tweak the Dewey system, the best use of various OPAC searching options for kids, etc.)

I would also like to see workshops helping managers learn to manage staff. People get promoted and have to learn management on their own.

Library School covers collection development and I love collection development. But now what we are being asked to do is programming. They didn't cover that in Library School. How do we find people who will do programs? How do we develop new programs? How do we develop vague programming ideas (like "I want to do something about local history") and turn it into an actual program?

professionalism

More technical training. Hands-on doing a power point presentation, and presenting it. For those of us who don't own a phone that has internet access, or an Ipod, it would be nice to see how these devices work, problems that occur while using them, etc. More information about emerging technology--especially for those of us not technologically savy.

How to publicize library's unique offerings, making it up to date and as cool as it really is

More courses which offer practical ways to add or improve story time experiences for all ages--such as for babies or for a family/pajama-time story time for multiple ages.

Question: [47] Please list any additional workshops or courses that you would like Infopeople to offer.

More survival Spanish on the central coast!!!!!!
General reference skills for paraprofessionals
Basic mending skills for library workers

Copy-cataloging and easy original cataloging.

Advanced technical subjects, next generation OPACs, use of web 2.0 technologies in libraries, open source software.

See above, and more on personnel and management issues.

A good variety of workshops is already offered.

Programs on community involvement/input, sort of like how to organize a teen advisory group but for adults or other special populations

---

Job search-oriented trainings

We are starting to offer more and more adult programming. It would be great if you offered a course on it.

Programs dealing with employees/co-workers who promote alot of stress in the workplace

---

As a law librarian, I know how many people need access to legal information and also how much legal information is already available in various sources, especially online. A class in basic legal research for public library librarians would be very helpful. (Depending upon the circumstanced, I might be be willing to help organize or even teach.)

---

n/a

Customer Service!!!!
Working with budgets, finances
Teen services
Youth development

Website design, computer programming basics, etc.

How to run a focus group
Usability for Websites

Wikipedia
Is it Web 2.0?
Pod-casting

I took a 4 day Library Design Workshop offered by Harvard University and supported by the State Library. It would be great if Infopeople could partner with Harvard and make this available in Southern California. If you would like additional information about the workshop please let me know.

Strategic planning

Developing relationships in a culturally diverse community. Attracting people for volunteering and joining Friends. Learning to look at one's library through "big picture" eyes in addition to just one's own branch - to help curb a tendency to look at one's own branch as getting the short shrift. Grass roots leadership - to help people at all levels take a leadership attitude rather than waiting for the official leader to do things or to give them direction - but this would have to be tempered with taking appropriate leadership action. I have plenty of people who just do things how they want to do something, regardless of how it's more appropriately done.

Question: [47] Please list any additional workshops or courses that you would like Infopeople to offer.

I am very interested in marketing the library - such as what we can learn from retail.

Privacy for Web Services
Hosted Services for Libraries - the best of the best
How to Create and Maintain a Super Library Intranet

Supervisory workshops geared towards "GenX" librarians.

Reorganizing the library for the 21st century: with the emphasis on patron self-service perhaps it is time to re-think the departmental boxes that we all seem to find ourselves in. Cross training? Address the dilemma: can circulation staff be trained to answer simple reference questions?

Information Technology
Catologing
Weeding
Mending

-Collection development for non-librarians
-Supervision of library staff
-Human Resources aspect of evaluations, criticisms,praising of employee for evaluations.
-How to handle difficult situations with customers in the library.
-Programming across the board for adults, teens, children and preschool.
-choosing or selecting performers for events in libraries. How do I find these people? Do other libraries use them? Are they any good? Author links and getting an author or illustrator to come to your library to speak to teens or children/

Google workshops; advanced and intermediate

More Internet reference search classes.

A longer spanish workshop, dealing with youth and teens, computer skills, etc.

Cataloging and Technical Services and collection development come to mind. As a para professional, it would be nice to learn about these areas that affect the library system.

More workshops on Web 2.0 success stories in libraries. What do customers really want,value and use?

spreadsheets for librarians

Library administrative career direction/options for paraprofessionals.

Survival Spanish for the Library

ethical behavior/personal integrity

Living as an introvert in an extrovert world: recommend Laney, Marti Olsen.
Title The introvert advantage : how to thrive in an extrovert world / Marti Olsen Laney.
Publication info. New York : Workman Pub., 2002.
a former Children's Librarian who is now a psychologist

Advanced searching
Using World Cat
New ideas for Teen Services
CD and DVD collectins for Teens -- how would they differ from adult collection development

Text Responses - OVERALL
IP1 - CA Library Training Needs

Question: [47] Please list any additional workshops or courses that you would like Infopeople to offer.

Copyright issues regarding library use of images for promotional materials, podcasts, etc.

Other electronic devices, how to download, use,etc. and what coming.

I feel that you offer a very well rounded table of courses & at this time can think of none that need be added.

Dealing with middle-school children who come into the library in great numbers in the afternoon.

See above. I do not know how it would be possible however.

Library Tech - How to pass the test for a Library Technician.

Web Searches-How to find reliable information the fastest way possible.

Customer Service-How to defuse volitle situations in a calm and satisfactory way.

Web Pages- How to create a productive web page.

I'm open to all.

Cataloging workshops.

Learning 2.0 tools - specifically how to use them to develop staff training

How to deal with "problem" customers.

It would be really great to have Patrick Jones come out here again for a round of YA services workshops.

Intellectual Freedom is an important issue that many Library workers relegate to the work of Collection Developers, seeing only the "Censorship" component. However, Programming and daily interactions with Users would be much better if all staff valued their contribution to "Intellectual Freedom." Classes on this topic would be helpful.

How to deal with toxic administrations.

Emergent literacy, especially newborn in the family, and family-centered practices related to emergent literacy.

Dynamic teen programming that does NOT rely on technology.

How to best use free online databases, which database to use for what topic and how to effective search them, especially government sites.

More about reference services in subject specialties such as business and health.

I have appreciated the Spanish for library staff CD and have learned quite a bit from it. It has taken me a long time to learn the phrases in the first CD. I would like a "part 2", as so many of our patrons are Spanish speaking. An extension would not take any group sessions, just putting out another CD for personal study. This would help me better communicate with our Spanish speaking patrons.

I would like you to offer the budgeting/accounting for librarians course you taught (which I missed).
 Staff generally need more training in trouble-shooting computer problems.
  Branch staff need more training on library's online databases and other online reference sources

Searching beyond Google.

Anything related to good customer service, i.e. new and improved services, front line techniques, subject specific

Question: [47] Please list any additional workshops or courses that you would like Infopeople to offer.

training.

I really liked your Web 2.0 but wish maybe it could be an online course. I would have liked some actual activities that we turned in and had someone look at it. But overall it was an excellent course and hope you guys do more!

A workshop re: dealing with difficult patrons and difficult situations i.e. school holidays when the library fills with middle school children who are out of school.

RDA.
Library Web 2.0 in person
Grant writing.
Network management
Telecommunication
Troubleshooting public computers for XP.
Troubelshooting microsoft 2003 server

General courses in librarianship for paraprofessionals and other non-librarian staff.

librarians utilizing volunteers and para professional staff for improved efficiency and public reference service

More on merchandising collections AND services, especially with a basis in patron behavior, a la Envirosell. We need new ideas and techniques.

I would like to learn more about how to do searchings on computers.

more on preservation of materials

Workflow Design, Business Process Modeling, Business Process Modeling Notation (BPMN, Visio

Once I have exhausted your supply of offered courses, I'll think up some new ones for you.

Reference training for paraprofessionals serving library customers. Maybe a workshop on training library staff to response to queries by the elderly, disabled, homeless and customers with disabilities.

Strategic planning
Stress management
Conflict resolution
Time management
Peer evaluation
Active listening skills

Anything spanish speaking related to learn and improve speaking the language. Customer service type courses...whereby teaching new techniques (fresh ones) to handle difficult patron situations.

Customer service/problem patron classes.
Internet searching

MORE ETHICS COURSES
FINANCIAL
STRUCTURE OF WORK ENVIRONMENT/WORLD

grant writing, finance/budget, verbal judo, increasing technical skills of staff and long-time employees

reference sources online in numerous subject areas

Question: [47] Please list any additional workshops or courses that you would like Infopeople to offer.

Teens and Intellectual Freedom (My Space and other social sites, and games, are still issues for some members of the public, as well as staff members). We are having Janis O'Driscoll, from Santa Cruz Public, speak on this issue for our staff day in May, but other libraries are likely experiencing the same issues.

How to bring staff up to speed (especially paraprofessionals) with database searching skills, starting at a very basic level.

Web 2.0 in libraries.

Succession planning for libraries.

Survival Spanish for public desk personnel.

---

management skills courses for aspiring future supervisors

I am not familiar with your products.

MS Office basics-a quick primer for Excel, Word, Powerpoint..

More adult programing, tech stuff suchas web pages & spreadsheets.

This is very esoteric but I'd like a workshop on Christian reference sources for academic libraries. The one you had for public libraries was too general.

