

Chat Session for Libraries, We Mean Business: Best Ideas from LJ's Best Business Books of the Year

11:58:50 AM from Stanley Strauss  
to All Participants: PPT and Handouts for today's webinar are available at:  
<http://infopeople.org/training/we-mean-business>

12:05:04 PM from Melissa Straka  
to All Participants: progressive

12:05:13 PM from eileen oshea  
to All Participants: Gave me the opportunity to grow.

12:05:13 PM from Betsy Aldridge  
to All Participants: good sense of humor and give me space

12:05:13 PM from San Jose Public Library  
to All Participants: lead by example

12:05:15 PM from Ian Hertz  
to All Participants: Compassion and listening skills

12:05:15 PM from Lois Papp  
to All Participants: collaborative

12:05:16 PM from Jeff Fortescue  
to All Participants: listened effectively

12:05:20 PM from Amanda Dias  
to All Participants: helpful but not overly micromanaging

12:05:21 PM from Stanley Strauss  
to All Participants: The best bosses listen

12:05:25 PM from Rhonda Jessup  
to All Participants: trusted me to do my job

12:05:36 PM from Theresa Tetreau

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to All Participants: Flexible

12:05:36 PM from Bethia Sheean-Wallace  
to All Participants: discreet, helpful, professional, supportive

12:05:40 PM from Ian Hertz  
to All Participants: explains clearly requirements

12:05:41 PM from Terri Pilate  
to All Participants: listen, great ideas in problem solving

12:05:57 PM from Katelyn Widener  
to All Participants: talked to me about how they wanted things done but listened when I thought of a better way

12:06:03 PM from Beth Duttlinger  
to All Participants: focused on library mission

12:06:07 PM from Sue Haas  
to All Participants: Great communicator, open to feedback

12:06:18 PM from Bethia Sheean-Wallace  
to All Participants: being fair, observant.

12:06:49 PM from Susan Broman  
to All Participants: No eye-rolling when you walk in the office and say, "I have an idea."

12:08:04 PM from Ian Hertz  
to All Participants: It's uh oh time when the boss walk around here.

12:08:33 PM from Bethia Sheean-Wallace  
to All Participants: be a good role model.

12:11:27 PM from Lisa Dale  
to All Participants: Ian...good point...it shouldn't be that way though

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12:11:47 PM from Lisa Dale  
to All Participants: Maybe if he did it more, it wouldn't be so scary!

12:13:54 PM from Chris Brown  
to All Participants: I love that idea by the way

12:14:29 PM from Lisa Dale  
to All Participants: Yes, please, let's make our performance reviews less cumbersome and more effective!

12:15:50 PM from San Jose Public Library  
to All Participants: We have a formalized staff development & training program and a mentoring program

12:16:34 PM from Chris Brown  
to All Participants: Interesting (San Jose), how far down does the program go? Shelves? Paraprofessionals?

12:16:42 PM from Ian Hertz  
to All Participants: san jose rox

12:17:14 PM from San Jose Public Library  
to All Participants: It includes all classifications

12:17:17 PM from San Jose Public Library  
to All Participants: Thanks!

12:17:28 PM from Lisa Dale  
to All Participants: Primal Leadership by Daniel Goleman is a great book on emotional intelligence.

12:17:47 PM from Bill Keel  
to All Participants: Accountability?

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12:18:03 PM from Bethia Sheean-Wallace  
to All Participants: mature execs. concentrate on the morale of their staff, not on protecting themselves.

12:24:09 PM from Ian Hertz  
to All Participants: Holey Donuts

12:24:35 PM from Katelyn Widener  
to All Participants: Hebron Flowers (local florist)

12:24:36 PM from Alyson Kaye  
to All Participants: other libraries

12:24:39 PM from Jeff Fortescue  
to All Participants: FedEx Office

12:24:41 PM from Melissa Straka  
to All Participants: my local sushi restaurant - excellent!

12:24:46 PM from Karen Holt  
to All Participants: Trader Joes's

12:24:47 PM from Rhonda Jessup  
to All Participants: A local restaurant that has great service & local cuisine

12:24:47 PM from eileen oshea  
to All Participants: UPS Store

12:24:48 PM from Bethia Sheean-Wallace  
to All Participants: 24-hour fitness

12:24:54 PM from Manya Shorr  
to All Participants: Kinkos

12:24:55 PM from San Jose Public Library

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to All Participants: Work2Future for job training and placement

12:24:58 PM from eileen oshea  
to All Participants: REI

12:25:03 PM from Alyson Kaye  
to All Participants: Fed-ex because we don't have a fax machine/scanner

12:25:04 PM from Ian Hertz  
to All Participants: Anyone in NC?

12:25:08 PM from Rhonda Jessup  
to All Participants: Also a yoga class offered through the city's recreation program - great price and instructor

12:25:12 PM from Ian Hertz  
to All Participants: If so, refer me!

12:25:14 PM from San Jose Public Library  
to All Participants: Catholic Charities for adult ed programs

12:25:19 PM from Kristen Mulvihill  
to All Participants: New York Times Book Review Podcast...I always recommend it because it is easy to access and is always informative, yet brief

12:25:36 PM from Hyacinth Cole Power  
to All Participants: WorkForce One

12:25:38 PM from Stanley Strauss  
to All Participants: Rancho Santa Ana botanic gardens

12:26:32 PM from Renee Welling  
to All Participants: Council on Aging

12:27:05 PM from Kay Brooks

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to All Participants: Did you lose sound?

