

12:51:54 From Rachel Lynch to All panelists : Hi - Unfortunately, like the rest of the country, we are short-staffed and I may have to pop in and out as need arises. Will this be recorded and sent to us?

12:52:37 From PLA Webinars to Rachel Lynch and all panelists : Hi Rachel. A follow-up email will be sent to all attendees (typically within 1-3 business days) with a link to the webinar recording.

12:52:45 From Mary Hirsh to All panelists : Hi Rachel. Sorry to hear you are in so many directions at once. A full recording will be sent with 3 business days to all registered attendees

12:52:54 From Rachel Lynch to All panelists : Thank you so much!

12:53:08 From PLA Webinars to Everyone : Welcome, everyone! When using this chat window, please send your messages to "All panelists and attendees" (rather than the default "All panelists" only). Your fellow attendees won't be able to see your message if you don't send it to "All panelists and attendees."

12:53:25 From PLA Webinars to Everyone : So feel free to introduce yourselves and let us know where you're joining us from today!

12:53:48 From PLA Webinars to Everyone : Remember to send your chat messages to "All panelists and attendees" instead of the default "All panelists."

12:54:05 From Angela Maxwell to Everyone : hi everyone! I am joining from DFW

12:54:16 From Carol Mitchell to Everyone : Hi, I'm Carol Mitchell from Dayton, Ohio.

12:54:25 From Laura England-Biggs to Everyone : Hi, I'm Laura England-Biggs and I'm here from Fremont NE (Keene Memorial Library).

12:54:30 From Lorraine Russell to Everyone : High Point, NC

12:54:42 From Donald Smith to All panelists : I am Don Smith from Bastrop, LA

12:54:47 From PLA Webinars to Everyone : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists."

12:54:53 From Kimberly Spencer to Everyone : Joining from Tifton, GA

12:54:56 From Diane Annunziato to All panelists : Hello! Diane Annunziato from Dracut, MA (Parker Memorial Library).

12:54:56 From Stephanie Rawlins to Everyone : Hi all here from Southern Indiana Pike County

12:54:56 From Elizabeth Niebuhr to All panelists : Hello! I'm Elizabeth, chiming in from Winthrop in greater Minnesota!

12:55:02 From Nicole Gregoire to All panelists : St-Pierre-Jolys, Manitoba, Canada

12:55:03 From Julie Parsons to All panelists : Julie Parsons from Bel Air, MD!

12:55:06 From Rachel Exposito to Everyone : Hi all! Joining from the Embudo Valley Library in Dixon, New Mexico.

12:55:06 From PLA Webinars to Everyone : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists."

12:55:06 From Sara Koehn to Everyone : Hello from SW Kansas!

12:55:07 From Gaby Arroyo to All panelists : Hi all I'm Gaby Arroyo from Spokane Falls Community College Library, WA

12:55:21 From Elizabeth Niebuhr to Everyone : Hello! I'm Elizabeth, chiming in from Winthrop in greater Minnesota!

12:55:24 From Adrain Jacobs to Everyone : Hello from Valdosta, GA

12:55:24 From Teneia Combs to All panelists : Hello from Redford, Michigan

12:55:25 From PLA Webinars to Everyone : When using this chat window, please send your messages to "All panelists and attendees" (rather than the default "All panelists" only). Your fellow attendees won't be able to see your message if you don't send it to "All panelists and attendees." Thanks!

12:55:27 From Julie Parsons to Everyone : Julie Parsons from Bel Air, MD!

12:55:37 From Kristen Hillman to Everyone : Hello! Kristen Hillman from Mississippi Library Commission in Jackson, MS

12:55:42 From Teneia Combs to Everyone : Hello from Redford, Michigan

12:55:51 From Caitlin Myers to Everyone : Hi there! Caitlin Myers from Skokie Public Library near Chicago, Illinois

12:55:52 From Mary Montgomery to Everyone : Hi. Mary Montgomery from Bridge City TX

12:55:54 From Megan Maurer to Everyone : Hello from Scenic Regional Library in Union, MO.

12:55:58 From Diane Annunziato to Everyone : Hello! Diane from Dracut, MA (Parker Memorial Library).

12:55:59 From Tammy Hanson to All panelists : Hello from New Orleans

12:56:04 From Denise van Zanten to All panelists : Hi! Denise van Zanten, Manchester City Library, NH

12:56:06 From PLA Webinars to Everyone : When using this chat window, please send your messages to "All panelists and attendees" (rather than the default "All panelists" only). Your fellow attendees won't be able to see your message if you don't send it to "All panelists and attendees." Thanks!

12:56:20 From Genny Carter to Everyone : Hello! I'm Genny Carter from the Hatchie River Regional Library in Jackson, Tennessee.

12:56:29 From Vanja Anderson to Everyone : Hi Vanja here from sunny California!

12:56:29 From Gaby Arroyo to Everyone : Hi all I'm Gaby Arroyo from Spokane Falls Community College Library, WA

12:56:30 From Jillian Larko to Everyone : Hi! Jillian from New Castle, Pennsylvania.

12:56:33 From Radha Ashok to Everyone : Hello, Radha Ashok from Gwinnett Co Public Library, Georgia

12:56:41 From Monica McLean to All panelists : Hello, Monica McLean from Scugog First Nation, Ontario

12:56:44 From Juli Wald to Everyone : Hello from Middlebury, IN. I'm Juli Wald, the director.

12:56:45 From PLA Webinars to Everyone : When using this chat window, please send your messages to "All panelists and attendees" (rather than the default "All panelists" only). Your fellow attendees won't be able to see your message if you don't send it to "All panelists and attendees." Thanks!

12:56:48 From Rochelle Hartman to All panelists : Rochelle Hartman from Lincoln Library, the public library of Springfield, IL

12:56:53 From Marie Christopher to All panelists : Hi! Marie Christopher from Cameron Public Library in Cameron, Texas!

12:56:54 From Cindy Matthews to Everyone : Hi, Cindy Matthews from Middle Tennessee, Library Director

12:57:22 From Eric Carzon to Everyone : Hi, Eric Carzon from Montgomery County Public Libraries, Maryland.

12:57:24 From Lynda Reynolds to Everyone : Hello from State Library of North Carolina

12:57:30 From Elena Dimova to Everyone : Hello. Elena from Dunedin Public Library, Florida

12:57:42 From Kristen Hillman to Everyone : Hope everyone is having good weather. Hot, steamy, and getting humid here in MS!

12:57:44 From Jessica Pinkowski to All panelists : Hi Jessica Pinkowski from the Orange County Library System

12:57:47 From Bailey Anderson to Everyone : Hello from Black Earth, Wisconsin! My name is Bailey!

12:57:48 From PLA Webinars to Everyone : When using this chat window, please send your messages to "All panelists and attendees" (rather than the default "All panelists" only). Your fellow attendees won't be able to see your message if you don't send it to "All panelists and attendees." Thanks!

12:58:03 From Glory Okeagu to Everyone : Hello, Glory from the National Library of Nigeria

12:58:04 From Laverne Mann to All panelists : Hey, Laverne Mann from Cherry Hill PL (south Jersey outside Philly)

12:58:04 From Heather Smith to Everyone : Hi! Heather Smith, Eastern Lancaster County Library in New Holland, PA

12:58:16 From Jessica Pinkowski to Everyone : Good Afternoon! My name is Jessica Pinkowski from the Orange County Library System

12:58:28 From Jennifer Daddio to Everyone : Hello! I'm Jennifer Daddio from the Somers Library in Somers, New York.

12:58:30 From Amy Ring to All panelists : St. Augustine, FL is still enjoying cool mornings, hot afternoons for swimming, and breezy evenings. The hummingbirds and butterflies are out!

12:58:39 From Alma Simmons to Everyone : Greetings from the Detroit Public Library.

12:58:41 From Karen Neal to All panelists : My name is Karen from rainy Iowa.

12:58:42 From Linda McFadden to All panelists : Hi, Linda McFadden, Bridgeton Public Library, NJ

12:58:51 From Stephanie Kinsler to All panelists : Hi, Stephanie Kinsler, Millington Public Library, north of Memphis, TN.

12:58:51 From Matthew Ross to All panelists : Hello! Matthew Ross from Tiffin-Seneca Public Library (Ohio)

12:58:58 From Brenda Miller to All panelists : Hello from Ohio!

