

Customer Service: Words to Use, Words to Lose Webinar Chat Transcript

January 11, 2013

Presented by Stephen Wishnack

Sponsored by LibraryLinkNJ—The New Jersey Library Cooperative

Sophie Brookover: (1/10/2013 09:43) Good morning, everyone!

Joanne Roukens: (09:44) 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.

Rutgers Libraries: (09:44) Hello, this is Rutgers Libraries (New Brunswick)

Sophie Brookover: (09:44) Hello, RU-NB!

Joanne Roukens: (09:45) 39 degrees here in Piscataway

Sophie Brookover: (09:46) Welcome, everyone!

Stephen Wishnack: (09:47) 77 degrees in Fort Lauderdale.

Joanne Roukens: (09:50) Good Morning everone. So glad you could join us today. We will begin in about 10 minutes.

Joanne Roukens: (09:51) Please feel free to chat here and introduce yourselves while we wait to begin.

Stephen Wishnack: (09:51) Good morning, everyone.

Mary Ahern: (09:53) Mary Ahern Red Bank Public Library Good morning.

Sophie Brookover: (09:53) Good morning, Mary!

Joanne Roukens: (09:53) Hi, Mary. Love the town of Red Bank - restaurants and antiques!

Kim Strenger: (09:55) Good morning, everyone.

Sophie Brookover: (09:55) Good morning, Kim!

Sophie Brookover: (09:55) what library are you representing today?

Kim Strenger: (09:55) Atlantic County Library System/ Ventnor Branch

Sophie Brookover: (09:56) Ah, the shore!

Kim Strenger: (09:57) Fortunately our library fared well during Sandy

west orange: (09:57) will there be a break during the webinar?

Sophie Brookover: (09:57) No, there will not.

Monroe Township Library: (09:57) Yes, we're watching in our Tech Lab. There are 4 of us here.

Sophie Brookover: (09:57) But please feel free to pause whenever you need to.

west orange: (09:57) thank you. west orange is attending as a group

Rutgers Libraries: (09:58) There's 24 of us here

west orange: (09:58) 6

Barbara Gordon: (09:58) Morristown & Morris Township Library is also a group. I am Barbara Gordon

Barbara Gordon: (09:58) Always, yes

Michelle Martin: (09:58) Burlington County College here

Kim Strenger: (09:59) Will this be archived for those who are missing today's webinar?

Barbara Gordon: (09:59) Thanks, we are 5
Christine Hill: (09:59) 16 from willingboro
Sophie Brookover: (09:59) Kim, yes we will post all the archived materials – recording, transcript of this chat, and Steve's slides, at our website.
Middlesex Lib: (09:59) Hi, Middlesex Library here has 6 people :-)
Michelle Martin: (09:59) 10
Keisha Miller: (09:59) good morning folks! I'm Keisha Miller from South Orange PL
Korin Rosenkrans: (10:00) We at Parsippany are 15 people.
aida.courtney: (10:00) lake hiawatha 4
Keisha Miller: (10:00) hi Sophie! :-)
Terri Lee Tabasso: (10:00) Terri Lee from Margate 4 of us are here
Terri Lee Tabasso: (10:00) Lucy is well!
Joanne Roukens: (10:01) 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.
Keisha Miller: (10:02) (Hi Joanne! :-))
Joanne Roukens: (10:02) Hi, Keisha so glad you are here.
Alice Yellin: (10:02) hello from Berkeley Heights Library
Sonja Vloeberghs: (10:03) Hello from Princeton Public Library NJ
Denise Marshall: (10:04) Here at College at Florham in Madison--4 here
Rutgers Libraries: (10:05) Excuse me, can you speak louder?
marygrace luderitz: (10:06) hi, mg from long hill
Sophie Brookover: (10:06) RU folks, turn up your volume for now. I will ask Steve to speak up when an opportunity arises.
Joanne Roukens: (10:06) You can increase the volume in your window. Go up to the speaker icon and click the down arrow to adjust volume
Sophie Brookover: (10:07) Hi, Marygrace! Always nice to see you.
marygrace luderitz: (10:07) thanks! g'morning
Sophie Brookover: (10:18) Honesty
Michael Maziekien: (10:18) Honesty
Sophie Brookover: (10:18) Clarity
Christine Hill: (10:18) as an equal
Michael Maziekien: (10:18) Jinx.
Sophie Brookover: (10:18) Hahah, Mike!
west orange: (10:18) timeliness
Sophie Brookover: (10:18) TImeliness, yes!
Joanne Roukens: (10:18) I love Respect - didn't Aretha get it right in the song!
Sophie Brookover: (10:18) Convenience -- what's suitable for THEM?
Sophie Brookover: (10:19) Joanne, she really did. Sorry, Otis, but Aretha owns that one.
Lisa Cohn: (10:27) welcome
Keisha Miller: (10:27) Welcome, let me assist you
Sophie Brookover: (10:27) Thanks for joining us!
aida.courtney: (10:27) Sure it is really simple

Karen Bilton: (10:27) I'm glad to hear you want to get a card.

