

Creating a Thriving 21st Century Library – Part 1

LibraryLinkNJ Webinar Chat Transcript

Presenters: Kim Bolan Cullin & Rob Cullin
February 8, 2012

Sophie Brookover: (2/8/2012 09:32) Good morning!

MaryAnn Branciforti: (09:46) Yes I can

Margaret Delaney: (09:46) Yes, I can hear you.

Joanne Roukens: (09:46) Good morning everyone! This is Joanne Roukens. I am providing tech support this morning. If you have any problems with your audio/video during the program, we find that exiting and re-entering the meeting room fixes most things. If your problem persists or you are having another tech issue, please call me at 201-874-6885.

Ellie Strbo: (09:50) Morning! I can hear you and I am from Middletown Public Library.

MaryAnn Branciforti: (09:51) Hello from Linwood Library

Jane Crocker: (09:51) Hello fro Gloucester County College in Deptford NJ

Marilynn Mullen: (09:53) Hello from Marilyn at Cranbury Public Library.

Susan D'Ottavio: (09:54) Hi from Cumberland County Library

CourtneyReinfried: (09:54) hello from northern valley regional hs in demarest

CourtneyReinfried: (09:54) yes, she is at the sister school to mine

Ellen Eisen: (09:55) Hello from Ellen Eisen, Atlantic County

Sophie Brookover 2: (09:55) <http://librarylinknj.org/content/creating-thriving-21st-century-library>

CourtneyReinfried: (09:56) nice to meet you too :) my microphone on my new laptop is being strange so i figured I'd type

CourtneyReinfried: (09:56) gotcha, that makes a lot of sense, we use them for BELS meeting and have that problem a lot

CourtneyReinfried: (09:57) putting that on my to-do list, they're both blocked at school

Sophie Brookover 2: (09:57) <https://twitter.com/#!/librarylinknj>

Sophie Brookover 2: (09:58) <https://www.facebook.com/librarylinknj/>

Joanne Roukens: (09:58) For anyone who plans to tweet this session, please use the following hashtag: #LLNJ_thriving.

Joanne Roukens: (10:00) Good morning everyone! This is Joanne Roukens. I am providing tech support this morning. If you have any problems with your audio/video during the program, we find that exiting and re-entering the meeting room fixes most things. If your problem persists or you are having another tech issue, please call me at 201-874-6885.

Sophie Brookover 2: (10:06) Yes!

Sophie Brookover 2: (10:06) We have an upcoming webinar & an unconference on ebooks & handhelds, which I know many of your patrons & customers are asking lots of questions about these things.

Sophie Brookover 2: (10:07) An upcoming webinar: Circulating iPads from the Children's Department, with Kiera Parrott (Darien PL) will be held on May 10.

Sophie Brookover 2: (10:09) We're also co-sponsoring an unconference with NJASL called Handhelds in School Libraries NJ. The focus is on using handhelds in education, but all NJ library staff members are very welcome. That'll be on Saturday, 3/24 at Middlesex County College.

Details & registration info: <http://hhslnj.eventbrite.com>.

Sophie Brookover 2: (10:12) YES.

Sophie Brookover 2: (10:12) You Will Be Upgraded!

Joanne Roukens: (10:12) I'm a Tom Baker, Dr. Who, fan.

Sophie Brookover 2: (10:12) He was my first Doctor, too. We'll talk!

Norman Gluckman 2: (10:12) You will be assimilated

Sophie Brookover 2: (10:12) That's the Borg <nerding out!>

Joanne Roukens: (10:12) Ah, the Borg...

Sophie Brookover 2: (10:16) Sorry about that momentary poll disappearance!

Sophie Brookover 2: (10:22) I do!

Sophie Brookover 2: (10:22) It's posted to the page for this webinar on our website.

Sophie Brookover 2: (10:23) Digging up link...

Sophie Brookover 2: (10:23) <http://librarylinknj.org/content/creating-thriving-21st-century-library>

Susan D'Ottavio: (10:32) We had a combined desk for many years and it worked better.

Joanne Roukens: (10:33) I love the Skype station!

marygrace luderitz: (10:34) that's pretty cool - skype

Ellie Strbo: (10:34) so patrons would be skyping ref questions to who? Sorry, i missed it.

marygrace luderitz: (10:34) i could work from home!

Sophie Brookover 2: (10:35) Ellie, I'll ask Kim & Rob to address this at the end of the presentation.