12:59:05 From Oyuki Poletz to Everyone : Greetings from Oyuki De Santiago Poletz at the Boca Raton Public Library!

12:59:07 From Victoria Aguilar to Everyone : Hello from Tempe, Arizona. I'm Victoria from Tempe Public Library's Teen Services Department. :)

12:59:08 From Amy Tollison to Everyone : Hello, Amy Tollison from Mary Wood Weldon Memorial Library in Kentucky.

12:59:08 From PLA Webinars to Everyone : When using this chat window, please send your messages to "All panelists and attendees" (rather than the default "All panelists" only). Your fellow attendees won't be able to see your message if you don't send it to "All panelists and attendees." Thanks!

12:59:12 From Crescenda Long to All panelists : Hello everyone!
Joining from Berks County, PA

12:59:19 From Linda McFadden to Everyone : Hi, Linda McFadden,
Bridgeton Public Library, NJ

12:59:33 From Karen Neal to Everyone : My name is Karen from rainy
Iowa.

12:59:36 From Steven Allen to All panelists : greetings from
Saskatchewan, Canada!

12:59:36 From Anna Maria Areson to Everyone : Hello from the Hudson
Valley!

12:59:42 From Katharyn Haas to All panelists : Good Afternoon! Joining
from Portage, Michigan.

12:59:47 From Emilie Hancock to Everyone : Hello from Charleston
County Public Library in South Carolina!

12:59:47 From Melissa Sierra to Everyone : Hello from Bartonville, IL
at the Alpha Park Library :-)

12:59:51 From Patti Weiss to Everyone : Hello and Good Afternoon, I'm
Patti Weiss from Western Pocono Community Library in Brodheadsville, PA

12:59:54 From Andrea Simmons to Everyone : Greetings! Andrea Simmons
here from Ballston Spa Public Library, NY

12:59:56 From Stephanie Kinsler to Everyone : Hi, Stephanie Kinsler,
Millington Public Library, north of Memphis, TN.

12:59:57 From Chie Suga to Everyone : Hello, I'm Chie from Jissen
Women's University in Tokyo, Japan.

12:59:58 From Dinah Harris to All panelists : Hello from Dinah Harris,
Jackson-Madison County Library, Jackson, TN

13:00:02 From Brenda Miller to Everyone : Hello from Ohio!

13:00:13 From Vandhana Rani Singh to All panelists : Hello. Rani
Singh, City of Menlo Park, CA

13:00:14 From Rachel Stewart to All panelists : Hello! Rachel Stewart
from Arcola, Illinois at the Arcola Public Library District.

13:00:17 From PLA Webinars to Everyone : When using this chat window,
please send your messages to "All panelists and attendees" (rather than
the default "All panelists" only). Your fellow attendees won't be able to
see your message if you don't send it to "All panelists and attendees."
Thanks!

13:00:18 From Heather Westhaver to Everyone : Hello! Heather From
Southern Ontario, Canada

13:00:24 From Lisa Vande Bunte to Everyone : Hello from the Mitten!

13:00:26 From Jennifer Garner to All panelists : Hello . It's a rainy
day in eastern Iowa.

13:00:30 From Isabelle Camiré to Everyone : Hello from Russell Public
Library, Ontario, Canada

13:00:33 From Kellee Forkenbrock to All panelists : Kellee from North
Liberty Library in North Liberty IA

13:00:36 From James Teahen to All panelists : Hello! James from Marion
Iowa

13:00:38 From Marisa Glaviano to All panelists : Hello - Marisa
Glaviano from central Ohio

13:00:46 From Elizabeth Kane to All panelists : Hi from Norway, Maine

13:00:48 From Logan Ragsdale to All panelists : Logan Ragsdale Red Oak
Texas

13:01:15 From Reagen Thalacker to Everyone : Hello from The Library of
Virginia!

13:01:27 From Larry White to All panelists : Hello from Metropolitan Library System in Oklahoma City.

13:01:37 From Kayla Payne to Everyone : Hello from Staunton, VA!

13:01:39 From Ariel Wilber to All panelists : Hello from Oneida Public Library in NY!

13:01:41 From PLA Webinars to Everyone : When using this chat window, please send your messages to "All panelists and attendees" (rather than the default "All panelists" only). Your fellow attendees won't be able to see your message if you don't send it to "All panelists and attendees." Thanks!

13:01:46 From Christine Conwell to Everyone : Hello from Moorpark, California! =)

13:01:49 From Alicia Martinez to Everyone : Hello, I'm Alicia from Watsonville Public Library in California (Central Coast).

13:01:51 From Marie Christopher to Everyone : Hi, Mary!

13:01:58 From Katharyn Haas to Everyone : Good afternoon! Tuning in from Portage, Michigan

13:02:01 From Rachel Lynch to All panelists : Hello from Lewes, Delaware!

13:02:07 From Ida Gonzalez-Garza to All panelists : Good afternoon! from Nueces County Public Libraries in South Texas

13:02:36 From Felicia Gettle to Everyone : Hi from York, PA!

13:02:49 From Michelle Pelletier to Everyone : Hello from New Hampshire

13:02:56 From Melinda Sandkam to Everyone : Hi from Richmond, VA

13:02:58 From Amy Steinbauer to Everyone : Good afternoon, from Washington, D.C.!

13:03:01 From PLA Webinars to Everyone : When using this chat window, please send your messages to "All panelists and attendees" (rather than the default "All panelists" only). Your fellow attendees won't be able to see your message if you don't send it to "All panelists and attendees." Thanks!

13:03:05 From LaTrisha Milton to All panelists : Hello from Baltimore

13:03:09 From Kanta Kapoor to Everyone : Hi from Milton!

13:03:11 From Kyra Hahn to All panelists : Hello from KS

13:03:19 From Jennifer Pearson to Everyone : Hello from Southern Middle Tennessee

13:03:19 From Ben Carter to Everyone : Good afternoon from ATL!

13:03:20 From PLA Webinars to Everyone : When using this chat window, please send your messages to "All panelists and attendees" (rather than the default "All panelists" only). Your fellow attendees won't be able to see your message if you don't send it to "All panelists and attendees." Thanks!

13:03:20 From Kristi Sadowski to Everyone : mean margaret

13:03:21 From Jodi Grebinoski to All panelists : Hello from Virginia, MN!

13:03:22 From Jenniffer Stephenson to Everyone : Hello from Hernando, Mississippi!

13:03:22 From Allison Grubbs to Everyone : Hello from Broward County, Florida!

13:03:28 From Lisa Harmon to Everyone : Hello all! Lisa Harmon, new library director at Fruitport District Library in Fruitport, Michigan..

13:03:30 From Rochelle Carr to All panelists : Hi from Rochelle at Shasta Public Libraries

13:03:31 From Kyra Hahn to Everyone : Hello from KS
13:03:39 From Melissa Kelly to Everyone : Hello from Oregon!
13:03:44 From PLA Webinars to Everyone : Need technical assistance with the webinar? Contact me using the Q&A window and I'll respond a.s.a.p.
13:03:51 From Monica Edwards to Everyone : Hello from KY!
13:03:51 From Beatrice Ampadu to Everyone : Hello from NC
13:03:57 From Christina Linz to Everyone : Hi from Muskogee, OK!
13:03:59 From Julie Clinefelter to Everyone : Hello from Austin, Minnesota!
13:04:14 From nemoure ahmed to All panelists : Hi from Florida
13:04:20 From Isaiah West to Everyone : Hello from Prince George's County, MD!
13:04:23 From PLA Webinars to Everyone : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Your fellow attendees won't be able to see your message if you don't send it to "All panelists and attendees." Thanks!
13:04:29 From HEATHER JOHNSON to All panelists : Hello from River Falls, Wisconsin!
13:04:37 From Stephanie Aryan to Everyone : Hello from Fairfax, Va
13:04:43 From Rochelle Carr to Everyone : Hello from Shasta Public Libraries
13:04:46 From Jeremy Freeman to Everyone : Hello from St. Peter, Minnesota! Just earned my MLIS degree!
13:05:06 From Michelle Pelletier to Everyone : Congrats, @Jeremy Freeman!!
13:05:07 From Caitlin Myers to Everyone : Congratulations, Jeremy!
13:05:19 From Cindy Matthews to Everyone : Congratulations, Jeremy! Current MLIS student here
13:05:19 From Eric Mbunwe to All panelists : Hi from Fitchburg, MA
13:05:22 From Mary Hirsh to PLA Webinars(Direct Message) : I learned something new today!
13:05:31 From Reagen Thalacker to Everyone : Kudos Jeremy!
13:05:33 From PLA Webinars to Everyone : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Your fellow attendees won't be able to see your message if you don't send it to "All panelists and attendees." Thanks!
13:05:44 From Rochelle Carr to Everyone : Congratulations!
13:06:07 From Donna Clark to All panelists : Hello from Cedar Springs, MI! Happy to join! Donna Clark
13:06:16 From PLA Webinars to Everyone : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Your fellow attendees won't be able to see your message if you don't send it to "All panelists and attendees." Thanks!
13:07:44 From Stephanie Aryan to Everyone : Jessica is my Director here at Fairfax County Public Library!
13:08:00 From Jessica Hudson to Everyone : Woot! Hi Stephanie- :)
13:08:02 From Donna Clark to All panelists : Donna Clark...I can't see my name or anything to click on to be visible or show myself
13:08:16 From Cindy Matthews to Everyone : Love your logo and tagline, Mark Williams
13:08:23 From Stephanie Aryan to Everyone : Hi Jessica :) !
13:08:31 From Michelle Pelletier to Everyone : Beee inspired. Great!!

