

To: Montana State Library Commission
From: Sue Jackson
RE: Summer Institute 2006
Date: August 28, 2006

Below is a summary compiled from the 32 evaluations received from participants of this year's Summer Institute. Darlene asked me to share the summary with you. Of the 52 people who attended, 30 were public library directors, 18 were trustees, and 4 were management staff. The institute featured:

Orientation for New Directors (half-day)– presented by LDD staff. This session tried to set the Montana library scene for new directors -- what's required of them, who to contact for help, what all the acronyms mean, resources available, paperwork and deadlines, etc.

Keeping Patrons Well Connected (full day)– presented by Maggie Meredith and Suzanne Reymmer. This training is part of the Gates Foundation's Rural Library Sustainability program to help public libraries plan for continued high-quality Internet access for their patrons.

Mildly Delirious Libraries: Recreating Your Library from Top to Bottom (full day) – presented by Pam Sandlian Smith and Peter Robinson from West Palm Beach, Florida. This workshop explained how libraries can find a new look and new energy through a process called GASP (graphics, ambience, style, presentation).

Black Belt Librarian (full day) – presented by Warren Graham of Charlotte, North Carolina. This session was about providing security in public libraries and developing and implementing an overall security plan.

Evaluation questions and responses:

1. Overall, how would you rate the institute?

Excellent – 19 Very Good – 11 Good – 1 Blank = 1

2. How would you rate the institute sessions?

Orientation for New Directors

Excellent – 8 Very Good – 7 Adequate - 2

Keeping Patrons Well Connected

Excellent – 12 Very Good – 14 Good – 2 Adequate – 4

Mildly Delirious Libraries

Above Excellent – 1 Excellent – 19 Very Good – 9 Good – 1 Blank = 1

Black Belt Librarians

Above Excellent – 1 Excellent – 28 Very Good – 2 Good – 1

3. What was the most helpful to you? Why?

Blank = 1

Black Belt – fun. Most of all being with other directors & trustees – such good people in challenging situations.

I will have to see what information I use.

Black Belt Librarians. It showed how to handle just about every situation of library security.

They all were great and very appropriate. Theme great idea.

Black Belt = to current needs.

Black Belt Libraries. Many points were made to help us think more about the need for security with concrete things to do.

Surprisingly, I found Warren's talk most helpful – not because we have a lot of security problems but because I learned how to try to avoid getting them.

Mildly Delirious Libraries – because it was the most applicable to my particular library.

Mildly Delirious – unlike any earlier workshops and not one of my strengths.

Black Belt Librarians. Networking with colleagues.

Keeping Patrons Well Connected. Action Plans.

Delirious Libraries – because that is an area we are working on in our library & security – we have handled the issues as best we could and today I learned some great techniques for staff & volunteer training.

Keeping Patrons Well Connected – just overall good. Also Mildly Delirious – will use many of the ideas.

Mildly Delirious Libraries. I hope that this will give my trustees an incentive to work on making the library a more welcome place for our patrons.

New ideas about how to make the library more appealing to the public.

Keeping Patrons Well Connected gave new ideas.

Keeping Patrons Well Connected because technology in general is my weakest area of job performance.

Gee, where to start? Mainly the tools to start & the encouragement to go forward with something. As Mr. Graham said – “Don't have analysis paralysis!”

Mildly Delirious – helped me conceive new visions for libraries.

G.A.S.P.! & Black Belt.

Black Belt Librarians – something I have been thinking about and wanting to work on.

Info about day-to-day security. Should help us make the library safer.

Safety in the library. Color style, etc.

The Black Belt Librarians had the best information & was the most efficiently presented.

Keeping Patrons Well Directed. Gave ideas for goals for library.

Black Belt Lib. Information given was very useful.

Practical info applicable for our library.

Security; importance of tech review & for equipment.

Mildly Delirious and Black Belt. Both were extremely helpful and informative.

Black Belt Librarians. Information we need immediately.

Idea generating for staying connected & making new connections. Safety info.

4. What was the least helpful to you? Why?

Blank = 6

Tues. – Keep Pat/Well Con. Unclear directions; lack of staff conviction/commitment to the process.

Director orientation was a bunch of terms I didn't understand and went too fast. Good to meet other new directors though.

Web junction lab.

Patrons well connected. Info and where to start action plan a little overwhelming.

Keeping Patrons Well Connected. Took me some time to understand the meaning of being connected and to think how it applied to our library.

Just because of budget, the decorating workshop is just dreaming at this point.

Some parts of Keeping Patrons Well Connected seemed drawn out or unnecessary. Particularly the Web junction lab time didn't give (at least to me) much new or useful information.

Keeping Patrons Well Connected. Most familiar but the best interactive with other participants that I experienced.

