

Q&A Session for Being Customer Focused: New and Emerging Trends in Customer Service

Session number: 571057993

Date: Wednesday, March 21, 2012

Starting time: 9:48 AM

!Carole Cannon (ccannon@murray.utah.gov) - 12:04 PM

Q: Murray, Utah - Customer Service Coordinator

Priority: N/A!

!Sarah Bean Thompson (sarahbean@thelibrary.org) - 12:04 PM

Q: I'm in Springfield MO and I'm the Youth Services Manager of our main branch

Priority: N/A!

!Linda Bourgeois (linda.bourgeois@rockies.edu) - 12:04 PM

Q: University - for-profit

Priority: N/A!

!Robyn Cain (rcain@zblibrary.org) - 12:04 PM

Q: Zion-Benton PUBlic Libr - Zion, IL near Lake Michigan

Priority: N/A!

!Linda Barbero (lbarbero@ccclib.org) - 12:04 PM

Q: Contra Costa County Public, Training Staff, Circulation and Virtual Library

Priority: N/A!

!Alan Saeger (asaeger@ci.ontario.ca.us) - 12:04 PM

Q: Ontario, California - Circulation Supervisor

Priority: N/A!

!Rebecca Lubin (lubinr@albanypubliclibrary.org) - 12:05 PM

Q: Albany New York - Branch Librarian

Priority: N/A!

!lisa sewell (lisa.sewell@nasa.gov) - 12:04 PM

Q: librarian NASA Ames Life Sciences Library

Priority: N/A!

Q&A Session for Being Customer Focused: New and Emerging Trends in Customer Service

!Gina Quesenberry (gquesenberry@library.lacounty.gov) - 12:04 PM

Q: Library Manager in El Monte, CA for County of Los Angeles Public Library

Priority: N/A!

!Nancy Kleban (nkleban@sonoma.lib.ca.us) - 12:04 PM

Q: In Sonoma County, CA. Branch manager.

Priority: N/A!

!Carol Beers (carol.beers@tularecountylibrary.org) - 12:04 PM

Q: Caro at the Tulare County Library in Visalia California

Priority: N/A!

!Ann Goodman (agoodman@infopeake.org) - 12:02 PM

Q: from Chesapeake, VA Law Library Clerk

Priority: N/A!

!Sandy Westbrook (sandyw@libraryconnection.info) - 12:04 PM

Q: I'm from CT and I'm the Children's Librarian in a public library

Priority: N/A!

!Sue Mayshock (smayshock@jvbrown.edu) - 12:02 PM

Q: Hello from Williamsport, PA.

Priority: N/A!

!Ally Perez (pereza@pwcgov.org) - 12:04 PM

Q: Prince William County Potomac Branch

Priority: N/A!

!Barbara Eales (barbara.eales@ventura.org) - 12:03 PM

Q: Hi Gretel! I'm Web Librarian at Ventura County Library - in beautiful Ventura County where the weather is also sunny today!

Priority: N/A!

!Bonni Capobianco (bcapobianco@sctech.edu) - 12:04 PM

Q: Technical librarian at Southern Crescent Technical College in Griffin GA.

Priority: N/A!

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!Debra Linsbeck (dlinsbeck@hernandocounty.us) - 12:04 PM

Q: Debby from Hernando County Library System, Florida

Priority: N/A!

!Susan Cataldo (scataldo@co.hernando.fl.us) - 12:05 PM

Q: Susan C at Spring hill Branch Librar in hernando County Florida

Priority: N/A!

!Shannon Meaney (shannon.meaney@stanford.edu) - 12:05 PM

Q: Lane Medical Library and SLAC Library, Stanford University

Priority: N/A!

!Deb Hoadley (dhoadley@masslibsystem.org) - 12:06 PM

Q: Advisor for Massachusetts Library System

Priority: N/A!

!Deborah Jacobs (djacobs@murrieta.k12.ca.us) - 12:05 PM

Q: Hello

Priority: N/A!

!Maribeth Farcich (farcich@plsinfo.org) - 12:04 PM

Q: Burlingame Public Library - Librarian

Priority: N/A!