13:08:52 From Kelly Kneisler to Everyone : I could listen to Mark speak ALL day! Love your accent, Mark

13:09:07 From Anthony Bernier to All panelists : Important to be aware of how your library is distinctive - such as degree of pop growth. that's an important director move.

13:09:09 From Anna Zillinger to Everyone : Building new libraries is always so exciting (and getting rarer in these tough economic times)

13:09:16 From Jennifer Garner to Everyone : Wow! We are similar in Iowa except on a smaller scale. We are one of the fastest growing communities in Iowa. When I moved here in the 90s we were about 4500 and are over 20,000 today.

13:09:30 From Kelly Jones to Everyone : Hi Roberta! :)

13:09:42 From Suzanne Library to Everyone : Hello from Ashe County North Carolina

13:09:43 From Jason Phinney to All panelists : Hello from Missouri!

13:09:50 From Mary Hirsh to Everyone : www.efficientlibrarian.com

13:10:14 From Patti Weiss to Everyone : Currently a Library Director here, but just started the MLS program to make sure we are compliant.

13:11:22 From Reagen Thalacker to Everyone : Patty - You're not alone in that particular directorship journey. Good luck with your studies!

13:11:29 From Tami Morehart to All panelists : Hello from Lithopolis, Ohio!

13:11:32 From Beth Anderson to Everyone : Hi from sunny Burnsville, WV!

13:12:09 From Jenniffer Stephenson to Everyone : As we say, Mark, you have found your tribe. :-)

13:12:21 From Katie Edwards to All panelists : I love it when libraries are safe spaces!

13:12:27 From Logan Ragsdale to Everyone : Red Oak Texas Library director small rural library here 6 years but in libraries for 40+ years . Openly gay here also :)

13:12:50 From Anna Zillinger to Everyone : air conditioning! me too!

13:12:51 From Kim Blaha to All panelists : Hi! I'm Kim Blaha, director at Syracuse-Turkey Creek Township Public Library in Northern Indiana

13:12:56 From Logan Ragsdale to Everyone : Started as a page here also

13:13:03 From PLA Webinars to Everyone : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Your fellow attendees won't be able to see your message if you don't send it to "All panelists and attendees." Thanks!

13:13:32 From Jennifer Garner to Everyone : Started as a volunteer. Accidental directors are so common!

13:13:52 From Jenniffer Stephenson to Everyone : A tribe who welcomes all staff and patrons.

13:14:02 From Michelle Pelletier to Everyone : Same! Started as a trustee, took over my library. Love it!

13:14:28 From Laverne Mann to All panelists : That's what I always say - It is never boring in libraryland (esp public libraries). At least if you are doing it right :)

13:14:30 From Pamela Tuller to All panelists : Finney County Public Library in Garden City, Kansas here

13:14:31 From Kim Blaha to Everyone : Hi! I'm Kim Blaha, director at Syracuse-Turkey Creek Township Public Library in Northern Indiana

13:14:40 From Jenniffer Stephenson to Everyone : Yes, accidental library director here. I was a library director at two other systems for 15 years, and now I am an Assistant Director at a much larger system.

13:14:55 From Mary Hirsh to Everyone : If you have questions for our panelists, please put them here. We will have time for Q&A at toward the end of the hour

13:15:11 From Diane Annunziato to Everyone : Public Libraries welcome Everyone! No Exceptions.

13:15:51 From Jenniffer Stephenson to Everyone : Yes, Diane!

13:15:55 From Jennifer Garner to Everyone : I aspired to be in social services and my boyfriend (now my husband) told me he was worried that my empath heart would break. So I joke that I became a librarian instead - virtually the same thing.

13:16:07 From PLA Webinars to Everyone : Have a question for our panelists? Post it here in the chat window to "All panelists and attendees." We'll address all your questions later in the webinar. Thanks!

13:16:09 From Genny Carter to Everyone : I was a teacher for 13 years, got burned out, and changed careers. I quit, decided to be a librarian and got my MSIS. Best decision!

13:16:11 From Amy Ring to Everyone : Looking for suggestions for getting budget management experience worthy of adding to a resume without much budget involvement

13:16:13 From Julie Parsons to Everyone : What advice do you have for someone who is interviewing for a director position?

13:16:19 From Marquita Gooch-Voyd to All panelists : How do you know when you're ready to take the leap into Directorship?

13:16:26 From Beth Anderson to Everyone : I was able to get my job as an on-call/as needed person because of the job I had done in our local PTA. When the position of Director came open I applied and was the 2nd choice of our Board. Thankful that their first choice changed their mind. Been here 6 years and will celebrate my 6th year anniversary as Director July 1st.

13:16:33 From Laverne Mann to Everyone : Meant to do all attendees: I always say it's never boring in libraryland (esp public libraries)

13:17:07 From Michelle Pelletier to Everyone : I need some serious manager training. Where can I find a resource that would be all encompassing? I only have 3 employees but I feel like I'm a major pushover. I want everyone to be happy. Hard to enforce the rules when people don't like them :)

13:17:19 From Marquita Gooch-Voyd to Everyone : How do you know when you're ready to take the leap into Directorship?

13:17:20 From Melissa Hunt to All panelists : what should a reference librarian have in their background to make the transition to directorship? or what would make a librarian the best candidate to move to directorship?

13:17:30 From Jennifer Garden to Everyone : I started working in my local library after I accidentally destroyed a library book. (Books and washing machines don't mix!) A couple years later, as a sophomore in college, I was offered the directorship after our director left. I turned it down as I had no way of knowing what was needed! I was the interim for a year, but didn't do much other than order new books and catalog them (self-taught!). I worked in publishing, distribution, and libraries for the next 20 years until the current director/solo librarian job came to

my attention. I was tired, at that point, of working in customer service in publishing, so I switched back to libraries as the director here. I'm it for staff, so it's a LOT of work, but it's so rewarding. (Oh, and no MLIS here, we're too small to require it.)

13:17:31 From Doris Mendez-DeMaio to All panelists : Jessica - was it difficult to change from a medium size system to a smaller one?

13:17:51 From Kathleen Fieffe to All panelists : What is your advice for how to develop a good relationship with your director?

13:17:57 From Amy Ring to Everyone : Are library directors becoming more political figures than librarians? Are you Library directors or Directors of a public department?

13:18:00 From Amy Tollison to Everyone : What aspect of directorship did you feel most unprepared for, and how did you deal with that and gain the competence you needed?

13:18:07 From Terri MacIntyre to All panelists : Very new director (2 months) at a super small library servicing 1,800 people. We don't even have any digital services yet. My budget is super low so I have lots of "challenges" ahead. What would you advise?

13:18:11 From Marie Christopher to Everyone : Roberta, absolutely!

13:18:24 From PLA Webinars to Everyone : Have a question for our panelists? Post it here in the chat window to "All panelists and attendees." We'll address all your questions later in the webinar. Thanks!

13:18:32 From KennethWayne Thompson to Everyone : You are always on...

13:18:33 From Rachel Stewart to Everyone : I'm a first time director, stepping into a role where the Board made every single decision because the previous director let them. How do I realign our roles so that I can do my job properly?