Norman Gluckman 2: (10:35) lost audio

Sophie Brookover 2: (10:35) Norman, if you still have no audio, I recommend exiting & re-entering the room.

Norman Gluckman 2: (10:35) intermittent

Sophie Brookover 2: (10:36) If the sound drops out & then catches up w/itself, that's a connectivity issue.

Joanne Roukens: (10:36) Exiting and entering again will help.

Norman Gluckman 2: (10:36) However some commercial businesses are removing self-checkout

Ellen Callanan: (10:36) Ellie, they would be skyping ref questions to the main library's reference librarian.

Sophie Brookover 2: (10:37) Thanks, Ellen! (I missed it,too!)

Ellie Strbo: (10:37) okay, thanks, Ellen.

Sophie Brookover 2: (10:38) My local branch does exactly what you described, Rob.

Sophie Brookover 2: (10:38) Easy to find for me, totally meaningless to everyone else!

Norman Gluckman 2: (10:38) Chery hill does pickup

Sophie Brookover 2: (10:38) It's so nice for patrons.

Sophie Brookover 2: (10:40) I have no idea, myself! Looking forward to learning about it.

Sophie Brookover 2: (10:41) Great -- thanks, Kim!

Norman Gluckman 2: (10:48) How effective is it...

Joanne Roukens: (10:48) I was really impressed how much mobile seating was available at the Ramsey P.L. when i visited there last year.

Norman Gluckman 2: (10:49) If you have 10 events...people are going to wait...

Joanne Roukens: (10:49) It is very well used at the Parsippany P.L. There digital display is well done and very informative

jennifer: (10:50) that is an awesome idea.

Joanne Roukens: (10:50) Placement!

Joanne Roukens: (10:51) It really is effective if you have multiple meeting/training rooms. People automatically look at the display for that info.

Joanne Roukens: (10:51) Helps them where to go.

Sophie Brookover 2: (10:52) way more findable for kids. They are SO visually literate and this lets them find items themselves.

Norman Gluckman 2: (10:53) is the shelving on wheels

Joanne Roukens: (10:53) When I do a customer service workshop, one of the assignments I give the staff in attendance is to walk through their front door - not the staff door - and look at it with the eye of a patron.

Sophie Brookover 2: (10:54) We did that at Mount Laurel & it made a huge difference with how we re-organized the space. It gives you such a fresh perspective.

Sophie Brookover 2: (10:56) This looks like a cozy nook.

Sophie Brookover 2: (10:58) These slides may give you some visual deja-vu if you attended last month's webinar on Coworking & libraries. If you missed it, the archived recording & materials are available here: <http://librarylinknj.org/content/coworking-and-libraries-support-and-services-self-employed-and-new-entrepreneurs>

Ellie Strbo: (10:58) are those portable walls to enclose the spaces?

Marilynn Mullen: (10:59) We have no space to rent.

Sophie Brookover 2: (10:59) Those of you who are charging for these spaces, can you talk a bit about your experience?

Susan D'Ottavio: (11:00) We charge everyone but county departments

marygrace luderitz: (11:00) and insurance and liability issues?

Marilynn Mullen: (11:00) We can't. We are a shared school/public library facility.

Joanne Roukens: (11:00) Take a look at what Mahwah P.L. is doing - <http://www.mahwahlibrary.org/content/public-meeting-rooms>

marygrace luderitz: (11:01) that would be great

Sophie Brookover 2: (11:02) We'll make sure to share that information w/you all!

marygrace luderitz: (11:02) why go to chuckie cheese have a birthday party at the library!

Sophie Brookover 2: (11:02) Seriously. I never want to set foot in a Chuck E. Cheese. Ever.

Norman Gluckman 2: (11:02) Princeton did this

Sophie Brookover 2: (11:04) Yes, it was wonderful!

Sophie Brookover 2: (11:05) If you missed the link above, here is again:

<http://librarylinknj.org/content/coworking-and-libraries-support-and-services-self-employed-and-new-entrepreneurs>

Norman Gluckman 2: (11:06) business center

Sophie Brookover 2: (11:09) I love the big whale in the background of the upper photo.

Gail Robinson: (11:10) If things can be done inexpensively. why are all the slides expensive?

jennifer: (11:10) how do you solve the problem of very small space in a children's room. we only have room for 2 small tables with 8 chairs in our whole children's room.

Sophie Brookover 2: (11:11) On the subject of e-readers & other handhelds, I have an announcement to share from Norma Blake.