!leonora joins (ltjoines@yahoo.com) - 12:05 PM

Q: I'm Leonora Joines library clerk circulation services at Hendersonville Public Library
TN 37083

Priority: N/A!

!susan allred (sallred@sweetwaterlibraries.com) - 12:07 PM

Q: Hell from Wyoming!

Priority: N/A!

!Amanda Barrera (amanda.barrera@amarillolibrary.org) - 12:11 PM

Q: Responsive, adaptable

Priority: N/A!

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!lisa sewell (lisa.sewell@nasa.gov) - 12:11 PM
Q: service oriented based on knowing the user
Priority: N/A!

!Debra Linsbeck (dlinsbeck@hernandocounty.us) - 12:11 PM
Q: meeting patrons needs and wants
Priority: N/A!

!Robyn Cain (rcain@zlibrary.org) - 12:11 PM
Q: knowledgeable and listen
Priority: N/A!

!Linda Barbero (lbarbero@ccclib.org) - 12:11 PM
Q: friendly, responsive, self-service,
Priority: N/A!

!susan allred (sallred@sweetwaterlibraries.com) - 12:11 PM
Q: Anticipating and intuiting what patrons need.
Priority: N/A!

!Ally Perez (pereza@pwcgov.org) - 12:11 PM
Q: friendly and welcoming approach, eye contact
Priority: N/A!

!leonora joins (ljoines@yahoo.com) - 12:11 PM
Q: Give necessary info and help in any way we can do
Priority: N/A!

!Sandy Westbrook (sandyw@libraryconnection.info) - 12:11 PM
Q: Learn the names of your patrons and try to remember what they come to the library for
Priority: N/A!

!Rebecca Lubin (lubinr@albanypubliclibrary.org) - 12:12 PM
Q: community buy-in to vision
Priority: N/A!

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!Ally Perez (pereza@pwcgov.org) - 12:12 PM

Q: good listener

Priority: N/A!

!Ally Perez (pereza@pwcgov.org) - 12:12 PM

Q: offere different options

Priority: N/A!

!Randi Northrop!! - 12:17 PM

Q: How do I get rid of the echo?

Priority: N/A!

!Tina Price (tprice@vbgov.com) - 12:20 PM

Q: HELP! I signed in twice thinking I lost my connection, now have an echo in the sound

Priority: N/A!

!Infopeople Project!! - 12:21 PM

A: just close on of the sessions and echo will go away!

!Infopeople Project!! - 12:21 PM

A: close one session!

!Tina Price (tprice@vbgov.com) - 12:21 PM

Q: How do I close?

Priority: N/A!

!Infopeople Project!! - 12:22 PM

A: You should see two blue/green balls in try. Right click one and say exit!

!Randi Northrop (tularosapubliclibrary@yahoo.com) - 12:23 PM

Q: Thank you!!

Priority: N/A!

!Infopeople Project!! - 12:23 PM

A: sure!

!susan allred (sallred@sweetwaterlibraries.com) - 12:23 PM

Q: Lol! I meant "Hello" from Wyoming.

Priority: N/A!

!tiffany newton (tchronis@emporia.edu) - 12:23 PM

Q: wow, I've been trying to log into this webinar for almost an hour!! Is this being recorded so I can hear what I missed later?

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Priority: N/A!

!Infopeople Project!! - 12:24 PM

A: Yes. ypi can get archive at

<http://infopeople.org/training/being-customer-focused> a couple of hours after we finish!

!tiffany newton (tchronis@emporia.edu) - 12:24 PM

Q: thanks

Priority: N/A!

!Linda Barbero (lbarbero@ccclib.org) - 12:29 PM

Q: We are engaging with more and more people virtually through chat, email, etc.

Priority: N/A!

!Rebecca Lubin (lubinr@albanypubliclibrary.org) - 12:39 PM

Q: understaffed!

Priority: N/A!

!Bonnie Lafazan (bla@berkeleycollege.edu) - 12:39 PM

Q: can't change personality of staff

Priority: N/A!