13:18:39 From Kristi Sadowski to Everyone : Hello, I have been a director for almost 10 years, three in my current position. How do you navigate the role of the director, vs the Board or Town? My Board and Town Manager are currently re-defining their relationship, and I would like it to end in a way that is most beneficial to the future Library.

13:18:40 From Kelly Kneisler to Everyone : Yes, the pressure to always be ON is immense.

13:18:45 From Katie Edwards to Everyone : What kinds of work are you doing to promote diversity in your staff and librarians?

13:18:52 From Emilie Hancock to Everyone : What has been the biggest challenge you've faced as a director?

13:18:58 From Kathleen Fieffe to Everyone : What is your advice for how to develop a good relationship with your director?

13:18:59 From Anna Zillinger to Everyone : How have you taken risks to advocate for the safety and efforts of your staff? How have you been brave in advocating for a changing profession?

13:19:08 From Leticia Polizzi to Everyone : How do you avoid burn out? Or deal with stress/anxiety while you still need to be there for your patrons and staff?

13:19:09 From Susan Mutschler to All panelists : How different is a regional management position as compared to a library director position?

13:19:25 From Linda McFadden to Everyone : I think the politics are what have surprised me the most

13:19:31 From Jenniffer Stephenson to Everyone : Amy, I don't know of a way that public library directors CAN avoid politics. It's the least favorite part of my job. Nothing like going to a local Board of Aldermen

or Board of Supervisors to convince them of the value of libraries and funding them.

13:19:51 From Pamela Tuller to Everyone : YES YES YES FIRE FIRE FIRE

13:19:57 From Kim Blaha to Everyone : Yes Jennifer!

13:20:17 From Linda McFadden to Everyone : I agree Amy. Why don't the powers that be see the value in libraries

13:20:25 From Kelly Kneisler to Everyone : We are putting out fires all day long...

13:20:26 From Ashley Allen to Everyone : Lol Wonderful description!

13:20:34 From Anna Zillinger to Everyone : libraries are not neutral! politics are part of our work

13:20:50 From Marquita Gooch-Voyd to Everyone : How do you get feedback from staff, stakeholders, community partners to know if you're doing a good job as a Director?

13:20:53 From Laverne Mann to Everyone : Question: Can you talk about the loneliness of being at the top and how you combat it? Have a great team, supervisors, Board and amazing NJLA librarians and network but chair can be isolating.

13:20:58 From Diane Annunziato to Everyone : Can you speak to the value/importance of your Assistant Director?

13:20:58 From Alisa Burch to All panelists : Staff squabbles and grievances are surprising.

13:21:01 From Stephanie Kinsler to Everyone : I have been a Director for 3 years now. I was a academic librarian in Research & Instruction for 8 years before this position. I have to say that I had no idea how much time i would spend using/practicing interpersonal skills with staff and stakeholders!

13:21:10 From PLA Webinars to Everyone : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Your fellow attendees won't be able to see your message if you don't send it to "All panelists and attendees."

13:21:13 From Amy Ring to Everyone : How many elevator speeches do you have in your back pocket?

13:21:27 From Dr Abdul Musref Khan to All panelists : Hi; I am from India Research Scholar in library and information science how the role play public library in COVID-19 Pandemic.

13:21:45 From Christine Johnson to All panelists : You must all love to read, LOL! (Isn't that we do all day?)

13:21:46 From Kelly Becker to Everyone : What advice do you have about dealing with a micromanaging Board Trustee who acts as if she is the director not part of an eight member board? She has already driven out 2 other directors in less than 3 years...

13:22:07 From Roberta R. Phillips-PGCMLS to Everyone : Building relationships is critical!

13:22:21 From Jennifer Garden to Everyone : Mark, I could listen to you talk all day! I love your accent.

13:22:44 From Anne Crawford to Everyone : My name is Anne Crawford, and I'm an Assistant Branch Manager and Adult Services Librarian. I've worked for St. Johns County Public Library System for 18 years in July. I can well imagine between COVID-19, Black Lives Matter, politics, etc. that 2020/2021 has been incredibly challenging for Library Directors.

13:22:54 From Heather Westhaver to Everyone : Mark, what cohort did you attend PLL?

13:23:02 From Rebecca Raven to Everyone : Thanks, Mark! You're an amazing ambassador for the PLLeaders program!!

13:23:46 From Marie Christopher to Everyone : Yes, Anne Crawford! You are so correct.

13:23:59 From PLA Webinars to Everyone : Remember to post your question for our panelists here in the chat window to "All panelists and attendees." We'll address all your questions later in the webinar. Thanks!

13:24:20 From Susan Mutschler to All panelists : ALA posts jobs all over the U.S. What are your thoughts about HR/boards wanting to hire someone (or not) from outside of their state? Is it possible to get a professional library director position in a state different from which you reside?

13:24:24 From Jennifer Garden to Everyone : Ice cream for dinner!

13:25:23 From Logan Ragsdale to Everyone : Mine is an advisory board

13:25:23 From Wen Livingston to Everyone : Do you deal with a citizens oversight committee?

13:26:32 From Rachel Exposito to Everyone : Im a new, first time library director, with plenty of management experience. What are some successful time management strategies that you practice?

13:26:36 From Laverne Mann to Everyone : In NJ libraries are autonomous entities, governed by Board of Trustees for municipal or County Commissions. Have to constantly explain not a dept of the town across the state to boards. Of course must have good relationship with Mayor, Council, CFOs

13:26:56 From Logan Ragsdale to Everyone : Story -once in Queens I was getting on subway leaving area a customer recognized me and asked "is the library closed today?" Thinking that if I were off library closed lol

13:27:25 From Reagen Thalacker to Everyone : Directorship requires a different kind of outreach - to your Board members, local legislators and government folx, community leaders, etc. Building those relationships will assist in building partnerships for the future.

13:27:27 From PLA Webinars to Everyone : A follow-up email will be sent to all attendees (typically within 1-3 business days) with a link to the webinar recording. Also included will be the chat transcript and a link to a boilerplate certificate of completion for this webinar that you can personalize as needed.

13:27:29 From Cindy Matthews to Everyone : That is funny, Logan.

13:27:36 From Kim Blaha to Everyone : LOL They ask to renew their stuff when they see us in the grocery store

13:27:43 From Jennifer Garner to Everyone : I've worked at my library for 25 years this year and am active in the Association for Rural and Small Libraries as a director in a smaller library (stand alone library, population 20,000 with 17 staff). I love sharing experiences, talking about management/leadership, and connecting with other directors. If anyone would like to connect off the webinar, please feel free to reach out. jgarner@northlibertyiowa.org

13:28:09 From Laverne Mann to Everyone : Preach it Mark!

13:28:42 From Logan Ragsdale to Everyone : <https://www.beinspired.ca/>

13:28:50 From Stephanie Kinsler to All panelists : Thanks, Jennifer Garner!

13:29:04 From Anna Maria Areson to Everyone : What's the best way to get management experience (often a requisite on job postings) when you're

somewhere with no opportunities for advancement? [For context, I'm the Adult Programmer - just got my MHLS last year]

13:29:13 From Emilie Hancock to Everyone : I'd like to hear what Mary Ellen started to say in response to Mr. Crane's question earlier.

13:29:15 From Marie Christopher to Everyone : So true~

13:29:19 From Logan Ragsdale to Everyone : You can't get away lol even in NYC

13:30:04 From Lauren Read to Everyone : Anyone juggle directorship with parenting young child/ren?

13:30:14 From Vince Giordano to Everyone : What does everyone think about using TikTok or Snapchat for library marketing?

13:30:18 From Stephanie Kinsler to Everyone : Thanks, Jennifer Garner!

13:30:19 From Anne Crawford to Everyone : Directors can be the best ambassadors for the Library - both of the ones I've worked for in 18 years really made the connection with the community and supported our staff. Directors who get it right can make such a difference in employment retention, staff morale, positive PR, and so much more.

13:30:32 From Stephanie Aryan to Everyone : Thanks Jessica it's not a 9-5 job!

13:30:36 From April Witteveen to Everyone : @lauren YES I've got a 3.5 yo and a 1yo. I *have* to set boundaries on my work.

13:30:55 From Kelly Linehan to All panelists : @Lauren - me too! 5 yr old and 2 yr old.