Keisha Miller: (10:27) or "allow me" to...

Megan Leuthner: (10:27) I'll be happy to explain that to you

Kim Strenger: (10:27) I'd be happy to tell you...

Alice Yellin: (10:27) Welcome to the library, I can help you with that

Joanne Roukens: (10:27) I'll be happy to help you.

Rutgers Libraries: (10:28) I'm happy to help you with that, let me explain...

Karla Ivarson: (10:28) Certainly--it is behind those fabric panels.

Lisa Cohn: (10:28) Next to the front doors. (don't get too specific, a colleague keeps mistaking the gender of the person and sending to the wrong one).

Megan Leuthner: (10:29) Absolutely, let's set that up for you

Keisha Miller: (10:29) Certainly

Karla Ivarson: (10:29) Of course.

Sophie Brookover: (10:29) I'd be happy to.

Christine Hill: (10:29) great!

Kate Landis: (10:29) "Absolutely! Just let me get the form..."

Kathy Ostberg: (10:29) Sure, I can help you with that.

Lisa Cohn: (10:30) because it disturbs the people around you who are trying to work

Selwa Shamy: (10:30) The library is a public place where the expectation is to have a quiet space. You are very welcome to use your phone in the lobby.

Karen Bilton: (10:30) I'm sorry but we find it bothers others.

Marygrace Luderitz: (10:30) we have good news for you! they are allowed here!

Rutgers Libraries: (10:30) I would like to help you, but I need some more info about the type of room that you need

Margaret Rose O'Keefe: (10:30) They ARE allowed here :) Feel free to use yours as long as you keep the volume down.

Keisha Miller: (10:31) It disturbs others, but you're welcome to use it in the lobby

Christine Hill: (10:31) texting only is a courtesy to other customers who are concentrating

Kim Strenger: (10:31) Let me explain, many people are trying to study and the chat may be disruptive to them.

Michael Maziekien: (10:31) I'd be happy to explain. Many of our patrons appreciate a quiet environment.

Selwa Shamy: (10:31) I'd be happy to reserve a DVD for you and can also show you how to do it using our online catalog.

Keisha Miller: (10:31) I like that Michael!

Joanne Roukens: (10:31) The best sign informing customers that they couldn't use cell phones in that library was "This is a cell phone free place." It didn't start with something negative.

Margaret Rose O'Keefe: (10:31) Good one, Michael!

Lisa Cohn: (10:32) I can check for you. What DVD are you looking for?

Susan Moss: (10:32) Watch out for "No problem." Some people find that phrase offensive.

sue.cathcart: (10:32) school library.... it is a school policy... how to tackle that one? Any advice?

Kathy Ostberg: (10:32) We want to be able to accommodate all of our patrons.

Keisha Miller: (10:32) To allow everyone ample to use the computer

Kate Landis: (10:32) "The reason for this is that we have only a few computers and a lot of people who want to use them"

Lisa Cohn: (10:32) Because there is just so much demand for the computers, we want to give everyone a chance

Sophie Brookover: (10:32) Susan, can you talk more about the problems people sometimes have with "no problem"? I've never heard that before.

Rutgers Libraries: (10:33) Let me explain

Sophie Brookover: (10:33) Great questions!

Jo Pure: (10:33) I understand that you may need additional time and we are happy to extend your use, if no one else is waiting.

Susan Moss: (10:33) It implies that, if it were a problem, the person might not be willing comply with the request.

Sophie Brookover: (10:34) Susan, do you mean the person saying "no problem"?

marygrace luderitz: (10:35) i use no problem like your welcome. and that's not supposed to be good

Sophie Brookover: (10:35) Do you often hear dislike for "no problem"? I don't want to make myself out as a "no problem" apologist, but I think it's overthinking to get upset about it.

Susan Moss: (10:35) The person who receives the request should beware of saying "No problem."

