13:53:06 From PLA Webinars to Everyone:
     Welcome! Introduce yourself here in the chat window by sending a message to "All panelists and attendees" (rather than the default "All panelists" only) to let us know where you're joining from today. Your fellow attendees won't be able to see your message if you don't send it to "All panelists and attendees." Thanks!
13:53:14 From Mary Hirsh to Everyone:
     Hi everyone! We will get started at the top of the hour. In the meantime, please feel free to say hi and tell us where you are joining from today
13:53:31 From Kerisa Shorthouse to Everyone:
     Hello, joining from Cleveland, TN!
13:53:33 From Adara Brathwaite to All panelists:
     Hi, I'm joining in from Trinidad and Tobago
13:53:37 From Kim Kroll to All panelists:
     Kim from Belton Texas
13:53:44 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!
13:53:47 From Amanda Lepage to Everyone:
     Hello, joining from Saskatoon Canada!
13:53:48 From Natalie Beacom to All panelists:
     New Berlin, Wisconsin! Hello!
13:53:50 From Carrie Turney Ross to Everyone:
     Hello from Medford, Oregon!
13:53:53 From Kelly Strickland to Everyone:
     Hi! Joining from Jax, FL.
13:54:01 From Annette Martinez to All panelists:
     Joining from Denver, CO!
13:54:06 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!
13:54:18 From Megan Maurer to Everyone:
     Hello from Scenic Regional Library in Union, MO
13:54:28 From Nannette Troyan to Everyone:
     Hi! Joining from Wheeling, WV
13:54:32 From Darlita Ballard to All panelists:
     Hello everyone! Darlita Ballard from Jackson, MS.
13:54:33 From Annette Martinez to Everyone:
     Joining from Denver, CO!
13:54:37 From Theresa Jehlik to Everyone:
     Hello from Omaha, NE
13:54:52 From SANDRA Thompson to Everyone:
     Joining from Philly!
13:54:54 From Shannon Crooks to All panelists:
     Hi from Prince George's County Maryland.
13:54:55 From Sylvia Polk to Everyone:
     Hello from East Regional Library Fort Worth, TX
13:54:59 From Laura LaFleshe to Everyone:
     Joining from Barrie, ON

13:55:05 From leander croker to All panelists:
      HI from Durham NC
13:55:21 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!
13:55:25 From Jan Forde to All panelists:
      Greetings from Mesa Arizona
13:55:30 From Shannon Crooks to Everyone:
      Hi from PG County Maryland
13:55:52 From Jill Rosewood to Everyone:
      Hello from Oklahoma City!
13:56:02 From Cassandra Nguyen to All panelists:
      Hello from Houston, TX
13:56:16 From Eric Palmer to Everyone:
      Hello from Midland, MI
13:56:25 From Jennifer Eyer to Everyone:
      Hello from Columbus, OH!
13:56:28 From Nykia Eaddy to Everyone:
      Hello from Bridgeport, CT!
13:56:47 From April Martin to All panelists:
      Hi from New Orleans, LA!
13:56:47 From Andre Dyson to All panelists:
      Hello From Elgin, IL
13:56:53 From Sondra Presley to Everyone:
      Hello from Cincinnati, OH!
13:56:54 From Juliann Adams to Everyone:
      Hello from Bedford, KY! :)
13:57:01 From Erin Muske to All panelists:
      Hello from Palm Beach County, Florida!
13:57:05 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!
13:57:06 From leander croker to Everyone:
      HI from Durham NC
13:57:12 From Chris Magnusson to Everyone:
      Hello from Hibbing, MN
13:57:17 From April Martin to Everyone:
      Hi from New Orleans, LA!
13:57:27 From Melanie Steiner to Everyone:
      Hello from Loxahatchee, FL PBCLS
13:57:38 From Kat Savage to All panelists:
      Good afternoon & hello from Brooklyn, NY!
13:57:39 From Minerva Gates to All panelists:
      Hello from Texas!