13:31:12 From Amanda Bressler to Everyone : Reading the room is a seriously undervalued skill. I really appreciate a leader who can feel the vibes and respond appropriately.

13:31:53 From Christine Conwell to Everyone : I have an almost two year old and another on the way. It's been a challenge but I agree that setting boundaries is so important

13:32:26 From Nicholas Brown to Everyone : This was the event Roberta's referring to: https://www.youtube.com/watch?v=gAva_pwH8QY

13:32:29 From Nicholas Brown to Everyone : George M. Johnson

13:32:55 From Marquita Gooch-Voyd to Everyone : @Vince We use TikTok a lot! Right now it's a little less "check out this story time" and more of a way to engage demographics that we are missing in a fun way. We currently have a library jokes series going. Check us out: <https://www.tiktok.com/@claytongalib?>

13:32:57 From Julie Parsons to Everyone : That was a wonderful program with Dr. Kendi!

13:33:00 From Laverne Mann to Everyone : I worked in advertising at one point...if I have to be in sales, I have to believe in the mission. Even on a bad day, I deeply believe in public libraries as an institution

13:33:28 From Dr Abdul Musref Khan to All panelists : very knowledgeable

13:33:49 From Stephanie Kinsler to Everyone : Yes, Laverne! This is the only sales/marketing job I would ever want!

13:34:56 From Emilie Hancock to Everyone : Has there ever been a point when you decided to go from having the library fill a gap to advocating for a policy change to eradicate the gap?

13:36:02 From April Witteveen to Everyone : I would love to hear any new approaches to community surveys/needs assessments. What kinds of questions are crucial and more valuable than how we've surveyed in the past?

13:36:04 From Christine Johnson to Everyone : Do any of you have other graduate degrees in addition to an MLS/MLIS? If yes, how has it helped in your role?

13:36:42 From Jennifer Johnson-Spence to Everyone : You as a Director are only as good as the staff who work with you. I'm so grateful to my staff especially this last year!

13:37:01 From Patti Weiss to Everyone : Do you publish? How often?

13:37:10 From Melissa Kelly to Everyone : YES! I am so grateful for my team!

13:37:11 From Anne Crawford to Everyone : My Branch Manager has a Masters in Education in addition to an MLS, and I have a Bachelors in Education. I think it's helped us both with teaching both patrons and staff.

13:37:16 From Elysse Sison to All panelists : Probably the biggest fear I have of becoming a director is being seen as an "enemy." I'm currently a branch manager and I see/hear how most of my staff members (and at times myself) criticizing our director for the lack of staffing, lack of funding, or lack of attention to staff needs. At my library. there seems to be animosity between the library's administration and the frontline staff. I honestly applaud all directors because it can be tough when even your own staff are not always on your side.

13:37:52 From Anna Zillinger to Everyone : How much are you physically showing up in your buildings and connecting with staff in person?

13:38:22 From Melissa Sierra to Everyone : that sounds amazing!!

13:38:27 From Logan Ragsdale to Everyone : For multiculturalism check out queenslibrary.org

mmulticultural.. check out Qbpl

13:39:25 From Laverne Mann to Everyone : One of the best things about being a library director is hiring - our library went from traditional Reference librarians to Adult Services Librarians as a sea change

13:39:26 From George Wilson to Everyone : I am a new director. I love this role, but how do you deal with the "negatives?" Patrons not returning materials? People who come in and cause disruptions on regular basis? People who use drugs outside the building after hours, so we have to scour the parking lot for pipes and needles in the morning?

13:39:29 From Amy Schumann to All panelists : Your staff may not like watching your kid as much as you think they do

13:40:43 From Genny Carter to Everyone : Comment: I think the panelists could create an excellent and useful article based on their comments in this webinar and answering questions posed in the chat.

13:40:49 From Laverne Mann to Everyone : Yes- morning circle meetings, all library emails, sharing director reports

13:41:03 From Jessica Hudson to Everyone : Heh! probably-but baby only goes to people who want baby snuggles-and I often have to fight to get her back :)

13:41:12 From Julie Parsons to Everyone : Yes! that definitely helps staff when you over communicate. And admit when you've made a mistake

13:41:13 From Melissa Kelly to Everyone : I learned that one that hard way when I was a new director. It's so important to communicate early and often.

13:41:14 From April Witteveen to Everyone : I will always check in with myself as someone who had 15 years as a front-line librarian. I know

what troubled me with management, and I work hard to avoid those situations.

13:41:59 From Laverne Mann to Everyone : I keep hearing about a director who never says hello or goodbye to the staff at the desk. ugh

13:42:18 From Susan Mutschler to All panelists : How can we, as public library leaders, create more desire for individuals to get library cards? I'm on a quest for finding new creative ways to increase library card ownership and usage. Any good resources out there?

13:42:24 From Patti Weiss to Everyone : During the COVID closures here in PA, I sent an email every week that was personal to the entire staff and also, held small group staff meetings, to basically check in with the staff and make sure they were doing ok

13:42:28 From Colleen Kilbreath to Everyone : Yes, as the director in a small and rural library, I miss the librarian part of working in a library. Our director position is very administrative. No matter the size.

13:42:45 From Lisa Jackson to All panelists : Our Old Library Director also mandated that his Admin staff spend a few hours a month on one of the public service desks at one of the branches...which kept everyone in the loop of what the frontline folks were dealing with and made us frontline folks feel like we were supported and appreciated.

13:43:01 From Roberta R. Phillips-PGCMLS to Everyone : You to give everyone the why

13:43:15 From Roberta R. Phillips-PGCMLS to Everyone : You need to ..

13:43:19 From HEATHER JOHNSON to Everyone : I would like to hear the panelists and attendees views on the MLIS/LIS degrees when hiring staff or even that of the Library Director.

13:43:46 From Linda McFadden to Everyone : How do you handle a staff person who is great at her job but isn't a team player and thinks because she's a librarian that she can boss non-librarians around. I've done evaluations and spoken with her numerous times. How much documentation is enough?

13:43:50 From Patricia Smith to All panelists : The worst part of being a library director is enforcing not popular decisions, I try to explain the reasoning behind those decisions, but still difficult

13:44:31 From Linda McFadden to Everyone : A board that don't like each other!!

13:44:55 From HEATHER JOHNSON to Everyone : What are your views on being a Library Director who does not live in the community that they work in.

13:45:09 From Diane Annunziato to Everyone : So true, Mark!!!

13:45:22 From Kathleen Fieffe to Everyone : good question, Heather! I'm curious

13:45:33 From Laverne Mann to Everyone : United for Libraries- trustee policies great resource. Also yearly Trustee Training in NJ through our state library, along with digital resources and training

13:45:42 From Jose Enriquez to Everyone : @Linda McFadden I think you've done enough documentation to move on to the first step of any disciplinary action. Ask Human resources

13:45:59 From Colleen Kilbreath to Everyone : I don't live in the community and it is best for probably all of us

13:46:16 From Linda McFadden to Everyone : thanks Jose

13:47:11 From Laverne Mann to Everyone : Trustees..and Friends groups, whole other kettle of fish..www.ala.org/united