Jeanette Walker: (10:35) I agree no problem is not an acceptable form of "you're welcome"

Sophie Brookover: (10:35) Oh, I agree about that, Jeanette.

Kate Landis: (10:36) Body language and tone of voice also have a lot to do with how words are recieved.

Sophie Brookover: (10:36) "You're welcome" is way better.

Keisha Miller: (10:37) with body language, it urks me when you point instead of getting up to help someone

Sophie Brookover: (10:38) Keisha, funny you should mention -- I was at Nordstrom this weekend and the young man I asked for help walked me through almost the whole store rather than point. I know they strongly discourage pointing there.

Kathy Ostberg: (10:38) Keisha I couldn't agree more

Margaret Rose O'Keefe: (10:38) You

Michael Maziekien: (10:38) You

Rutgers Libraries: (10:38) You

mary donnelly: (10:39) You

Kathy Ostberg: (10:39) You

Middlesex Lib: (10:39) you

Kelly Fitzgerald: (10:39) you

Alice Yellin: (10:39) you

Eleanor Friedl: (10:39) I agree about getting up and walking with customer instead of pointing!

aida.courtney: (10:39) you

Keisha Miller: (10:39) YOU points the finger or suggests blame

Joanne Roukens: (10:40) You can either be a setter, pointer or retriever - if you want to use a dog analogy!

Karen Bilton: (10:40) You also puts the burden on the patron.

Michael Maziekien: (10:41) Good point, Keisha. And "you" gives the impression that we're the boss of the person we're talking to.

Susan Moss: (10:41) You are the reason I'm here. That's not so bad, right?

Karla Ivarson: (10:41) We

Karla Ivarson: (10:41) IWe'

Karla Ivarson: (10:41) We

Karla Ivarson: (10:41) We'll be happy to replace your card.

Susan Kane: (10:42) We can

Alice Yellin: (10:42) that's easy, just show me some I.D.

Christine Hill: (10:42) let me look in our lost and found file

Kristin Redmond: (10:42) I'd be happy to help you with getting a new card. Let's look up your account.

Susan Van Alstyne: (10:42) Easy (Iwas just about to enter "no problem")

Michael Maziekien: (10:42) I'll be happy to work with you and get that replaced.

Kristin Redmond: (10:43) Hi - I just wanted to let you know we will be closing in 5 minutes.

Sophie Brookover: (10:43) Hi, thanks for joining us this evening.

Susan Kane: (10:43) As a reminder

Megan Leuthner: (10:43) Excuse me, but I just wanted to let you know htat the library is going to be closing in...

Keisha Miller: (10:43) Hi/Sir/Ma'am, just want to let you know we'll be closing in 5 minutes

Rutgers Libraries: (10:43) We always start off by saying that the library will be closing and the lights will be turning off

Joanne Roukens: (10:43) And tone of your voice is everything

Keisha Miller: (10:44) Yes Joanne!!

Michael Maziekien: (10:44) The library will be open for ten more minutes. I'd be happy to help you, if there's anything you need.

Karla Ivarson: (10:44) Hello, can I help you find what you were looking for before we close?

Joanne Roukens: (10:44) Is it positve and up or frankly nasty and grumping.

Joanne Roukens: (10:44) LOL!

Jeanette Walker: (10:44) consistency of service

aida.courtney: (10:44) Attention library customers, thel library will be closing in 30 minutes. If u need help finding anything please ask anyone of our staff members

Christine Hill: (10:44) thank you for visiting he library, the library will be closing in five minutes

Susan Moss: (10:45) To help people plan their schedules.

Joanne Roukens: (10:45) Usually a security process for closing the building

Keisha Miller: (10:45) I give 1/2 hour, 15 min announcements followed with "we encourage you to check out any materials at the circulation desk" and the doorts to (a specific entrance) will be locked in 5 minutes

Eleanor Friedl: (10:45) Good to announce remaining time library will be OPEN!

Eleanor Friedl: (10:46) Also to announce time when library will re-open!

Sonja Vloeberghs: (10:46) we end with ... "we wil reopen at 9am tomorrow morning"

Joanne Roukens: (10:46) Hhhmm insurance? That needs to be checked.

Keisha Miller: (10:47) this is great everyone, but I'll have another 15 minutes before I need to get ready for work. :-(

Joanne Roukens: (10:47) Often it is just that people want to go home because they feel they are not being paid to stay longer.

Sophie Brookover: (10:47) And I think that's a legitimate reason, too.