13:57:39 From Gayle Ryan to All panelists:
      Good afternoon from Shepherdsville, KY.
13:57:46 From brittany dolezal to Everyone:
      Hello from Bozeman, MT!
13:57:52 From LynnDee Wathen to All panelists:
      Hello from KCMO! MCPL to be exact

13:57:53 From Kat Savage to Everyone:
    Good afternoon & hello from Brooklyn, NY!
13:57:54 From Ellen John to All panelists:
    Hello from Tangipahoa Parish Library. I'm at the Ponchatoula Branch
and we are in Louisiana.
13:57:56 From Andrew Stehr to All panelists:
    Hello from Rochester MN!
13:57:57 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!
13:57:59 From Melissa Boulton to Everyone:
    Hello from Lexington, KY
13:58:03 From Andrew Bartlett to All panelists:
    Hi from Delaware, OH
13:58:04 From ANGEL CONTRERAS to All panelists:
    Hello from Acreage Library in Palm Beach County, FL.
13:58:08 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!
13:58:23 From Katharyn Haas to Everyone:
    Greetings from Portage, Michigan!
13:58:25 From Andrew Stehr to Everyone:
    Hello from Rochester MN!
13:58:26 From Lucy M Lockley to Everyone:
    Hello from St Peters, MO
13:58:37 From Marquita Gooch-Voyd to Everyone:
    Hello from Atlanta, GA
13:58:37 From Angel Suhrstedt to Everyone:
    Hello from Del City, OK!
13:58:41 From Jill Green to All panelists:
    Greetings from Woodstock, GA
13:58:42 From Anna Areson to All panelists:
    Good afternoon from Lagrangeville, NY!
13:58:48 From MICHELLE TRYGGESTAD to Everyone:
    Hello from Sparta, WI!
13:58:58 From Lauren Doll to Everyone:
    Hello from Durham, NC!
13:58:59 From Jill Green to Everyone:
    Greetings from Woodstock, GA
13:59:09 From Suzi Perez to Everyone:
    Hello from Cleveland, OH.
13:59:12 From Melinda Sandkam to Everyone:
    Hello from Richmond, VA
13:59:14 From Kay Hidalgo to Everyone:
    Salutations!
13:59:15 From Rebekah Lynam to Everyone:
    Hi from Purcell, Oklahoma!
13:59:15 From Ray Sablack to Everyone:
    Hello from Dallas, TX
13:59:17 From Marcia Literati to All panelists:

Hello from Ridgewood, NJ
13:59:27 From Sarah Solis to All panelists:
    Hi there from San Diego!
13:59:28 From Maria Estrella to All panelists:
    Hello from Cleveland, Ohio!
13:59:28 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!
13:59:28 From Belinda Husak to All panelists:
    Algonquin, IL
13:59:36 From Rebecca Libersat to Everyone:
    Greetings from Greeley, CO
13:59:38 From Diane Benner to Everyone:
    Hello from Crofton, MD
13:59:38 From Marcia Literati to Everyone:
    Hello from Ridgewood NJ
13:59:44 From Lisa Dick to Everyone:
    Hello from Carmel, Indiana
13:59:49 From Carol Mitchell to Everyone:
    Hello from Dayton, OH
13:59:50 From Ryan Eckert to Everyone:
    Hello from Toms River NJ
13:59:54 From Kelly Berry to All panelists:
    Greetings from Kansas City, Missouri!
13:59:54 From Shenita Mack to All panelists:
    Hello from Chicago,IL
13:59:57 From Emily Moore to All panelists:
    Hello from Voorhees NJ
14:00:01 From Gayle Ryan to Everyone:
    Good Afternoon from Louisville KY
14:00:02 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!
14:00:05 From LynnDee Wathen to Everyone:
    Hello from KCMO!
14:00:12 From Emily Moore to Everyone:
    Hello from Voorhees NJ
14:00:18 From Leanna Gezich to All panelists:
    Hello from Kansas City!