13:47:29 From Cindy Matthews to Everyone : So true, Laverne...
13:47:30 From Susan Anderson to All panelists : Yes you have to keep them busy!
13:47:50 From Shirley Taylor to All panelists : Very smart Jessica
13:47:56 From PLA Webinars to Everyone : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Your fellow attendees won't be able to see your message if you don't send it to "All panelists and attendees." Thanks!
13:48:22 From Susan Anderson to All panelists : As far as Library Commissioners-- some like to volunteer at fun events, others want to do the political stuff, like writing letters to Council during budget or doing the Day in the District visits.
13:48:48 From Laverne Mann to Everyone : I sit with each one before their first Board meeting because often a Mayor appointee is unknown to us until appointed. Someone suggested by sitting across from you at your director desk sets tone...
13:48:55 From Glory Okeagu to Everyone : How do you deal with a staff who is afraid of change, resist change and tries to get others to join him in the resistance.
13:49:26 From Linda McFadden to Everyone : great question Glory
13:49:55 From Stephanie Rawlins to Everyone : For change use the book "My Iceberg is Melting. I created a power point to use with it. Very good change book.
13:50:02 From Reagen Thalacker to Everyone : It may differ from state to state, but your State Library may have resources for working with Trustees/Board Members. Handbooks, training, etc.
13:50:23 From Susan Anderson to All panelists : With Commissioners, it is helpful to figure out their goals for being on the board-- do they love the library, or is this a step on a ladder of a political career or a way to get on another board?
13:50:29 From Terri MacIntyre to All panelists : @Mary Ellen - great answer. I'm right there now.
13:50:33 From Susan Anderson to All panelists : For being on the Commission, I mean.
13:50:59 From Glory Okeagu to Everyone : Thank you Stephanie
13:51:41 From Stephanie Aryan to Everyone : Jessica H does a great job with our Board! Amazing actually and that is a gift.
13:53:41 From Susan Anderson to All panelists : I wish I had an Assistant Director-- something to think about when you are considering a Director position.
13:54:14 From Melissa Sierra to Everyone : ABSOLUTELY!!
13:54:22 From Amy Stockwell to Everyone : Thank you, Roberta!!
13:54:25 From Aimee Newberry to Everyone : SO TRUE!
13:54:30 From Diane Annunziato to Everyone : Agreed, Roberta!
13:54:36 From Jennifer Garden to Everyone : Thank you!
13:54:37 From Lisa Jackson to Everyone : All of us who have an MLIS feel like we wasted our money.
13:54:41 From Beth Anderson to Everyone : I have been doing it for 6 years. I would put us up against others who do have MLIS or MLIS ran libraries.
13:54:44 From Julie Parsons to Everyone : I say all the time how I didn't learn "x" in library school
13:54:57 From Cindy Matthews to Everyone : Many (most) library director jobs require the degree though...

13:55:04 From Anne Crawford to Everyone : Does anyone have any professional books they suggest? I saw Our Iceberg is Melting which made me think of it.

13:55:25 From Brenda Marshall to Everyone : My social work qualification is v. helpful

13:55:30 From April Witteveen to Everyone : @anne I really enjoyed reading Brene Brown's Dare to Lead.

13:55:33 From Laverne Mann to Everyone : I understand..but also have Say no to libraries without librarians on my wall

13:55:56 From Jenniffer Stephenson to Everyone : For some positions, there is a requirement for a library degree, particularly for the Director's position, maybe even a MLIS. However, for other positions, I tell staff that I can teach a person skills, but I can't teach them passion. That is something that has to come from within. I think you really need passion for this line of work, and you REALLY need to be a people person for a lot of roles.

13:56:00 From Jennifer Johnson-Spence to Everyone : @ Anne The Accidental Library Manager

13:56:03 From Anna Zillinger to Everyone : we have to continually be cautious about removing degree and training requirements from women/femme centered professions and helping professions; the neoliberal "anyone can do it" strangely leads to a lot of non-degreed white men being hired instead of more qualified women/femmes or BIPOC community members

13:56:04 From Marie Christopher to Everyone : I was hired as Director because I had 30 years experience as a paralegal in a Houston law firm.

13:56:13 From Stephanie Kinsler to Everyone : I think experience goes a long way, too.

13:56:34 From Kim Blaha to Everyone : I agree Anna Z

13:56:36 From Sherry Aragon to All panelists : @ Anne The Accidental Librarianby Pamela H. MacKellar

13:56:39 From Colleen Kilbreath to Everyone : I agree! I have a degree in general business and a diverse background of managerial, facility, and project experiences.

13:56:51 From Jenniffer Stephenson to Everyone : I think an MBA might be just as helpful as a MLIS for a director.

13:57:03 From Jennifer Johnson-Spence to Everyone : @Anne 5 Languages of Appreciation in the Workplace

13:57:03 From Lisa Jackson to Everyone : Agree with Anna

13:57:04 From Laverne Mann to Everyone : Great point Anna. In a previous system, the county would just appoint relatives to every job that did not have a MLS- no degree, no selection process

13:57:39 From Marissa Guidara to All panelists : I worked for years without a degree...and only realized when I started getting my MLIS how I was getting screwed over by admin at every turn. I wish I would have gotten it much sooner.

13:57:39 From Jenniffer Stephenson to Everyone : In a lot of library systems, the director spends most of their time in administrative work which has very little to do with what we learned when we earned that MLIS.

13:57:43 From Diane Annunziato to Everyone : Requiring an MLS cuts 70% of the potential qualified candidates out. Those eliminated include a lot of diverse people.

13:58:02 From Lisa Jackson to Everyone : AMEN, Jessica!

13:58:06 From Eric Palmer to Everyone : Thank you Jessica I agree with you

13:58:09 From Melissa Hunt to All panelists : any advice for someone transition to the director role or thinking about transition to a director role?

13:58:13 From Timothy Paschke to Everyone : How helpful would an MPA be in addition to the MLS?

13:58:20 From Kim Blaha to Everyone : YES Jessica!

13:58:22 From Stephanie Aryan to Everyone : I agree also!

13:58:27 From Teneia Combs to Everyone : Jessica - that is exactly why I am going back to get my MLIS.

13:58:34 From Amy Dickinson to Everyone : I agree as well.

13:58:43 From Laverne Mann to Everyone : Yes, Jessica- in GA I worked at a reference desk with no degree, sure I was smart, techy...but not a librarian.

13:58:57 From Savannah Kitchens to All panelists : The masters did that for me!

13:59:00 From Kayla Payne to Everyone : I was just about to ask about the MPA. I've considered getting one, but I'm not in a director position (yet)

13:59:04 From Natalie Beacom to Everyone : Team Jessica on this one...

13:59:11 From Christina Linz to Everyone : Yes, the MLIS is *the* professional degree for a library professional. Additional MPA or MBA work would be ideal, but the MLIS is the gold standard.

13:59:15 From Julie Niederhauser to All panelists : Earning my MLIS degree opened up career possibilities. I value my MLIS and believe that we need to support others who want to earn the MLIS.

13:59:26 From Shirley Taylor to Everyone : Mark, if you don't want to debate then let her have her say like she did for you.

13:59:28 From Timothy Paschke to Everyone : Jessica you answered my question about the MPA

13:59:44 From Stephanie Rawlins to Everyone : I agree Mark. My other degrees and experience have helped me with my job more.

13:59:47 From Lisa Jackson to Everyone : Disagree.

13:59:48 From Oyuki Poletz to Everyone : would you recommend a Masters in Public Administration?

13:59:49 From Michele Howard to All panelists : How do you feel about titles? Assistant Director for Finance? IT? or are they Managers? Is it a source of reward to hard workers.

13:59:52 From Jose Enriquez to Everyone : I agree Mark

13:59:59 From PLA Webinars to Everyone : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Your fellow attendees won't be able to see your message if you don't send it to "All panelists and attendees." Thanks!

13:59:59 From Laverne Mann to Everyone : Let's just admit that is the minimum requirement for most library jobs and library director jobs- at this point. certainly in the northeast

14:00:00 From Marcos Martinez to Everyone : Right on, Jessica! I get Mark's point as well. I think the degree gives nod to the history and the profession. A badge or credential for running the operation, at any level.

14:00:01 From Melinda Sandkam to Everyone : What a great panel that you an each share your opinions respectfully!! Thank you all.

14:00:07 From Beth Anderson to Everyone : I have thought about going back to school to get a degree, but I know my library couldn't pay me at the level the MLS would give me. So, because I don't want to travel a long way for my job and I don't want to relocate, so I chose to stay non-degreed and do the job.

14:00:08 From Eric Palmer to Everyone : We need to support our Profession

14:00:18 From Logan Ragsdale to Everyone : Ugh cataloging lol

14:00:28 From Tiffany Duck to All panelists : Maybe the MLS degree needs to be updated

14:00:32 From Julie Clinefelter to Everyone : Maybe we need to update our MLIS programs!

14:00:36 From Jennifer Johnson-Spence to Everyone : Thank you all for this interesting and passionate discussion.

14:00:46 From Colleen Kilbreath to Everyone : And maybe if I was 25 years old I would consider returning to school.

14:00:46 From Jenniffer Stephenson to Everyone : Having a requirement for a higher degree often times justifies paying a higher wage. However, most of us can agree that the library profession in general does not reflect professional wages compared to other professions.

14:00:47 From Leticia Polizzi to Everyone : then maybe the degree programs need to be updated, instead of getting rid of the degree all together.

14:00:47 From Christina Linz to Everyone : Julie, you are right!

14:00:49 From Stephanie Aryan to Everyone : Right on Jessica that is why I am getting my MSLIS!