---

any would be welcome

Information architecture for websites

Storytelling for Newbies
Continuing Reference 101 workshop utilizing some of the new online sources
Using Databases effectively when you really want to search Google
Library Programming
How to manage your Manager

---

1. Dewey 900's and public library. (Collection evaluation, reference sources, program planning)
2. Emerging technologies, such as Webcast, Podcast, etc.
3. Online reference sources for all Dewey areas.
4. Manage/remodel/build facility do's /don'ts.
5. New service models.
6. Instructional skills.
7. Records Management.

Intermediate book repair.
Processing books, CDs/DVDs and other library items.
Understanding license agreements for media accompanying books.

How to deal with staff members who refuse to teambuild and will only have it their way.

Some ideas are:
Technical Services workflow
Change management for all staff
How to survive in the "Information Age"

Question: [47] Please list any additional workshops or courses that you would like Infopeople to offer.

I would like to see some workshops that are focused on:
the needs of high school libraries
hints on how to run a one-person library

Like would like to see more workshops on creating new records, and assigning subject headings to records.

Emerge technology, customer services

Library applications with new technologies
Spanish for Library Staff
Vietnamese for Library Staff

I would like see workshops about circulation services such as how to improve services.

I'm very interested in the way popular websites are constructed, especially the use of Flash, ASP, AJAX, etc.

I would like to take courses on forming partnerships with members of the community.

multi-cultural customer service

Efficiency, productivity. Managing files, email, documents, work areas, etc. I would also like to see some basic
telephone courtesy/skills, such as how to take a message.

Adult program planning.

not at the moment.

Advanced researching skills using research models, hands on practice with advanced technological devices.

Leading book discussion groups for adults, teens, and children.

how to get the most out of your work and coworkers so that they have better synergy at work.

Photoshop

We need workshops on how to reach other groups, not just Hispanics.
Workshop on how to educate parents, especially from foreign countries on the role of the library in their child's
education.

Friendly and easy way to help patron to find imformation on the web.

continue the leadership workshops

no other courses come to mind ... except maybe Vietnamese or Chinese for library use (like the Spanish class you
do)

Collection development for Chinese and Vietnamese collection. Business services for the latino community.
Reference work in Spanish.

Internet searching

OPAC searching

*Diverse cultural programming for children and families
*Leadership

Question: [47] Please list any additional workshops or courses that you would like Infopeople to offer.

*How to speak to large groups of students
*Meeting planning for library partnerships (developing questions to ask, etc.)

All of the ones mentioned as choices and in paticular skills in developing collections and searching as well as teaching the public how to better access what the library has to offer and how to market what we have to get more people in.

Hands-on Web 2.0 tools and resources.

Training in personality types, such as Myers-Briggs or Enneagram - to assist in working with staff and patrons.

1. Story times for babies--pre walkers.
2. Setting up after school homework centers in the library.
3. How to successfully partner with other agencies for library programs/presentations. How to draw up a memorandum of understanding and what to include in this MOA.

courses that help in connecting children's services to literacy and k-12 educational needs.

technology uses for teen services i.e. blogs, myspace, etc...

Young Adult Literature

Digitization applications, emerging technologies.

I think all library personnel could use customer service training. Some people are friendly and courteous, while others you'd be afraid to approach.

Teen space design

I would like to see a course where I can learn the practical strategy and programming to serve a community of diverse ethnicity.

Dispair management.
How to cope with management who implement procedures that are antipathetcal to good service.

Paraprofessionals in my library are performing more tasks that were once the domain of librarians; we are doing reference desk duty every day. Any class that addresses the increased needs of paraprofessionals for information literacy, collection development and computer skills would be extremely helpful.

Courses that support traditional library service models (NOT the new service models)

How to prepare facility emergency plans, updates, and train staff on continuing basis about emergency plans/responsibilities of public employees during disaster, etc. (NIMS/SEMS)

Helping patrons with limited English skills.

Outreach
Fundraising (for both $ and products/services)
Access database management

Dealing with difficult co-workers,
What steps to take to defend yourself.
How, what, where to go for information on how to proceed.

Question: [47] Please list any additional workshops or courses that you would like Infopeople to offer.

Supervisory advice on how to cope with difficult employees. How, what, where to go for advice on steps necessary to correct or document to reprimand.

digital online photograh collections

Technical data and communications

more, work at your own pace on line sources are neeeded so that the people who work in the libraries are able to fit in the necessary or desired classes around their schedules.

I'm always hoping to improve my customer service skills, and my searching capabilities - those are the two areas that I believe I use the most in daily work situations.

Train the Trainer - a workshop that would help me improve my Internet teaching skills.

I believe InFoPeople already offer the above mentionned classes.

Innovative programming ideas for teens.

How new librarians can prepare to become branch managers.

Marketing library services.

Workshops on non-traditional media in libraries, such as DVDs, graphic novels, etc.

Story time ideas - classes on how to prepare for story times and programs.

General search techniques

I can't think of anything in particular.

DISABILITY SERVICES (more of it- Marti Goddard's class, etc.)

I found the How to Give a Booktalk workshop very useful and I would like to see additional workshops on Reader's Advisory. I would also like to see more workshops on services to older adults, services to the physically and developmentally disabled, and services to teen mothers. I think workshops that target services to specific users are very helpful, especially if you can generate program, collection, and outreach ideas with other attendees.

Rare book cataloging

More high-level technology classes. As an instructor, I often hear from people "I liked your class--I wish you'd do a level 2 version" and other similar comments, mostly asking for more advanced technology classes. While it's true that some librarians still need help learning how to surf the web and troubleshoot their computer, others are doing website design, usability testing, information architecture--these are things that Infopeople should train on too. Every librarian is becoming a "technology librarian," even if their job descriptions don't talk about it. I think the Web 2.0 series that I'm a part of is a huge step forward, but even with these classes, I think we're being too broad and basic.

Would like courses on developing attractive websites, using various web editors, java, html, or if those are no longer used than the existing web technology.

Also more classes focusing on how to instruct/train public on Public Computer Access Stations

Continue with book repair workshops for libraries.
Workshops on safety and comfort issues in a public library setting.

Question: [47] Please list any additional workshops or courses that you would like Infopeople to offer.

Staff courtesy to each other--internal customer service!

Linux training

Dynamic web pages for web forms - not just creating the code, but knowing what it will take to process the forms on the server side. We have had web forms, but apparently not the right kind to interact with our servers. What are we missing?
Also, a look at communication technologies that young people are using that we, as a library, should be aware of and might be able to harness to provide more relevant information delivery services.
Electronic Resources - what are the pieces that fit together? When we have a problem with one of our databases, how do we troubleshoot it? Where do we start? How do we know who to talk to? Local networking, vendor administration and user interface, licensing, remote access, etc.

How to find out what the public REALLY wants from the library. It appears that there is something missing.

Evaluating Reference Collections, particularly related to print vs. electronic.

General Readers' Advisory techniques, strategies, suggestions

How to create a teen blog workshop.
From digital camera to webpage or zine.
Create easy webpages and easy ways to add documents to your webpages.
What is podcasting? How to do this with teens.
More teen programming ideas from librarians in libraries that support teen programming and are being recognized for it.
How to successfully pitch to your supervisor or administration a new youth program that requires outreach, computers, marketing, money, incentives and food! Thinking outside the proverbial box and get clients using your libraries resources whether in person or not.
How to successfully a 21st century online reading program. You asked for a different SRP here it is!

Hot Library trends that are working now and in the possible future. What we can expect to find in a future library. How do we get ready and what can we expect.

Spanish Language Outreach Part II.

How to make the most out of the online databases you currently have? And how to successfully weed out the expensive dogs that reference librarians refuse to relinquish even when the stats are against them?

How to successfully seek library employment across the nation?

How to propose to your local board to build a branch library?

Grant writing and more grant writing.

How to encourage library clients to consider their local library in their wills? Or even if it is proper for a their local library to consider asking them.

The do's and don't of marketing to youth and teens.

Booktalk is so so what else can youth librarians do?

I would like to see an indepth walk through on MARC. Which lines does a typical public library use.

Question: [47] Please list any additional workshops or courses that you would like Infopeople to offer.

I would also like to learn subject headings for fiction. What do you look for without reading the book.

I would like Infopeople to offer courses that teaches us about the library system and how they work.

Assigning LCSH Subject Headings
Digital Imagaing (Scanning/Editing/QC/Color Management)(Hands-On)

Customer Service.
Computer Skills.

Beginnig book/library materials repair

More on supervising.

Creating Teen Spaces in the Library
Creating Web Pages for Teens at Library Webpage
Literature of Young Adults

Evaluating and downsizing a Reference Collection

Retail Marketing 101 - How to set up attractive, eye catching displays

Media acquisitions

For my staff:
Developing critical thinking skills that will allow staff to assist patrons effectively. Knowing how to search is half the battle. Knowing where one can search even if one isn't sure that it will answer the question is the other half of the battle. Some basic reference workshops that deal with reference intake, interviewing patrons and knowing where to check for answers would be extremely helpful. My staff could also benefit from basic computer skills workshops that would allow them to troubleshoot the public computers and assist patrons better.