14:00:30 From Charlotte Burrows to Everyone:
    Hello from Thousand Oaks Library (CA)
14:00:45 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!
14:01:11 From Autumn Dec to All panelists:
    Hello from Fort Lauderdale, FL
14:01:13 From Wendi West to All panelists:
    Hello from Tipton, Indiana

14:01:21 From Mara Zonderman to Everyone:
     Hi from Westhampton, NY!
14:01:31 From Anna Gauthier to All panelists:
     Hello from Lafayette, LA!
14:01:40 From Millicent Mabi to Everyone:
     Hello from Richmond Canada
14:01:40 From Lynisse Baker to Everyone:
     Hello!
14:01:46 From Terita Parms to All panelists:
     Hello from Akron, OH
14:01:47 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!
14:01:48 From Rachel Briggs to All panelists:
     Hello
14:01:49 From Mary Beth Madden to All panelists:
     Hello from Mary Beth Madden, Madison County Public Library, KY
14:01:51 From Robyn Jonston to Everyone:
     Hello from Memphis, TN.
14:01:52 From Amy Kearns to Everyone:
     Hi there - I'm in NJ - my daughter's name is Marra - with two r's.
:-)
14:01:52 From Darren Cottman to Everyone:
     Welcome from Philadelphia, PA
14:01:53 From Autumn Dec to Everyone:
     Hello from Fort Lauderdale, FL
14:01:57 From nicole bird to Everyone:
     Hi from Willits Mendocino County, CA
14:02:00 From Kim Hewitt to Everyone:
     Hi from Waltham, MA
14:02:01 From Leanna Gezich to Everyone:
     Hello from Kansas City!
14:02:10 From Lisa Williams to Everyone:
     Hello from Illinois.
14:02:14 From Kate Folmar to Everyone:
     Hello from Worthington, OH :)
14:02:15 From Irene Langlois to Everyone:
     Hi from Maplewood,NJ
14:02:16 From John Merullo to All panelists:
     Howdy from Houston.
14:02:16 From Melissa Ronning to Everyone:
     Good Morning from Huntington Beach, CA
14:02:18 From Glory Okeagu to Everyone:
     Hello from Abuja, Nigeria
14:02:20 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. Thanks!
14:02:21 From Meredith Bernhardt to Everyone:
     Hello from Chicago, IL!
14:02:39 From Cindy Maxey to All panelists:
     Hello from Shaker Heights, Ohio (just outside Cleveland)
14:02:45 From Jan Forde to Everyone:

Greetings from Mesa Arizona
14:02:53 From Minerva Gates to Everyone:
    Hello from Fort Worth, Texas!
14:02:56 From Lisa Krekelberg to All panelists:
    Hello from Johnson City, TN!
14:03:01 From Debra Truppo to All panelists:
    Hello from Edison NJ
14:03:11 From Cassandra Brindle to Everyone:
    Hi from rural Alabama! :)
14:03:21 From Aurora Cruz to Everyone:
    Good afternoon from Yonkers, New York
14:03:30 From Beth Heil to All panelists:
    Greetings from Evansville Indiana
14:03:40 From Jen Streckmann to Everyone:
    Hey from xʷməθkwəy'əm (Musqueam), Sḵwx̱wú7mesh Úxwumixw (Squamish) and Səl'ílwətaɬ (Tsleil-Waututh) Territory (Vancouver, BC)!
14:04:34 From Andra Steele to All panelists:
    Good afternoon from Oakville, Ontario!
14:04:38 From Corazon Walter to Everyone:
    Greetings from grant County Public Library, KY. I am Technical Services Librarian.
14:04:41 From Adrian Zeck to All panelists:
    Ooo my hometown!
14:04:44 From Melissa Boulton to Everyone:
    Jen in Vancouver, what language is that?
14:04:53 From Deborah Erwin to Everyone:
    Good after noon from Waldorf MD
14:05:11 From Anne Crawford to All panelists:
    Greetings from Ponte Vedra Beach, FL! My name is Anne, and I'
14:05:36 From Anthony Bernier to All panelists:
    Ms. Dictor… would you please say where you're from again when you present?