Sophie Brookover: (10:48) It's important for a library & its administration to protect the well-being of its employees.

Kate Landis: (10:48) Yes!!

west orange: (10:48) how would you recommend explaining the insurance issue to a patron?

Joanne Roukens: (10:48) I agree, but then the process to close must be managed in a friendly way.

Kim Strenger: (10:48) It's easy. Let me show you...

Sophie Brookover: (10:48) Oh, absolutely!

Margaret Rose O'Keefe: (10:48) I can show you, there is a sign in sheet right here...

Sophie Brookover: (10:49) I'm assuming a friendly process is in place already.

Susan Moss: (10:49) How about just starting with "Please" instead of you have to or you need to?

Keisha Miller: (10:49) Sure, let me assist you (and walk the person over to the appropriate desk/station to sign up)

Kim Strenger: (10:51) We love suggestions!

Kate Landis: (10:51) "I'd be happy to give your suggestion to the dirtector."

Keisha Miller: (10:51) We welcome your suggestions

Kristin Redmond: (10:51) Great, we are happy to have your input. I have a form to fill out.

Margaret Rose O'Keefe: (10:51) That's great! I'll pass it on to the director

Christine Hill: (10:51) we appreciate your bringing this to our attention

Kim Strenger: (10:52) Could you use the phone outside, please?

Michael Maziekien: (10:53) Re: Using cell phone... direct people to a cell phone friendly area. "Hi! I'm sorry to interrupt... We provide an area for cell phones here in the library, can I take you there?"

Keisha Miller: (10:54) agreed Michael

Sophie Brookover: (10:54) Yeah, that's really good.

Kim Strenger: (10:54) Lots of words, but I'll give it a try.

Kim Strenger: (10:54) mice.

Christine Hill: (10:55) bugs

Megan Leuthner: (10:55) maintenance

Middlesex Lib: (10:55) protect the materials

Kate Angelo: (10:55) SPILLS

J Pecoraro: (10:55) mess

Selwa Shamy: (10:55) Hi, you're welcome to eat that in the lobby but food in the library can attract bugs.

Kate Landis: (10:55) Fear of spillage.

Karen Bilton: (10:55) hygeine

Christine Hill: (10:55) no money to replace damaged furniture

Joanne Roukens: (10:55) But the staff eats in the library!

Lisa Cohn: (10:55) I'm sorry, we don't allow food and drink near the computers, because if there's a spill, it could damage the computer

Jeanette Walker: (10:55) stains
Rutgers Libraries: (10:55) Attracts vermin, bugs
Sophie Brookover: (10:55) Hi, we have patrons with allergies, so to protect their health, we ask that you not bring them in.
Susan Van Alstyne: (10:55) good point Joanne
Rutgers Libraries: (10:55) Smells can be offensive
Joanne Roukens: (10:55) I'm an evangelist for food in the library.
Joanne Roukens: (10:56) Within limits
Sophie Brookover: (10:56) I'd be happy to help you with that.
Margaret Rose O'Keefe: (10:56) Let me help you with that...
Joanne Roukens: (10:56) Closed containers, simple snacks not four course dinners or boxes of pizza
Susan Van Alstyne: (10:56) me too...I allow snacks
Sophie Brookover: (10:56) Oh, let's check the lost and found.
Kim Strenger: (10:56) Let's check the lost and found...
Keisha Miller: (10:57) Again, show them/assist them or say, let me call to find out and direct them to the lost and found
Marygrace Luderitz: (10:57) they Facebook it!
Terri Lee Tabasso: (10:58) Our 5% go to the mayor
Kim Strenger: (10:58) lol
Keisha Miller: (10:59) they blog it and if we come across it, we'll suggest contacting the library director
Sophie Brookover: (10:59) Marygrace, that is so true - a friend in Indiana shared a ridiculous experience she had at her library yesterday.
Joanne Roukens: (11:00) Now with blogosphere people feel empowered to be incredibly nasty.
Joanne Roukens: (11:00) because they can be anonymous
Sophie Brookover: (11:00) You can make sure to come across write-ups online (positive & negative) by setting up a Google Alert for your library.
Joanne Roukens: (11:00) Good point, Sophie
Joanne Roukens: (11:01) I love the PBS self-ads that end with the words "Thank you"
Keisha Miller: (11:01) thanks Sophie!
Joanne Roukens: (11:02) Love it!
Sophie Brookover: (11:02) You're welcome!
Keisha Miller: (11:02) Love it!
Joanne Roukens: (11:02) Something about the handwritten note has such power.
Keisha Miller: (11:02) Oprah
Joanne Roukens: (11:02) Oprah?
Sophie Brookover: (11:02) Oh, I agree, Joanne. They are so rare anymore!
Keisha Miller: (11:02) Love me some Oprah!
Sophie Brookover: (11:02) Which makes them even more special.
Jo Pure: (11:03) Thank you for allowing me the opportunity to help you.
Joanne Roukens: (11:03) That is a powerful phrase
Joanne Roukens: (11:04) Acknowledging that they waited can smooth things so much
Kate Angelo: (11:04) I thank people as they return their items.