There were items on Web junction eval that I don't think were ever mentioned.

Absolutely nothing, right down to cafeteria food.

Computer lab night. We could have done that from home.

Black Belt. Very good, but not as applicable for our small library & very rural area – but still good to be aware!

Keeping Patrons Well Connected only because I am going to need a lot of practice in order to utilize Web junction and the materials available.

Connected Session. Had heard many of these things before.

Delirious Libraries interesting but not in budget.

Mildly Delirious Libraries because there is such a remote possibility that we'd have \$ \$ \$ to do any redecorating – BUT it did help me THINK about possibilities in a constructive way.

A smudge more free time – but I'm not sure how since this was sooo action packed!

Keeping Patrons Well Connected. Already using WebJunction, more familiar with concepts.

Web junction computer Lab. Too disjointed even when couldn't get into internet.

Keeping Patrons Well Connected. Already aware of part of it.

Keeping Connected. The night computer session.

Orientation & Keeping Patrons included presentation of information that was in the booklets & could be read and it seemed kind of redundant.

A lot was directed to bigger libraries – not rural.

N/A

It was all Superb!

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5. How will you use what you've learned when you get back to your library?

Blank = 1

With staff & board.

I plan to use GASP with the Board and Building Committee. Personally, I learned a lot from Warren Graham, will try to use it at library.

I will urge the staff to brush up on security & handling patrons in general.

Security check. Re-key locks. GASP for our library.

Practical information to use and implement easily.

Will discuss with trustees and library director to see what they want to do and how they wish to use material.

Have a technology plan; Will assess safety issues.

Share info with trustees, put new ideas and policies into place; use new connections with colleagues in the future, as need be.

Rethink our renovation plans. Discuss security with board & staff. Make use of the security book.

Share security knowledge with FCL staff. Set-up security forms for my school library.

Share with director & staff.

Lots of great ideas to implement at a very reasonable cost!!

I will use whatever ideas that can apply for us. Will use some "mildly delirious" with summer reading.

Since three of my trustees and my new sub were here, I feel that we can discuss what we learned and find ways to incorporate different things that we learned into our library.

Look at GASP for the library. Adopt some security measures. Cash box. Lock unused rooms.

Connect it with our board and prioritize what we can do now and what can be done later.

Many, many ways. I'm submitting my action plans (from 1st day) to my Board for approval & so that I'll be held accountable for actually doing the stuff. Also, I will be continuing my efforts to improve library safety & security by putting policies & rules in writing.

Increase security awareness!!! Plan GASP with staff. Go forward with Plan of Action.

New exercises for staff security review and ways to rework our space.

Write formal security plan. Use it with GASP & use with new employees. Our library has not done enough with security.

Work on policies and work on GASP for potential new carpeting.

I will check out security measures. I'll evaluate how we can make the library more attractive.

Sharing with staff. Color. Safety, etc.

Implement security ideas & patron connection ideas.

Goal making & direction for library.

Implement safety tips. Use GASP techniques.

Share it with our director & staff & put into practice lots of what was covered.

Establish some tech procedures; safety awareness procedure check list.

Mildly Delirious will be implemented ASAP – come by and see the changes!!

I have already put security on the agenda for our next board mtg.

Look at security issues. Ideas for new connections.

6. What other training would help you and your library?

Blank = 10

Legal issues. MT St Law. Local authority for library & trustees. Better state work on behalf of libraries.

More training on Java, FirstSearch, electronic books, cataloging tips, program tips.

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Budgeting. Continue good blend of "fun" workshops with "serious."

As of now I can't think of anything.

Building a website.

More hands-on training – OCLC, etc. Writing policies & creating forms. Round table discussions to tackle real issues encountered by Montana public library directors.

How to deal with change....without resisting too much. How to drum up support from your Community.

A workshop on specific grants that are available – not a general – "there is money out there."
Thank you very much!!

Book mending. Computer problems troubleshooting. Thanks so much.

We are going to need an individual to help us get our circ program up and running and hopefully we'll get started on this right away. – Pat Hayden

Info about technology updates. New hardware. New software. How to use photos on the computer.

Workshop on weeding and writing collection development policy & procedures.

Time Management – specific to directors. Budgeting. Annual stats record keeping & set-up for reports through out the year.

Similar practical ideas for training for excellent service, motivating employees.

* ? Will have to think about this.

Policies.

Use of databases. On-going library practices.

Basic library functions for new people.

Let us digest & put into practice all of this first! A super thank you to Sue!!

The Action Plan ideas from “Well Connected” will be useful in making new things happen @ the library.

Funding, Funding, Funding (grants, dealing with commissioners, etc.).

Other Comments:

Housing and walking distance were a problem.