For me:
More Web 2.0 courses! All the current ones are wait-listed. Please provide some courses on Web 2.0 that are north of SF and Sacramento!

More advanced Excel and info about RSS

I would really like to see a course on evaluating collections using the statistical reports available through the commons ILS (Millennium or Dynix). Info on how to make the reports work, how to apply them in your library, and use them to guide ongoing acquisitions would be helpful.

Family Place

I would like to attend workshops that help me as a youth services librarian to become more able to work closely with school librarians and teachers whether in the classroom or networking and sharing information.

Early literacy in story times with Meg Schofield.

Information literacy and search skills at a just above beginning level.

Reference skills and collection strategies for youth service providers. Tools for homework assignments.

I would like workshops available in the Ventura, CA area.

Text Responses - OVERALL
IP1 - CA Library Training Needs

Question: [47] Please list any additional workshops or courses that you would like Infopeople to offer.

See above.

More "basic computer stuff you wish you knew" courses, to get those of us who are shy about asking for help to get the help we need to work more efficiently and effectively in Word, Excel and PowerPoint.

Please see the above list of ideas.

I'd like to learn more about Micrsosoft Access

don't know

Anything by J. Barker or C. Gould

How to use the library, especially for homework, in a way that reaches childern and young adults. Would pathfinders (in print), online tutorials, or maybe requiring in-person instruction via the schools work best?

I just took a Planning for the Future workshop which is part of the Building Leadership Skills series. It was the BEST Infopeople class I've ever taken. I would like to see more workshops or courses on emerging technologies and how to adapt them for libraries.

Selling library items on online auctions. Setting up and maintaining a blog for your library.

Brainstorming sessions for libraries. Talk about challenges, issues, programs. What has worked for them, what didn't. Ideas and Issues facing laibraries today.

More Web 2.0

I like all the ones in the area of Reference work.

Strategies for teaching is one I could use--tips for teachers and instructors.

I can't think of any specific workshops, currently, that I want Infopeople to offer. However, more choices of venues and dates would be most helpful. Many of the workshops fill before I ever get a chance to register, and often there is not another date or location nearby that is available.

Using library skills in retirement. How, where, how to plan for it.

Intermediate and advanced cataloging courses over a period of time -- not all crammed into one session which tries to cover too much information.

New Online Reference Resources
Intermediate Web Research Strategies

Puppet Workshops - I would love to attend a puppetry workshop to get a better feel on how to use the puppets and make them come to life.

Graphic Novels for kids - how to market, which ones are suitable for the Children's Room opposed to those suitable for teens.

Children's services for the Adult Librarian!

1) How to deal with difficult patrons
2) How to be a "babysitter" in the library: specifically children, the homeless, etc.

Question: [47] Please list any additional workshops or courses that you would like Infopeople to offer.

New Supervisor/Manager basics.

Special issues in dealing with teens and their parents

Lesbian, Gay, Bisexual, Transgender and Intersex resources. For people identifying as one or more of these, and/or for people researching them, it is important for librarians to be knowledgeable and comfortable in this subject area.

New technology, blogging, flicker, etc.

How to create an online tutorial using Captivate software.
Best practices in information literacy online tutorials.
How to create a podcast (can existing VHS lectures be turned into podcasts?).
Librarians use of audience response systems in teaching situations.
Creating library maps with Inspiration software.

Something that offered a toolkit of ideas to help pitch/sell the library to that part of the public that doesn't think libraries are relevant anymore. Along the lines of Googling vs. the Library... what Google alone can't do. And how to get this message out through the Web 2.0 world to your region/city.

Designing brochures for libraries.
Overall library functions for staff members who do not directly serve the library public.

blogs and other new areas that are common to teens and tweens

Valuing your library - creating cost-benefit analysis

Anything on the new jargo - web 2.0, youtube, etc.

I am happy with the trainings provided but would like to see a self defense class.

mentoring

conversational Spanish for front-line staff, as a webcast/self-paced online training, with handouts

Collection Development for foreign language collections

Collection Development for digital collections: downloadable audio and video for example

Positive Customer Service Models (we recently realized we're spending most of our time on dealing with difficult situations and haven't been offering a good, up-to-date positive customer service session).

Program planning and resources

Cataloging serials!!!
Pretty much anything on digitization - particular on how to do consortial work in this area.
I would also love to have an introduction to HTML class.
Implementing folksonomies
Metadata overview

The future for Reference Services
The future for Cataloging
Librarianship: Knowledge work, customer service or both?

Learning 2.0 skills

Question: [47] Please list any additional workshops or courses that you would like Infopeople to offer.

How about Vista and Office 2007?

More workshops on emerging technologies and how these technologies can be incorporated into improving public service.

Perhaps explore a partnership with Calpreservation.org? They tend to give all their workshops in person, and Infopeople could help them develop webinars.

See above comment

How to handle stress from the public or your staff. Relaxation exercises and techniques

Try not to mix supervisors and staff. Separate workshops would be better.

Public Internet workshops---how do other libraries set up Internet for the public. Also should include what vendors they use for printing, copiers, etc.

conflict resolution (interpersonal between coworkers)

Reference for paraprofessionals
Children's service for new librarians
CORE
Genealogy

Libris Design for Orange County area, please?

I am really interested in exploring how I can use Podcasting for library services.

Web 2.o , gaming as an instructional method, website content, teen services

intermediate courses in cataloguing.

Any courses on innovative ways to increase Circulation

Making speeches.
Learning Spanish.

Would love workshops on Time-Management, Organizational Skills, Customer Service Skill, Working with Personalities and getting the most out of the different personality types

I would like more courses on Web 2.0 and Library 2.0.

Need basic cataloging workshops, but also workshops for cataloging media and e-resources.

I would like to know more about the latest library views on web design, what is working in other libraries.

Adult Programming; Training adult librarians; Marketing electronic databases/resources; Weeding collections; Safety and security; Working with Friends groups;Conducting book groups;Developing library PR materials;Developing on-line training for staff;Service to older populations;Techniques for increasing circulation;Trends in fiction collection development.

Learning to live with RRS/Blogs ... the last time I tried to make a call on my cell because I was stuck in traffic, the damn thing wanted to play 20 questions ... "would you like to add a picture?" "How about a personalized ringtone?" I threw it out the window before I rammed the car in front of me. I don't intend to replace it.

Text Responses - OVERALL
IP1 - CA Library Training Needs

Question: [47] Please list any additional workshops or courses that you would like Infopeople to offer.

More on collection management/development for the non-librarian

Public relations/marketing

More preservation of rare materials.

Incorporating principles of Web 2.0, Web 3.0 into library services.

Actually, I think I'd be a great trainer for you in several areas: Outreach, Special Services, Program Development, Urban Youth (best books and model programs). I am a YALSA member and Serving the Underserved Trainer. Here are some highlights from my resume:

Amy Cheney • 5721 Fleming Avenue • Oakland, CA • 94605 • 510 636 0689

Ms. Cheney is a National expert on books, literacy and programs for underserved and at-risk youth. She has over 17 years of direct experience with outreach, program design, direction, implementation and serving the underserved, including:

• Youth in Juvenile Halls (seven years)
• Prisoners in Jails and Prisons (three years)
• Preschoolers in Childcare and preschool teachers (three years)
• Economically disadvantaged Middle School Youth (three years)
        ~91% of children improved their grade level at least 2 years in one semester
• Adult and Family Literacy (four years)

In addition, she has a 20 year background in Training, Life Skills Coaching and Counseling.

Awards and Honors:
2006 Coming Up Taller Award, President's Committee on Arts and Humanities
2006 Movers and Shakers Award, American Library Association
2005 Public Service Education Award, Alameda County Office of Education

Current Committees and Membership:
American Library Association
~ Amelia Bloomer Committee, Feminist Task Force
~ We the People Jury Member
Young Adult Library Services Association
~ Outreach Committee
~ Serving the Underserved National Trainer

Education:
MLIS, San Jose State University
BA, Creative Writing, San Francisco State University
Foundations Skills for Trainers, National Juvenile Detention Association
Cognitive Behavioral Therapy, Center for Research and Professional Development
Advanced Certifications in Life Skills Coaching and Counseling:
~ Hendricks Institute
~ PSYCH-K Center
~ Byron Katie International

-improving staff morale and team building (within the library)
-improving communication within the library between different levels of staff and between branches

Project management for beginners

Question: [47] Please list any additional workshops or courses that you would like Infopeople to offer.

Please continue to offer your wonderful Library 101 courses. Some of my paraprofessional staff have taken advantage of them and are now attending library school.

Leadership skills; creating team spirit;
How to work better with city hall!

Cataloging for the interested non-cataloger.
More basic programming and/or what typical tasks could be made easier/better/faster with which programs.

I know it is not library related, but beginning courses in Excel, Access, Powerpoint. Some of our older staff members can barely do Word, let alone the other Microsoft Office suite package.

How to design fliers is another need..maybe a course in Publisher.