Kate Landis: (11:04) Thank you for telling us about the flood in the men's room.
Kim Strenger: (11:04) definitely on the phone...
Keisha Miller: (11:04) for kindness (returned) -
Keisha Miller: (11:04) yes, definitely on the phone
Margaret Rose O'Keefe: (11:04) Thanks for coming (to book club, program, etc.)
Sophie Brookover: (11:05) Thanks for asking me about today's webinar!
Karla Ivarson: (11:05) Thank you for bringing this to my attention.
Kim Strenger: (11:05) Thank you for letting me know. We'll take care of it immediately.
Kelly Fitzgerald: (11:05) Thank you for letting me know.
Margaret Rose O'Keefe: (11:06) Thanks for asking
Karen Bilton: (11:06) Thanks for your interest.
Eleanor Friedl: (11:06) Thank you for asking
Kate Landis: (11:06) All in a day's work, sir/ma'am.
Margaret Rose O'Keefe: (11:06) Thanks for bringing it to our attention
Michael Maziekien: (11:06) Thanks for letting me know! I'll be happy to take care of that.
west orange: (11:07) thank you for that suggestiohn
Colleen Goode: (11:07) That's a great idea. Thanks for the suggestion!
Margaret Rose O'Keefe: (11:07) Thanks for the suggestion.
Kelly Fitzgerald: (11:07) Thank you for the suggestion
Sophie Brookover: (11:07) Thatnks for that suggestion! I'd be happy to share it without
trainers.
Margaret Rose O'Keefe: (11:07) Michael offers those.
Rutgers Libraries: (11:07) Thanks for the suggestion
Kim Strenger: (11:07) What a great idea! Let me see what we can do.
Keisha Miller: (11:07) Thank you for letting us know, let me (get someone to) or add more
Kate Landis: (11:07) Tha's a good idea! I'll pass it along to the director!
west orange: (11:07) thank you for your input
Margaret Rose O'Keefe: (11:07) Thanks for pointing that out
Keisha Miller: (11:07) How can I help you with logging in
Kim Strenger: (11:08) Thank you.
Kate Landis: (11:08) We aim to please.
Kate Angelo: (11:08) Thank you for noticing.
Jeanette Walker: (11:08) noticing
Michael Maziekien: (11:08) Thank you for telling me. That made my day.
Mary Ahern: (11:08) understanding
Jo Pure: (11:08) Your words are greatly appreciated.
Rutgers Libraries: (11:08) Thank you, it's nice to be appreciated
Kim Strenger: (11:08) I like what Michael said.
Rutgers Libraries: (11:08) Thanks, that made my day
Michael Maziekien: (11:10) Thank you, Kim!
Michael Maziekien: (11:12) Responsiveness
west orange: (11:12) responsiveness and assurance
Kelly Fitzgerald: (11:12) Responsiveness
Margaret Rose O'Keefe: (11:12) Empathy