14:05:41 From Jose Hernandez to Everyone:
    wassup yall jose from Long Island checking in middle management what what
14:05:52 From Anne Crawford to Everyone:
    Greetings from Ponte Vedra Beach, FL! My name is Anne, and I'm the Asst. Branch Manager and Adult Services Librarian at my library. Hope you all are well!
14:05:54 From Vicki Lazaro to All panelists:
    Hi! Vicki Lázaro, Assistant Manager/Librarian II from the Murphy-Wilmot Library in Tucson, AZ
14:06:08 From Radha Ashok to Everyone:
    Hello from Suwanee, Georgia
14:06:25 From Amy Steinbauer to All panelists:
    Hello from Washington, DC!
14:06:34 From Justin Anderson to All panelists:
    I'm Justin from Paducah, Kentucky. Hope everyone is well :)
14:06:34 From Jen Streckmann to Everyone:
    Hey Melissa! sníchim & hən'q'əmin'əm' :)
14:06:40 From Amy Steinbauer to Everyone:
    Hello from Washington, DC!
14:07:12 From Beatrice Ampadu to Everyone:
    Hello from Greensboro, NC

14:07:20 From Juliann Adams to Everyone:
     Hello Grant Co. KY Tech! I'm Trimble Co. KY Tech! Yey!
14:07:27 From Terri Corbin-Hutchinson to Everyone:
     Greetings from Lawrenceville, GA
14:07:28 From Lisa Kelly to All panelists:
     Hello, I'm Lisa Kelly from the Long Branch Free Public Library on
the Jersey Shore.
14:07:42 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."
14:07:59 From Justin Anderson to Everyone:
     I'm Justin from Paducah, Kentucky. Hope everyone is well :)
14:08:10 From Lisa Kelly to Everyone:
     Hello, I'm Lisa Kelly from the Long Branch Free Public Library on
the Jersey Shore. I'm an Adult Programming manager.
14:08:55 From Mary Hirsh to Everyone:
     If you have any questions for our presenters, please ask them here
in the chat. We will have about 10 minutes at the end for Q&A
14:08:58 From Lisa Krekelberg to Everyone:
     I'm Lisa from Johnson City, TN, an Adult Service Manager.
14:09:30 From Brett Rohlwing to Everyone:
     Heyyyyy! from Milwaukee. Hanging out at the library with Potsie and
Ralph Malph.
14:10:49 From Isaiah West to Everyone:
     Hope for the best but plan for the worst.
14:11:34 From Lynn Hoffman to All panelists:
     Andrea, anything you want to add?
14:12:08 From Emily Moore to Everyone:
     I find a lot of research is great but like to filter it into an
easy one-page proposal
14:13:27 From Anthony Bernier to All panelists:
     the term "research" hear means planning and strategizing for an
already invested-in idea... how about developing evidence for the idea's
need?
14:13:35 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."
14:14:08 From Sarah La Torra to Everyone:
     I agree Emily, its good to provide the basics of the plan for
admins that want a simple overview, the extra information can be provided
later or in conjunction with the one-page.
14:14:45 From Cindy Maxey to Everyone:
     How do you make sure you're at the table when decisions that impact
your staff or your responsibilities get made?
14:15:36 From Melissa Ronning to Everyone:
     @Lisa Lewis - What library system are you from? Your situation
sounds very similar to ours.
14:16:52 From Mary Hirsh to Everyone:
     Lisa is from the Show Low AZ library. We will share contact info at
the end of the discussion, too

14:17:51 From Melissa Ronning to Everyone:
     thanks!
14:18:17 From Glory Okeagu to Everyone:
     Conversation first before formal proposal. I love that @Andrea
14:18:32 From Amy Steinbauer to Everyone:
     I agree, Doris! Sometimes it's not a real no--until you have tried
it 3 times at 3 different points in time!