Having an introduction to new vendors and new products and a hands on training or demo for these products would be helpful. So we can "see" a lot of new things at one sitting.

How to start a Homework Center is another suggestion.

Anything on Library 2.0, using the web, etc. Technology related.

Team-building, working through change, basic management with real-life scenarios, responding to financial challenges for our library and it's funding body, working in the political sphere, advocacy.

Booktalking and readers' advisory
Working with homeschooling families

Succession planning - how to deal with the leadership vacuum created when all those professionals retire in the next 5 years, many of whom are not effectively addressing the training and motivational needs of their potential successors.

cataloging

More library-specific computer competency training.

Since there has been movement toward "retailing" libraries, I wonder if a pre-planning period that included public focus groups would be useful to libraries gathering information on public preferences.

In other words: a workshop on Focus Groups
and how to plan them and implement them,
and lastly, how to apply the results
to the library: buildings, environment, services, customer service.

Some basics on the reference interview and common reference sources in print and online.

Information literacy to specific groups. Trends and innovative ideas in providing this type of service to the community.

Specifically--new technologies

teen literacy

Computer courses, like power point.

Question: [47] Please list any additional workshops or courses that you would like Infopeople to offer.

genealogy
business
technology

Time management issues-specific to libraries-how many time should you handle a book from check in to on shelf, reduce movement
ergonomics specific to libraries-desks, handling material etc.

Using Microsoft office specificly for library purposes.

Professional/paraprofessional relations

Teaching staff to teach public.

Staff motivation for management

Open source issues

Ways to communicate with patrons that do not understand the language, short of learning many new languages.

Web 2.0
Designing training courses on the web

Practical library management, especially dealing with personnel, evaluations, coaching. . . Also supervising middle management vs. directly supervising professional and clerical staff.

Gen X library leadership (being a leader to a group of folks who may not understand the Gen X mindset)

Members of the CSLA 2.0 Team might be interested in working with InfoPeople in order to provide summer professional development to California school librarians via free webinars.

We have the content and presenters.
Infopeople have the distribution and storage.

Disaster management; preservation of audio/visual materials; gov docs.; special collections.

Dreamweaver

Podcasting

Crating online tutorials

Dealing with crazy people (public not staff :))

HTML, CSS, PHP, Flash

Keep doing what you're doing with new technology offerings.

I rather the like the paper-based survey that I developed for gathering students' opinion of library services. But it would be interesting to compare the questions and layout to free or very low-cost web-based surveys and tools.

Did you say you offered Podcasting courses; i.e., HOW to perform podcasting?

Question: [47] Please list any additional workshops or courses that you would like Infopeople to offer.

Business research (I would like to teach it!) Integrating Web 2.0 into instruction...Anythin related to Web development, podcasting, creating screen casts..

Navigating library cultures: civil service, academic or private industry

1. Intro to Flash or other animation. 2. Podcasting/Videocasting/Audiocasting software and hardware.

General guidelines for writing RFP for equipment, etc.

1. Strategic planning, mission statements - creating new ones and working with existing ones.

2.How to use new technology, a hands-on class, including MP3 players, IPods, flashdrives, putting photos and videos on a library website.

Dealing with culturally diverse communities; how to encourage understanding/sensitivity in staff

new/great children's or YA books (maybe a half day workshop?)

Fundraising and working with volunteers or Friends
of the Library groups

Wish you would offer some of the leadership workshops again; I missed some of them.

I'd like to see someone talk about collecting graphic novels, and not just for teens.

What are some good models for doing roving reference? Can we make it work without having hand held computers?

Would love to see a collection management session on reference material. There's a lot out there about weeding, but nearly all of it is about circulating collections. How should we be looking at it now, in the more digital age?

Everyone has gotten into strategic planning, and Sandra Nelson seems to own it for libraries. Are there other models?

Project analysis and planning for implementation of new services

Anything aimed at tips for running a one-person library!

Question: [48] Please add any additional comments that you would like to make regarding training in general or Infopeople training in particular.

I am generally very pleased with inforpeople workshops. I do think that having some follow-up work to do after a workshop might encourage brain retention.

Joe Barker is fantastic!

I have found the quality of Infopeople trainers to be superb. I have been frustrated occasionally by tedious technical glitches in computer training classes (usually beyond the trainer's control), but I generally jump at the chance to take an Infopeople workshop if I feel that it will help me significantly with an aspect of my job.
I very much appreciate the breadth and caliber of Infopeople classes.

I appreciate the range of classes offered by Infopeople!

What I've attended so far has usually been great!

The InfoPeople workshops are well worth the time and registration fee.

Infopeople training is wonderful and popular. I often miss the really good in-person workshops because they sell-out quickly. :(

I think it's excellent!

Currently there is a workshop for dealing with Seniors in the library, and I would like to see this workshop continue (knowing, however, that Infopeople must have "new" workshops each year). But I would like to see something involving Teens and Seniors---or some kind of programing that would include two or more groups in the community that could help each other with new techonologies. Also, that would help small libraries offer programming that covered more that one section of the community, and would be inexpensive.

I completed a survey like this while working as Librarian-Media Specialist for the U.S. Dept. of Defense Dependent Schools every year for about a decade requesting computer station/network troubleshooting/repair and they never offered any. I think it's an important consideration, especially considering the increasing technological innovations appearing in America's libraries.

For the support staff, I find that they do need to have some theoretical background in order to do a good job (recognize problems, work creatively--not just by rote). But sometimes my attempts to offer background and context just confuse them and they seem better off with the nuts and bolts of how we do things with a specific program. How does an administrator recognize the learning style and needs of entry level staff?   I think particularly of technical services and ILL where there is so much detail to learn, plus the various interfaces.

Love Infopeople webcasts and workshops. Appreciate its low cost. Great job.

This past year, the training budget at the library where I used to work was slashed to the point that only librarians (not paraprofessionals) could attend InfoPeople trainings. (Which was kind of ironic, since none of the librarians attended any InfoPeople workshops, anyway.) I did manage to attend one, but I paid for it myself. Now I work at a better-funded library, so I would like to see some of the leadership workshops repeated so I could attend.

Thanks for all you do.

I have taken two or three workshops and have found them excellent.

---

thank you. We have no budget and appreciate any opportunities with either low or no fees. You do great work for libraries!

Question: [48] Please add any additional comments that you would like to make regarding training in general or Infopeople training in particular.

Most of the Infopeople courses I have attended have been very helpful and useful. I encourage our staff to attend pertinent Infopeople workshops. However, the first Eureka leadership workshop (the free one) was too theoretical to be benficial.

I've taken a few Infopeople courses and I learned a lot from them.

From the Infopeople workshops I've attended, the well-done handouts are something that I continue to use long after I've completed the class. Keep up the good work!

I have found the courses that I have attended excellent. It has been a while since I attended a course, but if the lunch time is stil 45 minutes, I would like to see it extended to an hour or to have lunch brought in.

EVERY Infopeople class I've attended over the years has been worth the time and the money - great job!

I have had several infopeople training both online and in person. I find the information useful but sometime I feel a bit rushed because of existing workload. Almost wish they went a bit slower and longer.

I wish Angel discussions forum had more features-like Blackboard for organizing discussion but thread, date, author subject, or am I missing something.
Also like to have more of an introduction of people in online classes
Otherwise Keep up the good work.

I have in the past taken some workshops with Infopeople and have found them to be very helpful.

The Infopeople training I have attended have always been very worthwhile and timely.

So far the infopeople trainings that I have attended have been good.

Sometimes I don't always have time to attend a workshop or enroll for an online course, however I am VERY grateful that you provide online access to past webcasts, and to course materials. I have found them useful to peruse when I can fit them in my schedule. I think you are offering a great resource to libraries and librarians.

Thank you!

Infopeople training is excellent. It seems Infopeople goes out of its way to hire and train the highest level of instructors. As a result, the training always delivers something fresh, new, thought-provoking or paradigm-shifting. Infopeople is a great boon to the California library community.

You offer excellent training at an affordable cost that is accessible to our staff in a rural public library. Thank you.

Infopeople training sessions are excellent, with only an occasional one missing the mark - say maybe one or two per every two years, and usually because it's too basic for the audience. If trainers assess their audiences at the start of a session, have planned in advance to be flexible should they realize that the audience is already beyond the first part of the planned presentation, and have "extra" exercises or material to present at a more advanced level, the Infopeople sessions would enhance the training so much! (One size doesn't fit all!)

Infopeople's workshops are always excellent.

I'm old school, I graduated from library school way back in 1971. There was no web, there was almost no video at that time. I am a computer user, but I need to learn more.

Our library is so very grateful for the training courses offered by Infopeople. Our training budget for the entire year is only $500. Our Friends of the Library help to supplement. Due to the generous,affordable, and varied offerings from

Question: [48] Please add any additional comments that you would like to make regarding training in general or Infopeople training in particular.

Infopeople, we have been able to send our folks for some excellent training. Keep up the excellent work. YOU are appreciated!