14:00:54 From Patti Weiss to Everyone : Once I receive my MLS, I will be the only degreed person on staff here, so I feel it is important at least for our library.

14:01:04 From Whitney Pape to All panelists : Have to go to my second library job--THANK YOU!

14:01:07 From Jeffie Nicholson to All panelists : If someone gets a MLS then there is no question about their passion for libraries.

14:01:07 From Crescenda Long to All panelists : I think this all depends on the size of your library, too. I'm currently director of a library with five people on staff; processing, etc. is part of my responsibilities. If you don't have enough people to cover every

"department", you may find yourself needing/using more of these skills
14:01:32 From HEATHER JOHNSON to Everyone : Thank you for the great discussion about the degree!! I also feel that with the cost factor the master's program can be limiting the diversity of the staff. There are really great associate's and technical degree programs that don't get enough credit for their programs.

14:01:35 From Cindy Matthews to Everyone : Similar experience, Jessica H.

14:01:37 From Susan Anderson to All panelists : My fear is that when you do away with requirements it leads the way to a lot of nepotism and "who you know." The MLIS was the way I always got my foot in the door.

14:01:39 From Wen Livingston to Everyone : I have needed to know cataloging to help with a transition to a new ILS system and to update our catalog

14:01:41 From Sara Koehn to Everyone : I have my MBA and was in Human Resources for 22 years before taking this Library Director position and never been in a library setting. There are things that I don't know

about certain pieces of the library but I believe there will be things I will learn more about on the technical side of the library. But the MLS will not change or define me as the librarian I am right now yet I believe I will be able to speak more intelligently and in depth. My library is very small as well.

14:01:41 From Melinda Sandkam to Everyone : Thank you ALL so much.

14:01:43 From Kelly Kneisler to Everyone : Tiny little library here, I only needed a certain number of credits, not a degree to become library director

14:01:45 From Logan Ragsdale to Everyone : Thanks!

14:01:47 From Teneia Combs to Everyone : This was fantastic. Thank you all so much!

14:01:47 From Pamela Tuller to Everyone : Thank You

14:01:47 From Anna Maria Areson to Everyone : Thank you!

14:01:47 From Monica Edwards to All panelists : Thank you!

14:01:48 From Anne Crawford to Everyone : Thank you for your feedback!

14:01:50 From Lynn Thomas to Everyone : Thank you!

14:01:52 From Elysse Sison to All panelists : Thank you all!

14:01:52 From Jenniffer Stephenson to Everyone : Not interrupting - it's conversational layering. :-)

14:01:52 From Natalie Beacom to Everyone : Thank you!

14:01:52 From Rada Micic to Everyone : Thank you, please have a 2 hour webinar next time!

14:01:53 From Marie Christopher to Everyone : Wonderful hour! Thanks.

14:01:55 From Heather Duby to Everyone : Thank you!

14:01:56 From Cheryl Ferraro to All panelists : Thank you!

14:01:57 From Patti Weiss to Everyone : Great discussion! Thank you so much for your insights

14:01:58 From Beth Anderson to Everyone : thank you all so much.

14:01:58 From Marcos Martinez to Everyone : Thanks! :)

14:01:58 From PLA Webinars to Everyone : Just in case the post-webinar evaluation doesn't open in a browser window when you leave the webinar, here's the link: <https://www.surveymonkey.com/r/8NBYTXT>

14:02:00 From Patricia Braden to All panelists : thank you, great points!

14:02:00 From Stephanie Kinsler to Everyone : Thank you!

14:02:00 From Derek Wolfgram (he/him) to Everyone : Great job, Doug and panelists!

14:02:03 From Rochelle Carr to Everyone : I am a director and have an MLIS. I feel that what I learned in school was very valuable. I learned things that I would not have known that I needed. Early literacy, privacy issues and concerns etc. BUT I do think that a Masters in Public Administration would be very valuable.

14:02:05 From Diane Annunziato to Everyone : Great discussion! Thank you.

14:02:06 From Rachel Lynch to Everyone : Thank you!

14:02:06 From Dr Abdul Musref Khan to All panelists : Thanks!

14:02:08 From PLA Webinars to Everyone : Register for two more free panel discussions: Affecting Change in a Middle Management Role Tuesday, June 1,

2021 <http://www.ala.org/pla/education/onlinelearning/webinars/affectingRe-Weaving the Culture through Inclusive Norms in the Public Library> Tuesday, June 3,

2021 <http://www.ala.org/pla/education/onlinelearning/webinars/inclusive>

14:02:09 From Kelly Kneisler to Everyone : Great discussion thank you
14:02:11 From Laverne Mann to Everyone : Part two- look at transcript and ask those ques
14:02:12 From Eric Palmer to Everyone : Thank you good information
14:02:13 From Felicia Gettle to Everyone : Thank you! Very informative
14:02:13 From Jenniffer Stephenson to Everyone : Will the chat be recorded or save or available?
14:02:15 From Ida Gonzalez-Garza to All panelists : THANK YOU! GREAT SESSION
14:02:15 From Paula Corder to All panelists : Thank you all, it has helped tremendously.
14:02:17 From PLA Webinars to Everyone : Register for two more free panel discussions: Affecting Change in a Middle Management Role Tuesday, June 1, 2021 [http://www.ala.org/pla/education/onlinelearning/webinars/affectingRe-Weaving the Culture through Inclusive Norms in the Public Library](http://www.ala.org/pla/education/onlinelearning/webinars/affectingRe-Weaving%20the%20Culture%20through%20Inclusive%20Norms%20in%20the%20Public%20Library) Tuesday, June 3, 2021 <http://www.ala.org/pla/education/onlinelearning/webinars/inclusive>
14:02:20 From Genny Carter to Everyone : Like I said . . . there's a great collaborative article from this panel on this topic!! Thanks, everyone!
14:02:21 From Jose Enriquez to Everyone : Thank you all, Great point Mark!
14:02:24 From Maggie Mills to All panelists : Great discussion - Thanks so much!!
14:02:25 From PLA Webinars to Everyone : Register for two more free panel discussions: Affecting Change in a Middle Management Role Tuesday, June 1, 2021 [http://www.ala.org/pla/education/onlinelearning/webinars/affectingRe-Weaving the Culture through Inclusive Norms in the Public Library](http://www.ala.org/pla/education/onlinelearning/webinars/affectingRe-Weaving%20the%20Culture%20through%20Inclusive%20Norms%20in%20the%20Public%20Library) Tuesday, June 3, 2021 <http://www.ala.org/pla/education/onlinelearning/webinars/inclusive>
14:02:29 From Adrian Zeck to Everyone : Have you championed hiring Librarianas without needing MLIS degrees?
14:02:34 From Marcy Richardson to Everyone : What an interesting panel. Roberta- you are awesome and we appreciate you!
14:02:38 From Jean Ruark to Everyone : Thanks everyone - very interesting and engaging!
14:02:47 From Cindy Matthews to Everyone : Excellent panel, thanks all
14:02:47 From Dana Hysell Alongi to Everyone : I agree with the person who said it would be amazing to see all of the panelists responses to these questions sent out to us all in a doc/spreadsheet
14:02:53 From Dawn Charlton to Everyone : Thanks very much- really great discussion and perspectives!
14:02:57 From Jennifer Daddio to Everyone : Thank you to the panelists!
14:02:58 From Adrian Zeck to Everyone : for those that you need the passion. is there a way to counter that demand from the industry?
14:03:02 From Rochelle Carr to Everyone : Thanks so much this was very good
14:03:07 From HEATHER JOHNSON to Everyone : That was a great discussion. Thank you for addressing my question about the degree debate. I have an MLIS, MBA and a Special Education degree.

14:03:07 From Jeremy Freeman to Everyone : Thanks panel!!! Great discussion

14:03:08 From Wen Livingston to Everyone : Thank you

14:03:09 From Vandhana Rani Singh to All panelists : thank you

14:03:18 From Jenniffer Stephenson to Everyone : Please provide the chat so we can go back and read what other attendees had to say about their experience.

14:03:27 From Glory Okeagu to Everyone : Thank you

14:03:36 From marie pierre to Everyone : thank you

14:03:50 From Chie Suga to Everyone : Thank you for every panelists.

14:03:58 From Mabel Foncham to Everyone : Thank you Panelists. I learnt alot from Cameroon

14:04:23 From Ben Carter to Everyone : Thanks for sharing your stories and time everyone!