!Sofia Kimsey (sofia.kimsey@ci.oxnard.ca.us) - 12:39 PM

Q: Money

Priority: N/A!

!Sandy Westbrook (sandyw@libraryconnection.info) - 12:39 PM

Q: None of our staff desks are near the entrances.

Priority: N/A!

!Adolfo Prieto (aprieto@fullerton.edu) - 12:39 PM

Q: rapidity of some transactions

Priority: N/A!

!Julia LArke (larkej@co.mendocino.ca.us) - 12:39 PM

Q: Few staff ..many volunteers...away from front desk

Priority: N/A!

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!Sandy Westbrook (sandyw@libraryconnection.info) - 12:40 PM

Q: Lost sound

Priority: N/A!

!Infopeople Project!! - 12:40 PM

A: If you are having a sound problem please call in. Toll free number: 877-668-4490 access code 571 057 993!

!Infopeople Project!! - 12:40 PM

A: is audion braodcast box open?!

!Sandy Westbrook (sandyw@libraryconnection.info) - 12:40 PM

Q: yes

Priority: N/A!

!Infopeople Project!! - 12:41 PM

A: It is a bandwidth issue. Calling in may be best!

!Infopeople Project!! - 12:41 PM

A: You can also try closeing audio broadcast box and reopen!

!Sandy Westbrook (sandyw@libraryconnection.info) - 12:41 PM

Q: got it, but it was fine before

Priority: N/A!

!Infopeople Project!! - 12:42 PM

A: Good!

!Martee Boban (marteeb@shastalibraries.org) - 12:45 PM

Q: Lost audio

Priority: N/A!

!Infopeople Project!! - 12:44 PM

A: If you are having a sound problem please call in. Toll free number: 877-668-4490 access code 571 057 993!

!Barbara Eales (barbara.eales@ventura.org) - 12:43 PM

Q: uh oh - we lost sound!

Priority: N/A!

!Infopeople Project!! - 12:45 PM

A: If you are having a sound problem please call in. Toll free number: 877-668-4490 access code 571 057 993 You can also try closing the audio broadcast box and reopen. If it is closed you will lose sound.!

!Heather Muller (heather.muller@cityofwoodland.org) - 12:51 PM

Q: i just lost sound = anyone else?

Priority: N/A!

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!Sandy Westbrook (sandyw@libraryconnection.info) - 12:51 PM

Q: I like the idea of just watching the patrons to see where they are and what they're doing!

Priority: N/A!

!Rebecca Lubin (lubinr@albanypubliclibrary.org) - 12:52 PM

Q: walk around

Priority: N/A!

!Sandy Westbrook (sandyw@libraryconnection.info) - 12:52 PM

Q: We've had some success by making sure that we greet every patron who comes into our department.

Priority: N/A!

!Vicki Lovins (vicki.lovins@pulaskilibrary.com) - 12:56 PM

Q: How do we get our certificate. thanks

Priority: N/A!

!Infopeople Project!! - 12:57 PM

A: When you leave you will be directed to survey where you can go to certificate!

!leonora joins (ltjoines@yahoo.com) - 12:56 PM

Q: do we get cert for this webinar today? tnx

Priority: N/A!

!eileen oshea!! - 12:57 PM

A: yes, when you leave webex.!

!Martee Boban (marteeb@shastalibraries.org) - 12:59 PM

Q: Thank you for many great ideas.

Priority: N/A!

!Eric Travis (eric.travis@austintexas.gov) - 12:57 PM

Q: any ideas for reaching potential customers who do not come into library?

Priority: N/A!

!leonora joins (ltjoines@yahoo.com) - 12:59 PM

Q: Do we get printed copies of this webinar

Priority: N/A!

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!Eric Travis (eric.travis@austintexas.gov) - 12:59 PM

Q: Do you know of any grants for community information needs assessment?

Priority: N/A!

!Sandy Westbrook (sandyw@libraryconnection.info) - 1:02 PM

Q: Thank you!

Priority: N/A!