In my very busy day I like to listen to the archived webcasts - I can do that when I have the time and I've really enjoyed them.

I'm sure that all other states are green with envy because California has Infopeople. Your training is far superior to anything that I've heard of elsewhere. The library community's hats are off to you.

The Infopeople workshops I've attended were worthwhile in all aspects. I just wish there were more in my area. I'm more of a "hands-on" learner and prefer a classroom setting over webcasts or podcasts.

I wish I could attend more InfoPeople workshops; the training offered this year was ALL on target!

All the Infopeople workshops that I've attended have been very well-run, informative, and relevant to my job.

Info people provides valuable service to librarians.

Great workshops. I've enjoyed all that I have taken.

I enjoy Infopeople workshops quite a bit.

The infopeople training opportunities the Libray's staff have been able to take advantage of, budget permitting, have been very good and beneficial to staff expanding their knowledge and increasing their skills. Thanks for offering these workshops and online course!

Keep up the good work!

Unlike Library School, where those who teach do not necessarily have much job experience, I find Infopeople to be real, not memorex

I have always enjoyed Infopeople workshops and the way that training is specified for libraries.

Infopeople is the most enjoyable training I've had the pleasure to attend!

InfoPeople is a great resource for the librarians in CA.

I have appreciated the availability of the Infopeople training workshops and sessions and hope that it will continue to offer the reasonable prices and variety of courses. This has been an excellent source of staff development for my employees.

I really enjoy the leadership courses and have found them very usefull. I have used many of the ideas I learned in those courses in my work.

I am very glad that InfoPeople is available to the library community. The workshops are work related and I find that I always go away from the class with at least 1 idea or change to try to set into motion.

I would rather you concentrate on fewer more intense training than one days.

I love Infopeople. What a fantastic tool! When I tell other managers in our City what we have, they are jealous - for example, the City Finance department does not have coordinated state-wide training like this..... Infopeople is innvotive, adaptive, and responsive to our needs as a profession, and helps to build the bench.

The training I and my staff have received has been 98% useful. A very high number! The courses also provide my staff

Question: [48] Please add any additional comments that you would like to make regarding training in general or Infopeople training in particular.

with much needed exposure to other libraries, their concerns and ideas. We've "stolen" some of our best ideas from these sessions.

As a fairly new site offering InfoPeople training, we really enjoy the opportunities to meet our colleagues from all over the Southland. It is like CLA, but on a much smaller scale! We think the InfoPeople trainers are a really neat bunch of folks ... thank you for being here, and thank you for making this training possible!

More workshops for paraprofessionals and/or the staff who works with the public.

Set-up a consortium where databases are shared among different independent branches... not to mention cross-OPAC (which exist in certain areas)

etc....

I have taken 5 courses in the last two years and I have learned many things that have helped me in my job. I have enjoyed both the workshops and online classes. Thank you.

I have attended many Infopeople trainings over the years and each training has been outstanding due to knowledgeable instructors and relevant/applicable content. Online access to past workshop materials is invaluable!

How about chunking down some basic workshops into a series of two-hour webcasts?

I've done one online course and a couple of face-to face courses. All were excellent.

It's wonderful--especially the web-based training--I can attend, and appreciate that it is free SO much.

We are a small rural library. Infopeople workshops offer a unique opportunity for our staff to meet others doing the same type of work and to learn from them.

We are limited in our ability to have staff attend workshops due to the distances involved and keeping the libraries open at the same time.

Over the years there have been many great workshops offered that we were unable to take advantage of - so repeating topics and workshops is a plus.

I have taken many Infopeople trainings, both in person, and on line. My staff and myself have always learned a lot at these trainings.

I always learn something new with Infopeople training workshops. This year the workshop in Marketing & Wayfinding has resulted in a total overhaul of our public service area.

Infopeople continues to provide high quality training opportunities to library staff. I have a very high opinion of the service.

I have found Infopeople training workshops essential for my own personal and professional growth.
I often monitor the training materials for past workshops that I have not been able to attend. Please make sure that this past material -- and webcasts continue to be posted on the Infopeople website.

I have taken several info people classes over the last 2 years and usually find them to be top notch.

I would like to see more classes that are more than one day - particularly an html type class.
Maybe even something like a series of classes geared towards those of us who graduated before the web.

Question: [48] Please add any additional comments that you would like to make regarding training in general or Infopeople training in particular.

I took Communication Skills for Front Line Staff in 2005, and although it helped somewhat, it presumed that people were more cooperative than they are these days!

Offerings are first-rate and very popular with our staff.

The leadership series has been tremendously attractive to our staff and administrators; looking forward to seeing it again.

I really appreciate the feature of InfoPeople providing course materials of past training sessions--I wish they would post Spanish vocabulary for working with Spanish-speaking customers

I think your training is fantastic. I am taking the Eureka courses and they have all been outstanding.

I've done infopeople in the past and really enjoyed it!

I've had great teachers at 44 gough st. Making the trainings easy to get through and actually learn something. Questions answered.

Really appreciate training you offer, would like to see self paced online courses, and maybe a few more offered in the Ventura-Santa Barbara areas

Infopeople workshops are alway right on, the information is current and the presenters are very professional. I enjoy the Infopeople workshops.

I am qualified and interested in working on such a project. Jim Van Buskirk,415-557-4566 or jvanbuskirk@sfpl.org. Thanks.

I like Infopeople workshops, particularly when I can do them at MY leisure rahter than around a sometimes inflexible desk schedule.

Traning is very valuable to all of us in this profession. Thank you for offering such great workshops.

More time should be allowed for the self paced online training. I took one course and felt it was too rushed. I did not have enough time and therefore did not retain a great deal from it.

It always helps to occasionally schedule multiple workshops at a specific library site.

Instructors should provide handouts of articles especially for articles accessed electronically in online training workshops.

I have attended several Infopeople workshops and have found them to be very valueable. I personally prefer live, hand-on training to online training, but I can see how online training can be very useful, also.

The courses I've taken have been extremely valuable. My favorite is still the "Teaching Internet to the Spanish Speaking". I have been able to teach computer and Internet skills to Spanish language speakers even though I am not fluent in Spanish (I speak it enough to get by).

I much prefer the in-person offerings. However, I will not travel too far out of my area to go to another library. I like ones that are close to home (East San Gabriel Valley).

I really appreciate all the different kinds of workshops you offer--it's a great opportunity for all library staff members to gain professional development. Thank You!

Text Responses - OVERALL
IP1 - CA Library Training Needs

Question: [48] Please add any additional comments that you would like to make regarding training in general or Infopeople training in particular.

Infopeople trainings have been a lifeline for me as a public librarian. Mr. Barker's last class (reference in the google age) was excellent and should be repeated.

I'm glad you're offering a marketing class now! I desperately needed some training in that area and am now enrolled in the class that starts in May. Thanks!

Generally I feel the Infopeople workshops are very useful. However, sometimes the workshops as they are presented are much different from how they are advertised. I think that being more specific in what the workshops are about would be very helpful in deciding whether I would really benefit from attending. There have been times when I've felt the workshops were too basic and would not be of use to me once we began.

You people are great!

I pay for 95% of the Infopeople courses I've taken. Since I live in Truckee, I also travel a significant distance and sometimes pay for motels as well. This is the best professional investment I feel I can make in my career until I (hopefully) get my Master's. They are worth every penny & hour, & I've never left feeling, "what a waste of time!", as I do many workshops or gatherings. Thank you for making this opportunity available. Rotha Carlson

I attended the infopeople workshop in San Francisco about helping Spanish Speaking Customers. I learned a lot and thought is was very well done.

Most of the Infopeople training I have received has been very helpful. Your workshops are usually the best that I attend.

More classes up here in the far north. Thanks

I'd like to see more courses offered in the Inland Empire.

The trainings that Infopeople is providing is very important for California libraries keep it coming!

I would like to take your survival Spanish for Library staff in the Ventura area.

I find the Infopeople workshops to be, in general, quite good. However, I (and others) have a hard time taking in a full, intense day of information. Half day workshops would be terrific. After a half day, I've pretty much absorbed all I'm going to take in. Also, it's been my experience that most of the participants get the point the instructor is making pretty quickly- I think the rate of information dispersal could be faster for some courses.

I have been quite pleased with the workshops I have attended. I have not attended youth services workshops with InfoPeople. Not enough appeal in the offerings I think. I tried to attend one several years ago on early literacy at LAPL. The Library did not know they workshop was going to take place, so a long trip for nothing! (It did take place after I was told it would not).

I recently attended the workshop on Booktalking. That was the best I've ever gone to. Mr. Cart's workshop was well put together, iteresting, and extremely useful. I didn't even mind the five hours of driving we did to get to it.! More training like his please!

I do learn a lot at each workshop but his was exceptional in my opinion.

I haven't been able to take any training recently because I'm getting a master's in library science. Between raising my family, working part-time and going to school, I don't have any extra time for classes.

Only last week I attended the Desktop Configuration 2-day workshop through InfoPeople.

Question: [48] Please add any additional comments that you would like to make regarding training in general or Infopeople training in particular.