Norman Gluckman 2: (11:11) The library as tech support

Sophie Brookover 2: (11:12) "The State Library's Library Development Bureau will soon be offering Mobile Technology Kits to interested public libraries. Kits will include a sampling of new handheld devices— including Amazon's Kindle Fire and Apple's iPad 2 – allowing NJ librarians the opportunity to try out these new technologies, and learn how to use them. More and more we are finding that patrons are leaning on the expertise of library staff when it comes to new technology. We hope that putting these new technologies directly in the hands of NJ librarians will better prepare them to pass their knowledge onto their patrons."

Sophie Brookover 2: (11:12) Norman, I've seen on FB that you're doing some great stuff in the area of Library-As-Tech Support in Avalon.

Sophie Brookover 2: (11:12) Would you share some of the things you've done?

marygrace luderitz: (11:12) hey sophie where do we sign up!

Norman Gluckman 2: (11:13) We have developed tech support groups...really helps

Sophie Brookover 2: (11:13) Marygrace, the LDB staff are working that out right now. In the meantime, I advise subscribing to the NJSL's weekly newsletter: <http://lists.njstatelib.org/cgi-bin/dada/mail.cgi/list/njsldirect/>

Sophie Brookover 2: (11:13) And tuning in to Norma's podcast next Tuesday.

marygrace luderitz: (11:13) thx

Sophie Brookover 2: (11:13) You bet!

Sophie Brookover 2: (11:14) Norman, are your tech support groups device-specific?

Sophie Brookover 2: (11:14) Do staff run them, or have you found community members taking a leading role?

Sophie Brookover 2: (11:15) I love the idea of crowd-sourcing tech support in the library. I think it showcases our role as expert helper/guides.

Sophie Brookover 2: (11:19) 3D printing video (warning: minds may be blown): http://www.youtube.com/watch?v=jQ-aWFYT_SU&feature=related

jennifer: (11:20) impulse shopping!

ellie strbo: (11:20) what do you think about selling the donated/used books to amazon?

ellie strbo: (11:21) alos, they pay for shipping.

Sophie Brookover 2: (11:22) My local library has a little Keurig single-serving coffee & tea kiosk in the same room where they keep their DVDs. I *think* they offer it for free, but it's lovely.

Sophie Brookover 2: (11:24) Jennifer asks: how do you solve the problem of very small space in a children's room. we only have room for 2 small tables with 8 chairs in our whole children's room.

Joan Henry: (11:25) Could you give us the percentages of space for each area?

Marilynn Mullen: (11:27) Please share that breakdown sheet. Thanks!

jennifer: (11:27) do you have any ideas for interactive things to offer for each children's demographic given our small space.

Sophie Brookover 2: (11:27) Marilyn, we'll be sure to share that w/everyone. I'll post it to the webpage for this webinar on our site.

Joanne Roukens: (11:27) carpet - game inbedded?

Sophie Brookover 2: (11:27) The sheet Kim is referring to is also posted on the page for this webinar.

Joanne Roukens: (11:28) Mobile from ceiling

Sophie Brookover 2: (11:28) The link is in the slide to the left!

Joanne Roukens: (11:28) bright colors and casters

jennifer: (11:28) love the magnetic poetry idea

Joanne Roukens: (11:28) bean bag chairs

Sophie Brookover 2: (11:28) You could also paint one wall, or section of wall w/chalkboard paint.

Sophie Brookover 2: (11:28) bust out the sidewalk chalk & have a great time!

Joanne Roukens: (11:29) I hardly ever frown!

Sophie Brookover 2: (11:29) That's how Kim & I met several years ago -- she was a preconference speaker for the NJLA conference in 2005, I think?

Ellen Callanan: (11:31) Could you review again how to label items that are on a holds pickup shelf in a public area?

Sophie Brookover 2: (11:32) They do this at Camden County Library. They bundle your materials w/a rubber band & a piece of paper. They use the same code Kim just described -- first letter of my last name + last 4 library code digits.

Susan D'Ottavio: (11:33) If you are on a listserv of people using your ALS, they can offer many ideas for self service holds.

Ellen Callanan: (11:33) Thanks, everyone!

Sophie Brookover 2: (11:33) Nice suggestion, Susan -- thanks!

ellie strbo: (11:33) thank you.

Susan D'Ottavio: (11:33) Our ALS will print out a long wrap for your holds.

Susan Van Alstyne: (11:35) thank you

Sophie Brookover 2: (11:35) Thanks for coming!

CourtneyReinfried: (11:35) Thanks, that was great :)