

03:41 to: Amy

C

04:08 to: Valarie Kingsland - Seward

I tend to use a variety depending upon who I'm talking to or the context.

04:17 to: Valarie Kingsland - Seward

Mostly patrons or visitors

05:04 to: Valarie Kingsland - Seward

I wrote a post about it that Micheal Stephens shared on his blog

06:28 to: Valarie Kingsland - Seward

I called them library peeps. =)

06:30 to: Valarie Kingsland - Seward

<http://tametheweb.com/2012/12/20/terminology-for-library-peeps-a-ttw-guest-post-by-valarie-kingsland/>

08:34 to: Valarie Kingsland - Seward

It sounds like everyone was stressed for it to be so negative

08:51 to: Amy

Yes.

08:56 to: Mary Jo Joiner

We have only one review on yelp

09:07 to: Amy

Nothing on yelp yet

09:39 to: Valarie Kingsland - Seward

I should check... mostly I'm worried about misinformation at this point

10:20 to: Amy

[http://www.tripadvisor.com/Attraction\\_Review-g30973-d7222000-Reviews-Craig\\_Public\\_Library-Craig\\_Prince\\_of\\_Wales\\_Island\\_Alaska.html](http://www.tripadvisor.com/Attraction_Review-g30973-d7222000-Reviews-Craig_Public_Library-Craig_Prince_of_Wales_Island_Alaska.html)

10:40 to: Amy

Nothing on trip advisor, either, but a BIG shout out to Daniel C. for that tip to get on there....

10:45 to: Amy

^ \_ ^

11:33 to: Mary Jo Joiner

FYI. I think I got the wrong handout.

12:03 to: Mary Jo Joiner

I can get it later

12:16 to: *Amy*

"Quiet" rarely works in this library.....

21:18 to: *Valarie Kingsland - Seward*

Our staff is amazing...Patty trained them well, so I just need to reinforce thier commitment to service.

21:34 to: *Mary Jo Joiner*

Positive feedback and reinforcement. Recently I heard someone dealing with a difficult patron. She did such a great job, I congratulated her and mentioned to everyone else.

22:07 to: *Valarie Kingsland - Seward*

I agree, Mary Jo...encouragement goes along way!

26:40 to: *LAM*

<http://www.ala.org/rusa/resources/guidelines/guidelinesbehavioral>

27:57 to: *Valarie Kingsland - Seward*

IFLA has great digital reference guidelines.

<http://www.ifla.org/publications/ifla-digital-reference-guidelines>

30:19 to: *LAM*

Hooray EDGE!!!

30:33 to: *Valarie Kingsland - Seward*

We need training time to be sure we have the same idea of what reference service.

30:35 to: *LAM*

Thank you

31:41 to: *Amy*

Honestly, we have pretty horrific staff turnover at the Craig library because it all follows that the best you have will find better jobs. I have one p/t position with no benefits and pretty lousy pay

31:41 to: *Amy*

(my pay is pretty lousy, too) and people tend to find better paying fulltime jobs. Staff retention would be helpful.

32:05 to: *Amy*

I always say that, as long as you're friendly and like people, I can teach you anything in here.

32:29 to: *Amy*

Now ... to find people who are friendly and like people ... \*sigh\* (who will stay)

33:19 to: *Amy*

We put out a Community Needs Assessment, and I got back that people found the library "unfriendly."

33:24 to: *Amy*

That was CRUSHING. :-(

33:56 to: *Amy*

...but that person also moved on, so we're friendly again. ;-)

34:09 to: *Valarie Kingsland - Seward*

Low pay, understaffing and stretching ourselves thin to provide the most hours to the public makes for burnout...something we're trying to address.

34:22 to: *RachelN 4*

Agreed!

35:47 to: *Valarie Kingsland - Seward*

I really like this: <http://usablelibrary.org/>

35:58 to: *LAM*

<http://www.ala.org/rusa/resources/guidelines/guidelinesbehavioral>

36:20 to: *RachelN 4*

I would like the handout also

36:34 to: *Amy*

If anyone is interested in that NASA program, I have the contact information....

36:36 to: *Amy*

They've been nice.

36:39 to: *Amy*

: -)

36:44 to: *Amy*

Thanks, Julie!

36:53 to: *RachelN 4*

Thanks!

37:38 to: *Valarie Kingsland - Seward*

I lost the document at the beginning on my computer somewhere...will that doc be there, too?

37:47 to: *Amy*

'Bye! Thanks!