It was extremely informative, I learned a lot, and the instructors, Chuck O'Shea and Nancy, created a comfortable environment for learning, asking questions, and sharing experiences related to the subject matter. I would highly recommend the workshop to library staff and hope that it or something similar will be available in the future.

I have taken several Infopeople workshops and they have been well done and I've used much of what I learned in my daily work.

I enjoy on-the-ground workshops because it allows me to get out, learn, and exchange information with others. In the absence of time, webinars are a close second: lots of good information over a short period of time with later access to archives.

For my staff, while it would be great for them to get out of the community to go to a workshop, it isn't always feasible with our ridiculously low staffing level, lack of availablility of trained substitutes, and family and personal situations such as daycare issues. For them, online training and webinars can be used to great advantage.

I have enjoyed all of the InfoPeople workshops that I've attended over the years. Thank you for offering these library career advancement type of courses.

I like what you currently offer. Only wish I had more time to attend workshops.

I've loved every workshop I took!

We do have some training dollars, but it is not uncommon for my Infopeople training funding to come out of my own pocket.

Keep up the wonderful work! I look forward to attending more workshops. Try to find places here in Riverside county to hold a workshop.

Training should be complete and should only be done during the first couple weeks starting from the first day of the worker's work day.

Test online courses with focus group (both knowledgeable and novice) to catch errors/glitches/confusions before the class is opened up to the public.

The training and professional growth opportunites provided by Infopeople are most valuable and appreciated.

Flexible low cost training opportunities including all day workshops, online courses, and one hour web-casts are vital to our operation. We could not send our small short-handed staff to get all the training they need to respond adequately to information delivery changes. We cannot keep up without flexible opportunities. We have to keep the doors open and keep the day-to-day operation going, but we also need to keep current in order to remain relevant in these days of Amazon and Google.

Infopeople training seems to be some of the best training available.

I've found that Infopeople trainings are well presented and a source of knowledge sharing. Good job!

I habe attended two and both were very good and professionally presented. I used the info at wotk.

Although we are working on it, I don't know if many of our staff have the knowledge/skills to participate in on-line courses. Time off desk is also a factor.
However, have you ever considered a on ground class that would show people how to participate in webcasts and on-line training?

Question: [48] Please add any additional comments that you would like to make regarding training in general or Infopeople training in particular.

More online training or web based training, so remote rural libraries can have better access to training.

I have attended at least three Infopeople workshops and have learn a great deal of information that has enhanced my skills as a library supervisor.

Most workshops not approved for me by my employer. Must take time off work to attend and not given a substitute for that day. Too far for me to travel to attend workshops. More on-line training would solve all these issues.

I think Infopeople training is invaluable and it is an excellent opportunity to not only learn new skills, but network with other in-state librarians to build connections and share ideas. I take advantage of every workshop that looks even remotely relevant to my job and my sponsoring organization is very encouraging and supportive of the training.

I have enjoyed and learnt from all the Infopeople classes I have taken over the years- THANK YOU!!!

I love it.

I have always enjoyed the InfoPeople workshops. I am thankful that self-paced courses are offered as some material takes more time to cover than just a one-time 6-hour session. Good on ya

Role playing needs to be eliminated from your workshops; the activities don't simulate reality. They are timed which rushes you through a series of situations that require thought and deliberation, not a rushed repsonse of a concept just learned.

Infopeople in-person training and Webcasts and Online courses. The classes are usually fun and the handouts are always useful.

I would like to see more on collection development and finance/budget managment.

Infopeople training is great -- a good opportunity for new information and to meet new people.

I have been very impressed by the instructors and the classes I have attended in the past.

It's awesome how you guys offer such a variety of topics to learn about in your classes. I wish I had time to go to as many of them as possible!

I have always enjoyed the workshops that I have attended.

see above comments.

I would have attended more classes, but scheduling conflicts were not resolvable.

I've taken several infopeople classes (and have given one) and feel that Infopeople is a valuable resource for librarians.

NA

I'm not important enough in our system to justify my taking many Infopeople courses, but the ones I could justify taking were well organized and very informative. I'm always willing to take more.

I would like to see less "group hug" types of classes and more information exchanges within the class. I dislike breaking into "groups" for discussions or "brainstorming"

Not everyone in a Library is a Librarian. However, there are many people who have degrees and should be respected

Question: [48] Please add any additional comments that you would like to make regarding training in general or Infopeople training in particular.

and treated respectfully by Librarians and Management. Everyone in a Library deserves training for ongoing career development and success.

NA

Most training is a waste of time. I like training that is focused on a specific topic, and doesn't waste time meandering all over libraryland.

In general, I would suggest Infopeople to make any training course as practical as possible. We need the useful and effective strategy to improve our service and enhance our job skills. That is what I think Infopeople can do for us: to maximize our learning process in order to serve the community better.

The leadership series has been especially well designed.

i have enjoyed the infopeople training workshops i have attended in-person and online. i found in one case the course was more advanced than posted.

I'm grateful that InfoPeople exists.

Thank you! I've enjoyed Infopeople workshops and look forward to doing so in the future.

Every Infopeople training that I have attended has been useful, interesting in the moment and valuable afterwards.

I have not attended any of your workshops so I do not know.

I have enjoyed Infopeople classes and I am planning on taking more as they become available.
The instructors are always engaging and pleasant to talk to.

I see a need for library staff to keep up with all the new technologies (website design, blogs, iPODs, digital materials, etc).

I attended the "Gaming in the Library" session in January and it was fantastic! The trainer was well prepared and very knowledgable, not just about gaming but about the needs of libraries as well. She did an excellent job arguing the merits of including games in libraries.

it'll be difficult to get my whole staff to attend, but if a course that benefits the whole department is also available as an online tutorial, then we are more likely to have the whole staff take part in some form of training.

InfoPeople workshops are consistently good and we appreciate your efforts.

All Infopeople training I have had has been excellent.

Infopeople training rocks! The instructors have been uniformly well-versed in their material and dynamic in their presentations. I do however prefer the online courses as that gives more time to really investigate and work through the training excercises and problems. The Online Genealogical Research class last July/August was an outstanding example of a great class. In the online format I was able to interact with the instructor and other students, yet have time to really dig into the resources. Using my family as the subject of my search practice, I was able to identify the town in Iowa where my great-grandparents from Bohemia met and married, identify the passenger ship manifest for my great-grandfather with hometown listed, locate a book about the Czech immigrants to the Iowa town (found and bought a copy on e-Bay), find my ggf mentioned in the book several times, and learn that the merchantile store he built is now a bed and breakfast and on the Historic Register. Found several websites for it as a B&B and have viewed pictures and information for it online. I now understand why people get so excited and "into" genealogical research and am able to provide better service to them.

Question: [48] Please add any additional comments that you would like to make regarding training in general or Infopeople training in particular.

None at the moment.

I have enjoyed the Infopeople workshops.

I find Infopeople training extremely useful and enjoyable. I look forward to future classes.

I have attended several Infopeople workshops and found them to be valuable. However, time and distance is a problem for attending most workshops.
That's what has made the webcasts so helpful. Also, it's important to identify problems we are all having and to hear the diverse opinions on hot topics and know that in our own little corner of the world, we're not completely in the dark.

Since I work another job in the morning hours, I am often unable to attend training courses. I would love to attend more classes if only they were offered later in the day. Thank you.

I feel that workshops should not have too many attendees or too little. All workshops should have between 15-25

If possible, 2 half-days, preferably mornings, rather than a full day for typical all-day workshops would be preferable. It's sometimes difficult to schedule more than one staff member to be gone for a full day, especially during peak afternoon hours.

I have been impressed by the breadth of course offerings, the knowledge and enthusiasm of the instructors, and the quality of the instruction.

Your trainings are why I have not quit my job. I know there is another way to do things.

It's really difficult to find advanced training in web / e-services development, especially any kind of hands-on training.

We have not been able to attend any Infopeople training due to staff changes and budget issues. I hope to change this in the near future.

I myself have never attended any Infopeople training but I would love the opportunity!

I commanded Infopeople for the numerous and valuable workshops given in the past for all our staff members and myself. Recently I have taken an online course by Infopeople that opened up my eyes, corrected some of my biases and old believes, and expanded my horizen. My library and I both benefit from it. Infopeople ranks highly in terms of library training across the nation for I have attended many conferences and workshops in many states and feel I can objectively do a comparison.

I've taken two online self-paced courses and both were excellent experiences. What I learned has been applicable to my day-to-day job.

I love Infopeople. I just wish I had time to attend some of the wonderful workshops. Thank you for keeping your archived workshops online for us to explore.

I find most Infopeople workshops I have attended provided me with useful techniques and strategies that I could directly apply to my job. I always find something new. It's a wonderful resource for us and a good value for our training dollars.

I think that training is very good to all employees, it a good way of encouraging improvement in our career paths.