14:04:50 From Roberta R. Phillips-PGCMLS to Everyone : Thanks for joining us and to my talented staff. Thanks for your support and passion.

14:04:54 From Radha Ashok to Everyone : Thank you

14:05:50 From Anne Crawford to Everyone : Thank you for the two upcoming webinars, and I look forward to the recording and links for this webinar.

14:06:21 From Linda McFadden to Everyone : I thought I was ready but way too much time I feel like I'm not ready and I've been a Director almost 4 years!

14:06:23 From Shannon Sandefur to All panelists : I am a brand new director but have 18 years of experience. As a departmental manager (at my former employer) I was given a lot of authority in my position. The library I am at now as a director, the situation is completely different. The managers here were really micro-managed and I don't really think they feel comfortable managing their employees and/or make decisions for themselves. How do I get them to step up to the plate?

14:06:36 From Diane Annunziato to Everyone : Can you speak about the lack of diversity in our profession and in directorship positions?

14:06:53 From Beatrice Ampadu to Everyone : I have really learn a lot, thank you directors for sharing and PLA for organizing this very insightful program. This is absolutely educative webinar

14:06:56 From Diane Annunziato to Everyone : How do we remedy this?

14:07:01 From Stephanie Kinsler to Everyone : Mark, that's the perfect answer! You should be able to give example of how you did x, y, z of the job description!

14:07:36 From Julie Clinefelter to Everyone : Linda! Yes! Same! lol

14:07:40 From Stephanie Aryan to Everyone : I get bored easily and get frustrated

14:08:08 From Oyuki Poletz to Everyone : I am ready but I'm in an organization that has no more upward mobility : /

14:08:26 From Stephanie Kinsler to Everyone : I didn't say that you have done x, y, z a million times! 😊

14:08:27 From Vanja Anderson to Everyone : Is it possible to have a mentorship for directorship and how would one find one

14:08:32 From Christina Linz to Everyone : Sometimes you have to be willing to move to a new place...

14:08:41 From Melissa Sierra to Everyone : YES!!

14:08:45 From April Witteveen to Everyone : @oyuki I was in the same boat. It's hard. I got completely disengaged. I wound up finding a job in the next county over (so I don't currently live in my community)

14:08:48 From SHENITA MACK to All panelists : Thank you all for your insight into the role of a director. Looking forward to my next chapter in my career.

14:09:12 From Reagen Thalacker to Everyone : Not for a directorship, but I went from Minnesota to Virginia for my next step :)

14:10:15 From Susan Mutschler to All panelists : Regarding moving, is it possible to get the director position before the move?

14:10:51 From Mary Ellen Icaza to Everyone : I moved to Ohio after I got the job here - moved here for the job.

14:10:55 From Oyuki Poletz to Everyone : packing the bags then! :) But yes it will have to be a family decision. Thanks for the advice.

14:11:21 From Christina Linz to Everyone : Good luck Oyuki! Be brave!

14:11:49 From Brenda Marshall to Everyone : This LD webinar was so helpful to me as a new director. A couple of people referenced loneliness in the position earlier and panels like this are a good remedy for that. Thank you.

14:11:52 From Diane Annunziato to Everyone : Oyuki - you're invincible! Go for it!

14:12:06 From Stephanie Kinsler to Everyone : I graduated with MLIS in 2010 recession...I moved from from south central PA to Hudson Valley of NY for my first professional job.

14:12:26 From Clara Hudson to All panelists : Consider the size and type of public library, Nonprofit, municipal, small, rural, urban. Board governed or advisory. The experience is very different and can impact success and satisfaction.

14:12:30 From Roberta R. Phillips-PGCMLS to Everyone : Brenda find a tribe of directors to call your own.

14:12:57 From Stephanie Kinsler to Everyone : I hear you, Brenda!

14:13:35 From Diane Annunziato to Everyone : Brenda, start a Director's Forum - meet quarterly. We have a group like that here. Very supportive. Good network!

14:13:36 From Melissa Sierra to Everyone : yes!!!

14:13:44 From Ashley Allen to Everyone : And this happened all the time in huge organizations. So sad. And a huge loss to the organization.

14:13:45 From Logan Ragsdale to All panelists : Good idea !

14:14:49 From Brenda Marshall to Everyone : thank you :-)

14:15:31 From Roberta R. Phillips-PGCMLS to Everyone : Thank you all, this was fun!

14:15:44 From Christina Linz to Everyone : Thank you all for all of your advice!

14:15:45 From Linda McFadden to Everyone : Thank you!

14:15:48 From Oyuki Poletz to Everyone : thank you all!

14:15:48 From Reagen Thalacker to Everyone : Thank you!

14:15:48 From Dan Watkins to All panelists : Thanks!

14:15:51 From Stephanie Kinsler to All panelists : Thank you!

14:15:51 From Marcy Richardson to Everyone : Thank you all for your time and expertise!

14:15:52 From Adrian Zeck to Everyone : Thank you!!!!

14:15:53 From Marquita Gooch-Voyd to Everyone : Thank you!

14:15:54 From Dana Hysell Alongi to Everyone : Thank you!!

14:15:54 From Brenda Miller to Everyone : Thank you so much

14:15:55 From Caitlin Myers to Everyone : Thank you!

14:15:56 From Christine Conwell to Everyone : Thank you so much!!

14:15:56 From Amy Steinbauer to Everyone : thank you!

14:15:56 From Kelly Kneisler to Everyone : thank you so much!
Wonderful discussion

14:15:57 From Amy Ring to Everyone : I learned so much, thank you!

14:15:57 From Elysse Sison to All panelists : Thank you again!

14:16:00 From Susan Mutschler to Everyone : I appreciate the WISDOM of all of the panelists. Thank you so much!

14:16:00 From PLA Webinars to All panelists : Register for two more free panel discussions: Affecting Change in a Middle Management Role
Tuesday, June 1,
2021 [http://www.ala.org/pla/education/onlinelearning/webinars/affectingRe-Weaving the Culture through Inclusive Norms in the Public Library](http://www.ala.org/pla/education/onlinelearning/webinars/affectingRe-Weaving%20the%20Culture%20through%20Inclusive%20Norms%20in%20the%20Public%20Library) Tuesday, June 3,
2021 <http://www.ala.org/pla/education/onlinelearning/webinars/inclusive>

14:16:00 From Oyuki Poletz to Everyone : can't wait for next panel!

14:16:00 From Mary Cook to Everyone : Thank you!

14:16:01 From Lisa Vande Bunte to Everyone : Thank you!

14:16:02 From Michelle Tryggstad to Everyone : THANKS SO MUCH!

14:16:02 From Jillian Larko to Everyone : Thank you!

14:16:03 From Teneia Combs to Everyone : Thank you panelists.
Excellent advice.

14:16:04 From Stephanie Aryan to Everyone : Thank you all so much

14:16:06 From Ann Duarte to All panelists : Thank you

14:16:07 From PLA Webinars to All panelists : Register for two more free panel discussions: Affecting Change in a Middle Management Role
Tuesday, June 1,
2021 [http://www.ala.org/pla/education/onlinelearning/webinars/affectingRe-Weaving the Culture through Inclusive Norms in the Public Library](http://www.ala.org/pla/education/onlinelearning/webinars/affectingRe-Weaving%20the%20Culture%20through%20Inclusive%20Norms%20in%20the%20Public%20Library) Tuesday, June 3,
2021 <http://www.ala.org/pla/education/onlinelearning/webinars/inclusive>

14:16:12 From Francisco Garcia-Ortiz to Everyone : Thank you!

14:16:20 From PLA Webinars to All panelists : Register for two more free panel discussions: Affecting Change in a Middle Management Role
Tuesday, June 1,
2021 [http://www.ala.org/pla/education/onlinelearning/webinars/affectingRe-Weaving the Culture through Inclusive Norms in the Public Library](http://www.ala.org/pla/education/onlinelearning/webinars/affectingRe-Weaving%20the%20Culture%20through%20Inclusive%20Norms%20in%20the%20Public%20Library) Tuesday, June 3,
2021 <http://www.ala.org/pla/education/onlinelearning/webinars/inclusive>

14:16:21 From Beatrice Ampadu to Everyone : Thank you

14:16:30 From Andrew Verdin to All panelists : Thank you!