Kim Strenger: (11:12) esponsveness, empathy
Joanne Roukens: (11:12) responsiveness
Rutgers Libraries: (11:12) Responsiveness
Eleanor Friedl: (11:12) assurance and responsiveness
Keisha Miller: (11:12) responsiveness
Rutgers Libraries: (11:12) Empathy
west orange: (11:12) empathy
Kim Strenger: (11:12) empathy
Debbie Bock: (11:12) empathy
Kelly Fitzgerald: (11:12) empathy
Keisha Miller: (11:12) empathy
Joanne Roukens: (11:12) empathy
Karla Ivarson: (11:12) empathy
Mary Ahern: (11:13) empathy
Margaret Rose O'Keefe: (11:14) I really like that
Joanne Roukens: (11:15) Wegman's handles this well. They have a runner to go get things
Kim Strenger: (11:16) Michael's says how can we inspire you today?
Joanne Roukens: (11:17) Clifton Public handles their auto phone really well. They auto. give you their hours and then ask you to press 0 for everything else. You get a real person quickly.
Karla Ivarson: (11:17) Yes, reassures staff...
Kim Strenger: (11:17) Second note MUCH better.
Keisha Miller: (11:18) @Joanne, while I think the auto is impersonal, I prefer Clifton over another library that wants you to press all these numbers and then get the voicemail@
Keisha Miller: (11:18) !*
Keisha Miller: (11:18) if I'm calling in front of a patron, they can sometimes get frustrated too
Keisha Miller: (11:18) (last comment for Joanne)
Joanne Roukens: (11:18) I figure if you hate the auto phone menu yourself, why make your users use one!
Margaret Rose O'Keefe: (11:19) "sent box"
Keisha Miller: (11:20) @Joanne, very annoying - we don't use it in SOPL - I answer the phone with Good morning/afternoon/evening, SOPL, how can I help you?
Alice Yellin: (11:20) out of work sounds like you are unemployed
Keisha Miller: (11:21) This is good everyone, and thanks Sophie and Joanne for organizing, Stephen for presenting...good info, but I do have to leave and head to work.
Keisha Miller: (11:21) Will this be archived?
Joanne Roukens: (11:21) Yes it will. YOu will get a notice when it is ready.
Keisha Miller: (11:22) thanks Joanne
Sophie Brookover: (11:22) We'll send out the archive information along with the CE certificates
Jo Pure: (11:22) Thank you.
marygrace luderitz: (11:22) thank you!
Susan Kane: (11:23) Thanks
Mary Ahern: (11:23) Thank you
Colleen Goode: (11:23) This has been very helpful. Thank you so much!

Karla Ivarson: (11:23) How about diffusing patrons who are very angry...

Kristin Redmond: (11:23) do you have a positive way to suggest to co-workers how to improve their methods of working with customers?

Karla Ivarson: (11:23) Having been passed from staff member to staff member...

Jo Pure: (11:23) Thank you, Mr. Wishneck!!!

west orange: (11:23) thank you for an excellent and very valuable presentation!

Susan Van Alstyne: (11:23) Thank you so much!

Eleanor Friedl: (11:23) Thank you very much!

aida.courtney: (11:24) Jean Emblar LKH. how about dealing with an irrate customer? And when they do not respond to your polite kindness????

Kate Angelo: (11:24) I second Kristin's question - what are the best ways to help co-workers to integrate these ideas?

Michelle Martin: (11:24) Thank you Stephen

Rutgers Libraries: (11:24) Thank you!

Sophie Brookover: (11:24) You're welcome -- my pleasure!

Joanne Roukens: (11:24) Steve - scroll up in the chat box to see the questions

Michael Maziekien: (11:25) Thank you Stephen!

mary donnelly: (11:25) Thank you !

elizabeth piskorik: (11:26) good information- thank you Steve & Sophie!

Megan Leuthner: (11:26) Thanks!

Kelly Fitzgerald: (11:26) Thank you!

Margaret Rose O'Keefe: (11:26) Thank you!

Karla Ivarson: (11:26) :)

Sophie Brookover: (11:27) Kristin, can you recruit assistance from a manager?

Korin Rosenkrans: (11:27) Thank you!

Joanne Roukens: (11:27) karla - first tell the how sorry you are that they got passed along and acknowledge the anger, then suggest you discuss the problem

Kristin Redmond: (11:28) Thank you for your suggestions! I will work on implementing these tools.

Michael Maziekien: (11:29) Thanks LibraryLinkNJ! This was a great program.

Sophie Brookover: (11:29) Thanks, Michael!

Kim Strenger: (11:29) Excellent program!

Sophie Brookover: (11:30) We're happy to provide useful learning opportunities for all our members.

Sophie Brookover: (11:30) Thanks for joining us, everyone!

Sophie Brookover: (11:30) We'll be closing the meeting room shortly

Kim Strenger: (11:30) Could you let us know when this is available?

Sophie Brookover: (11:31) but will be posting an archive of the chat, Steve's slides and more in the next couple of days.

Sophie Brookover: (11:31) Yes!

Sophie Brookover: (11:31) We'll be including links to everything in the follow-up e-mail, probably tomorrow or Monday.

Sophie Brookover: (11:32) Thanks again, everyone -- your active & thoughtful participation contributed to a great morning for everyone!

Sophie Brookover: (11:32) I'm going to close the meeting room.

Karla Ivarson: (11:32) Bye!