Gnerally quite interesting and informative

I haven't attended any of the live webcasts, but I have listened to several of the archived ones. It's a great resource

Question: [48] Please add any additional comments that you would like to make regarding training in general or Infopeople training in particular.

and I have learned a lot.

we need more job specific classes. Clerical or librarian only classes with-out supivors so ideas are not labeled a "problem" by some staff

I always get a lot out of infopeople workshops. However, I will no longer take the online-only offerings. I have too many questions that cannot be answered by the materials offered, and there have been times I've been unable to do the assignments. At other times, the assignments have been too time-consuming, much more so than the estimated times given to complete them.

I feel I really benefit from the classes I take, personally & professionally. They make learning both palatble & fun!

Thanks for the Excel and Word classes! Looking forward to the new techniques for searching class.
Basic skills workshops are always good. I like the initermediate beginner classes as well. I work in a 2 person library and need to wear many hats.

InfoPeople offers great training. I always enjoy my classes with them.

We have a hard time getting staff to attend Infopeople training "in person," because they usually have to drive from Monterey County to San Jose or beyond. If workshops could be offered in Monterey County, especially for paraprofessionals, that would be great!

Again, I learned a lot in the Survival Spanish class, and think all library workers should be encouraged to attend these classes.

I love Infopeople! I find them thoroughly valuable and always learn immensely from the courses taken.

Training courses are well done
prefer earlier start and dismissal times and shorter lunch break

InfoPeople training has always been invaluable to improving computer and reference skills at a nominal cost in good locations requiring limited travel. Libraries really appreciate this training as it usally meets staff needs and hopes. Thank you!

I have only attended 3 workshops thus far, but I am enrolled in 5 others over the next few months. Keep up the good work!

Is this a general training for all staffs?
I think all trainings should indicate the target
audience.

i beleive the training should be offered to all the staff not just supervisors.

With few exceptions, every Infopeople training attended by me or my staff has been enjoyable and valuable, and has been incorporated into our day-to-day work. Good topics, great instructors. Nice job!

reminders of online self paced courses we can take

I love the variety of offerings both content and format. I really appreciate and value the willingness of Infopeople to embrace new technologies and a range of approaches to help people learn.

I wish you would offer more of the same class. I sometimes have to wait or be waitlisted and that is just an

Question: [48] Please add any additional comments that you would like to make regarding training in general or Infopeople training in particular.

inconvience to me. But my overall experience with all of your classes have thus far been positive!

Infopeople provides wonderful training for the library world.

I have always benefited greatly from the infopeople workshops I have attended. I still want to take the Survival Spanish for Librarians and the Grant Writing workshops but have been too busy lately.

thank for taking the initiative for the web 2.0 training sessions

I have found all InfoPeople classes to be excellently presented and organized, and a great source of continuing education for staff. Webcasts and online courses, especially, are extremely valuable for rural staff who can expand their knowledge without traveling.

I have only had one training with Infopeople about managing staff. I found it to be very helpful and interesting and would be interested in "booster" sessions where I might go over the same info briefly once again as taught by the instructor. Maybe online boosters would be helpful for those who attended the training. I would be very interested to attend more trainings, but am unsure if there is a budget for that in my library. Our branch manager would be more than glad to let me know if I ask her.

see note above

InfoPeople offers a great variety of courses.

I have enjoyed the training I have received from Infopeople. The classes have improved my skills.

I think InfoPeople should build in coffee service for all-day trainings.

What i have attended has been quite good.

I think the library system could benefit greatly from increased communication and transparency between the administration and the regular staff. If executives and administrators could engage in some sort of training to illuminate the actual needs of the library staff and library system it would be benficial for all.

You guys are great! Haven't had a workshop that wasn't valuable, after about 6 or 7.
Thanks!

Infopeople workshops are great. I value them as being cost-effective and relevant to the needs of my staff.

I enjoyed the Oil in Water training.

InfoPeople has consistently excellent presenters and a broad range of workshops for library professionals. It is a hgihly worthwhile and valuable program. Great job!

InfoPeople has offered workshops that are exactly what we needed when we needed them: web page training, teen services, children's services/family literacy. I don't know how you do that!, except that you seem to have your fingers on the pulse of libraryland and trends in technology. Great job.
Archived webcasts are amazing. I love them.

I would like a better website that is easier to navigate and search. When looking for classes in the past I found that the printed booklet is easier than searching through pages within pages on your website. It should be the other way around.

Question: [48] Please add any additional comments that you would like to make regarding training in general or Infopeople training in particular.

Collapsing course descriptions would help navigation, and an advanced search area with limits such as starting ending dates, and position requirements, and class length would help.

Prefer either San Francisco or San Jose locations; although at one time I think training was offered in Redwood City and that is an ideal location for me.
I especially like being able to access handouts on the Infopeople website; and being able to use them for staff and public training, where appropriate and permitted.

The best Infopeople courses I have taken have involved a lot of hands-on involvement. The least satisfactory course I've taken was what seemed like a seven hour powerpoint presentation on team building.

I prefer in person classes or classes that begin in person and continue online. I really don't like the all-online trainings, because for me a big part of training is getting out of the branch, out of the same environment and being able to think outside the box. Also it's then dedicated time. If I'm in the branch I have very little uninterrupted time--it's much harder to find time for an online class. Don't get me wrong, I'm willing to do an online class, don't mind writing (surprise!) and am comfortable with technology. In college I took many online classes--but that was because the time I had was between 10PM and 6AM to work on school. I'm not under the same imperative at work.

All staff should have basic computer training (even shelvers).

Staff are so busy that flexible, on-demand formats of training are best. Infopeople and SirsiDynix archived webcasts fill the bill!

I have been very pleased with all the Info people workshops I have participated in.

So far the trainings I have attended by them have been very informational.

It would be helpful if more Infopeople training classes were given near our city.

I have attended several workshops and find them very useful in my work

---

I love all the infopeople training that I have been privileged to attend. Your programs/trainings are awesome and I have learned alot in the last two years while attending your trainings. Just last week I attend Penny Peck's latest training on Story Time Fundamentals and came away with a sleuth of ideas and not only a lot more comfortableconfident to be able to do a
tiny tot and preschool story time. Thanks for all your training and I hope it continues. we need it for the development of ourselves and our staff who are out there on the front lines providing the best service we can to our community.

I haven't take a training from Infopeople so I don't know what to say. I do like to take any training to improve my skills and learn new skills.

I often refer back to training materials from Infopeople workshops I have attended (and ones I haven't). Currently I'm taking an online course and finding it almost impossible to keep up with the homework, but the materials will be invaluable to our organization. I encourage fellow staff members to watch webcasts (and the archived webcasts) but finding time is the biggest challenge. I appreciate the chapter display for the archived webcasts. Thank you!

I would like to see training available as podcasts, downloadable to itunes.

I think there is a wide variety of classes and training offered, and I feel they are a valued resource for continuing education.

Good luck!

Question: [48] Please add any additional comments that you would like to make regarding training in general or Infopeople training in particular.

I think that you guys do an excellent job provinding different trainings for us. They all help.

Outstanding opportunities. Our staff is very interested in your offerings.

I think you do very well. Thanks for your offerings.

I would like to see more workshops geared for special libraries

Change your format to two day courses instead of one. Please make the trainings more interactive and hands on!!Really start emphasizing interpersonal communication in courses!!! This is overlooked. In 90% of the Infopeople trainings I've attended the pacing has been way to fast. I am tired of hearing, "We have a lot of material to cover" from the facilitators. If that is the case make the training two days instead of one. I do not like being rushed through the process. I would love two day trainings on Teen Services and Leadership

n/a

InfoPeople workshops seem always well planned and executed. You have some great instructors in my experience.

I have enjoyed all the courses I have attended. The quality of the instruction is genrally high.

I really do prefer the in person workshops. When you have webcasts, I always have the best of intentions, but I never seem to make it.

Infopeople is doing a great job. Our people who are attending the management series are getting great information.

Because of our geographic location it is difficult for staff members to attend courses. It would be good for us if more sessions could be held in our area. We sometimes contract for training but funds to do so are limited.

Infopeople training is usually very good, I just wish more advanced, in-depth training was offered.

Would like to see more training available closer to our area i.e. within a 45 minute drive of Moorpark.   :)

Unfortunately, most of the training sites are too far away for our small public library! I wish there was more interest from libraries on the Central Coast, so you could hold them closer.

I have enjoyed the InfoPeople trainings I have attended and enjoy the way the trainings are approached and handled. They seem well thought out and planned.

The workshops/classes are always excellent. You are providing an invaluable service. Thank you very much!

Some of your courses require a long commute--especially in these days of traffic jams. If you offer a half-day or short training, perhaps you could combine it with another course in the same genre so it would be an all day experience.

Learned from every Infopeople workshop, keep up the good work

I have found that all the training from Infopeople have been exceptional. The instructors are knowledgeable, and efficient.

the trainings are great Joan frye williams was great instructor

I prefer traditional workshops because it forces you to make the time to actually go to the program. Self-paced programs that can be put off indefinitely do not work for me.

Thanks so much for asking!

Question: [48] Please add any additional comments that you would like to make regarding training in general or Infopeople training in particular.