12:27:10 PM from Ian Hertz  
to All Participants: no

12:27:14 PM from Bethia Sheean-Wallace  
to All Participants: sound is fine.

12:27:29 PM from Chris Brown  
to All Participants: Ian, wow, all the way from NC! Glad to have you here!

12:27:48 PM from Ian Hertz  
to All Participants: ty

12:28:12 PM from Manya Shorr  
to All Participants: Hi everyone, thanks for the shout out Lisa. Check out our website. New video added yesterday. [www.saclibrary.org/istreet](http://www.saclibrary.org/istreet)

12:28:28 PM from Chris Brown  
to All Participants: Who do most of you make these referrals to? Patrons or friends? Strangers?

12:29:18 PM from Hyacinth Cole Power  
to All Participants: patrons/customers

12:29:40 PM from Lisa Dale  
to All Participants: Great work, Manya! Referral Engine in action in Sacto...

12:29:49 PM from Infopeople Project  
to Lisa Dale (privately): Do you need to pass ball ot Deborah

12:29:53 PM from Terri Pilate  
to All Participants: Patrons & friends/family

12:30:57 PM from Lisa Dale

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to All Participants: Friends mostly. Anyone who has a question of a good place to go.

12:31:02 PM from Bethia Sheean-Wallace  
to All Participants: all of the above.

12:35:56 PM from Chris Brown  
to All Participants: Does anyone else have examples of libraries that are developing value by tracking usage?

12:37:20 PM from Bethia Sheean-Wallace  
to All Participants: usage does influence collection development, programming and even our operating hours.

12:37:24 PM from Ian Hertz  
to All Participants: We are trying to show value - increased quality in assignments and retention - by using tracking stats of usage,etc.

12:37:32 PM from Chris Brown  
to All Participants: Or making the delivery of our services valuable?

12:38:09 PM from Bethia Sheean-Wallace  
to All Participants: i like the elephant!

12:38:20 PM from Ian Hertz  
to All Participants: Can't prove it but can show, for example, coming to the media center has produced better quality presentations.

12:38:38 PM from Ian Hertz  
to All Participants: Not just ppt. but video presentations, etc.

12:41:45 PM from Lisa Dale  
to All Participants: Knowing your audience helps!

12:41:59 PM from Deborah Lipoma  
to All Participants: Sometimes it helps to compromise.

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12:42:28 PM from Sue Haas  
to All Participants: Become the source of information--rather than the grapevine --Ask staff--What do you want to know?

12:43:27 PM from Deborah Lipoma  
to All Participants: Right- be proactive

12:43:37 PM from Betsy Aldridge  
to All Participants: shared justification statements which we required to purchase new resources for the worst years of the recent econ crisis - this showed the "why" of book, resource requests & spoke well to managers as to the value of library services

12:44:20 PM from Bethia Sheean-Wallace  
to All Participants: thank you!!!

12:44:26 PM from Kristen Mulvihill  
to All Participants: thank you!!

12:44:31 PM from Betsy Aldridge  
to All Participants: Thanks!

12:44:37 PM from Renee Welling  
to All Participants: thanks!

12:44:40 PM from Hyacinth Cole Power  
to All Participants: Thanks

12:44:40 PM from Karen Holt  
to All Participants: thank you very helpful

12:44:43 PM from Nichole Alward  
to All Participants: Thanks!

12:44:56 PM from Kay Brooks  
to All Participants: Thanks!

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12:45:02 PM from Kay Ikuta  
to All Participants: Thank you

12:46:10 PM from Brenda McIlroy  
to All Participants: Thanks! helpful discussion

12:46:40 PM from Stanley Strauss  
to All Participants: Some libraries put QR codes on book shelves with links to other resources

12:47:43 PM from Manya Shorr  
to All Participants: We have two anonymous ways that staff can suggest new things, both on our Intranet. One is called Splendid Ideas (an anonymous form) and the other is an anonymous Talk to the Director email. Really helps encourage radical ideas.

12:48:42 PM from Manya Shorr  
to All Participants: Yeah. 1,000 square miles. Ack!

12:49:57 PM from Terry Sterling  
to All Participants: Fresno Co. has been doing an annual staff meeting for about 100 yrs on Columbus day. We are over 3000 sq miles.

12:50:07 PM from Manya Shorr  
to All Participants: Seth Godin.

12:51:17 PM from Alyson Kaye  
to All Participants: what was the name of the first book I joined a few min late?

12:51:17 PM from Terry Sterling  
to All Participants: I would also look at The Thank You Economy by Gary Vaynerchuk

12:51:18 PM from Kristen Mulvihill  
to All Participants: I highly recommend Books on the Nightstand, the blog and weekly podcast, as a resource for learning what people are reading now and then. 25 minutes each week to touch base with readers out there.

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12:51:23 PM from eileen oshea  
to All Participants: Yes

12:51:38 PM from Terry Sterling  
to All Participants: Yes we had our 100th anniversary in 2010. TS

12:51:41 PM from Lisa Dale  
to All Participants: Thanks Manya!

12:51:47 PM from Infopeople Project  
to All Participants: and the q and a

12:52:01 PM from eileen oshea  
to All Participants: Good Boss Bad Boss

12:52:38 PM from Kristen Mulvihill  
to All Participants: My pleasure!

12:52:58 PM from Stanley Strauss  
to All Participants: PPT at <http://infopeople.org/training/we-mean-business>

12:53:13 PM from Kristen Mulvihill  
to All Participants: Thank you !