Every course I have ever taken through Infopeople has been valuable.
Thank you

I am planning on taking "Library Technology 101" taught by Lori Ayre. I think this course fills a niche for the continuing education of technical skills, which I think is important as I find myself sometimes stagnant in what I use most often in this sphere.

The Infopeople workshops and trainings have a well-deserved reputation as being well-presented and attempting to teach a wide range of interesting and timely topics. One limitation I find is that in my lengthy career in branch libraries I need more help coping as a generalist in a smaller setting: some of the workshops go into more depth than I ever have a chance to use in my work.

i have trouble logging into the online learning site. the password never works- can that be made easier some way?

I really like the instructors. They seem to know a lot about what they are teaching and give good examples to the class.

I don't like to attend full day workshops. I'm not able to absorb that much information over the course of 7 hours. Also, having the time to attend a full day workshop is very limited.

I always get new info or new energy from attednign InfoPeopel workshops. Always high quality.

I have signed up for on-line courses but find it very difficult to devote the time to it on a regular basis. I would be reluctant to sign up for online courses in the future.

I have found all the Infopeople workshops that my staff or I have attended to be extremely helpful and relevant to my library operation.

Infopeople training is always useful.

The trainings I have attended have been great - very helpful and vibrant - so that the lessons learned stick with me.

It's nice when the training is free so we don't have to seek funding.

n/a

Infopeople are on top of the field. . .how about some videos of your sessions to sell. I'd buy anything dealing with Research for Writing, Information Competency, Information Literacy all at the college level -- for students AND faculty.

I'm always impressed with the enthusiasm, patience and expertise of your instructors. I have never had a bad experience. Thank you for the deligence you exert to make that happen.

Infopeople seems to be covering relevant subjects reflecting the evolving technology and society. Our library administration would like half day trainings that would be practical for our staff and scheduling problems but not for the Infopeople staff.

Travel in S Calif is terrible - more workshops in Ventura or Santa Barbara COunty

keep up the good work! Webcasts are great because you archive them and that adds a lot of flexibility for us in training and juggling schedules.

As a busy and financially strapped library student and paraprofessional, I really, really appreciate that the workshops are archived as podcasts. This is a wonderful service and really encourages professional development. I only wish

Question: [48] Please add any additional comments that you would like to make regarding training in general or Infopeople training in particular.

there were more hours in a day so that I could watch them all!

InfoPeep does a great job---

I found the Infopeople training to be extremely helpful in every area. I work as a paraprofessional and I did not go to Library School. Libraries and schools seem to be moving in the same direction because of lack of funding, to use people without MLS degrees to do the work at a reduced cost, so any training is marvelous. I have attended most of the time under the Rural Initiative. This has allowed me to gain more knowledge that would have been impossible if I(or my employer) had to pay the fee each time. Thank you!

The trainer makes all the difference!

Always want more!!!

I have enjoyed my infopeople classes alot. Learned lots and can better serve the patrons.

I love your in person trainers and programs; however for a busy small branch the webcasts and online go-at-your-own pace is much more workable.

You people are great!

---

great selection of courses! popular ones fill up quickly, but you seem to respond well with adding additional sessions and contacting us about getting in first if on waiting list. thx!

I'm so glad you exist and I always find your workshops to be thorough and professionally executed

---

I have enjoyed all of the Info People workshops I have attended, especiall Michael Cart's Book Talking workshop.

---

your page of questions had one chart but you asked for what we need and what we have interest in--those can be 2 different responses

---

I have always found the Infopeople workshops to be useful and well presented.
Thank you.

---

so far the workshops I have attended have been worthwhile. Staff has had varied reviews, this has reflected a lack of experience on their part.

---

more more and more training

I've been to a few Infopeople workshops and most of them were frankly not worth my time. They don't seem to be meaty enough so I can't justify taking a day away from the office, especially since we are short-staffed. The information seems to be too fague for me...it's usually information I already know. I did however really enjoy "extreme googling" and the location at MLK library in San Jose, Ca was ideal. but even then, there were items on that agenda that I didn't need to spend my time on. So you really should start making courses/talks, etc available online as much as possible as soon as possible. Then if there's a topic that day that I'm interested in, I can just tap into that for an hour or 2 and not be too disrupted and not have to travel anywhere.

The Infopeople training sessions I have participated in have been very practical, hands-on workshops, taught by excellent instructors. These sessions, whether online or in person, are essential for library professionals who want to keep up with the latest trends and technologies in the information/library world.

Thank you for asking!

I answered on the questionnaire that I only select classes/trainings for myself, but really what I wanted to choose was

Question: [48] Please add any additional comments that you would like to make regarding training in general or Infopeople training in particular.

that while I only actually select the ones I take, I do promote and encourage our staff to seek out and take infopeople trainings - they are of consistently high quality! :)! Yay for infopeople!

The Infopeople training classes have been very helpful to me. I have always come away from the classes with new information and inspiration to assist others including the staff in our library. I hope that our SB County library will continue to offer these helpful classes.

I have found Infopeople to be an invaluable resource and have learned a great deal from every webcast or lecture I've attended. From my perspective, you serve the IS community well with a broad range of topics. However, I would really appreciate having a student rate for all or some of the workshops, and I know there are other students who feel the same.
Thank you.

Because I am so busy I like online classes which you can either do self paced or a weekly webcast that is archived so if you missed it. But I have enjoyed the classes I have taken with teachers.

Infopeople workshops have always employed well-trained personnel to present the workshops.
I would like to see more workshops in the Northern Calfornia area as well as more workshops available overall on some of the more popular topics like those presented in the leadership program Eureka.
I also see a need for more workshops that deal how to work with children especially in instructional settings.

As your span of curriculum has increased I think there has been a bit of a decline in the quality. Keep your standards high! We need Infopoeople more than ever.

It would be nice to have light refreshments at the Infopeople trainings.

new trends in library service, eg. self service, roaming librarians, work with diverse populations, ideas for outreach to all ages, new immigrants, contacts, programs that have worked well in other libraries

Infopeople training has been consistently high quality. My sense is we will need all of the training/help we can get to prepare staff as the boomers start to retire.

I would like to have training with Infopeople.

Infopeople offers excellent opportunities at reasonable costs to CA residents through the State grant. Thank you!

Collection Development is one of the mysteries of librarianship. Skills seem to be created on the fly. It would be interesting to attend a workshop that looks at it in a more systematic way

Infopeople training has always been high on my prefered training list. excellent quality!

For rural libraries, webcasts are attractive because staff do not have to travel to workshop site.

Infopeople training that I have had has been excellent.

Still think Infopeople training is relevant and very useful. Most instructors are excellent. Classes are interesting and informative.

Flexibility is the primary concern for me when considering any training. My work schedule is variable and I'm a single mom, so I need to be able to log on to a course at midnight or whenever I have a small chunk of time.

I usually find Infopeople trainings to be of a very high calibre when it is geared toward leaders.

All of the trainings that I have attened online, in person and through webcasts have been excellent!

Question: [48] Please add any additional comments that you would like to make regarding training in general or Infopeople training in particular.

I appreciate the variety of topics and the modes of delivery of Infopeople training. It makes planning and scheduling so much easier.

By in large your courses are informative and have greatly enhanced my knowledge as a librarian.

Offer libraries the chance to host some of the workshops in exchange for free admission to one library staff from the host library.

For podcasts and other on line training it is very difficult to even find the time to attend these type of activities.   The classroom setting allows you to leave the hectic disruption of the library itself.

I've only taken a couple of courses and found them to be worthwhile. I will be taking my first online course in June on Developing a successful eBranch.

I think Infopeople trainings are great and I love having the opportunity to learn new things and stay current in all aspects of librarianship.

I have enjoyed attending the various workshops and feel that they offer valuable insight for helping me to be a better department manager.

I have always found Infopeople training to be extremely valuable for myself and our staff.

I try to make myself available for InfoPeople workshops...I gain a great deal of knowledge from them, sometimes technical knowledge and other times a different perspective.

They are great! Kepp them coming...we need them, especially in poorer, more rural, areas.

I always depend on the format of Infopeople trainings to provide me with a well-paced introduction and useful materials. Thank you.

For me to pay for staff to attend Infopeople session, it must be relevant to academic libraries. Some sessions have titles or subject areas of interest, but focus is all on public libraries. Sime subject areas marked as of little interest are already well covered for my staff, either on campus or through such organizations as ACRL.

My apologies for my late submission but I was on vacation.

---

really prefer the self-paced classes as often time is short for the limited-window opportunities

---

InFoPeople Training has been a trememdous help to me.
Thank you

I think InFoPeople provides a much needed function for library staff.

Please continue to offer the Basic Library Skills courses. They are very beneficial for entry level staff.

For those of us in smaller libraries it is difficult to send staff to trainings. Webcasts and online classes are a great help but nothing beats face to face. It is helpful to have trainings in areas such as Fresno so those of us in the Central Valley have the opportunity to send more staff.

I have benefitted from every InfoPeople workshop I have attended. I like workshops on the fround better than online, but I'm willing to do online if that's what's available.