14:19:06 From Anthony Bernier to Everyone:
     Management research tells us that one of the most important factors
in building institutional influence is being "liked." What strategies do
you use to be liked?
14:19:35 From Sarah Solis to All panelists:
     For those of you mentioning building projects/remodels - do you
have facilities team? Who oversees your bricks & mortar projects?
14:19:35 From Lisa Kelly to Everyone:
     I prefer a conversation to share my idea; if there is any interest,
then I can develop a more-detailed proposal or plan, or start setting the
wheels in motion. I don't care to do the work of a more formal proposal
if the director is not even interested by the rough idea.
14:21:20 From Mary Hirsh to Everyone:
     https://www.projectoutcome.org/
14:21:40 From Anna Areson to Everyone:
     I think one of the things I have a lot of trouble with is that, as
the only person who does Adult Programming (among so many other things),
it's very unclear how much administrative/decision making power that I
have.
14:24:31 From Cassandra Brindle to All panelists:
     Do you have any advice for talking with management about systemic
problems? I work at a small library with upper management that has never
had meaningful management training or experience before this job, and I'm
struggling to figure out how to get some issues addressed when they don't
acknowledge some problems as problems. I used to manage a small
bookstore, and I'm kind of in a tight spot where I'm concerned about
making things worse for myself but I also notice things that actively
harm the work environment.
14:25:13 From Gayle Ryan to Everyone:
     Lisa Lewis, how many programs are available for patrons during an
average week?
14:26:07 From Christine Rettig to All panelists:
     How do you handle meetings with staff who work different schedules
so everyone gets an equal opportunity to share and discuss new ideas?
14:26:25 From Christine Rettig to Everyone:
     How do you handle meetings with staff who work different schedules
so everyone gets an equal opportunity to share and discuss new ideas?
14:26:28 From Emily Moore to Everyone:
     love the biweekly check ins!
14:26:46 From Lisa Kelly to Everyone:
     @ Anna Areson I'm also the only manager on staff doing Adult
Programming, but I need to have my Director approve all programs and the
budget (within certain parameters) and actually she needs Board approval
as well. So not a lot of decision-making for me, other than being
creative once its approved, and finding interesting programs that I think
will benefit our library patrons.
14:26:47 From Deborah Erwin to Everyone:

During the pandemic I would schedule weekly one on one meetings with my staff to see where they were with their programming blog post or ideas. What kind of help I could offer them or how to tweak the program.
14:26:49 From Talia Guzman Gonzalez to Everyone:
    Are the biweekly meetings individual or full staff?
14:27:36 From Lisa Krekelberg to Everyone:
    Those regular one-on-one meetings are wonderful! I started that just before the pandemic, and they help so much with ideas sharing from those staff members who are shy in a group meeting setting.
14:28:22 From Anthony Bernier to Everyone:
    Am I the only one who bristles at the term "front lines?" Can't we do better than defaulting to military aesthetics?
14:28:38 From Lisa Kelly to Everyone:
    Are they not coming because they don't feel it's relevant or because they weren't aware of it?
14:28:55 From Cindy Maxey to Everyone:
    @Anthony, do you have another term to suggest?
14:28:58 From Kat Savage to Everyone:
    Anthony, that's a good point. I usually call it "front of house" from my days in restaurant service.
14:29:02 From Anna Areson to Everyone:
    @ Lisa Kelly That's about my situation as well, although I'm not sure how much my director relays to the board.
14:29:26 From Givane Hayes to Everyone:
    Maybe consider using a logic model for figuring out desired impact and outcomes.
14:30:02 From Minerva Gates to Everyone:
    Yes, Givane, that a good idea.
14:30:04 From Cindy Maxey to Everyone:
    @Kat, I like "front of house"
14:30:10 From Vicki Lazaro to Everyone:
    Hi! Vicki Lázaro, Assistant Manager/Librarian II from the Murphy-Wilmot Library in Tucson, AZ
14:30:29 From Lisa Krekelberg to Everyone:
    @kat me too! I tend to use public service or service desk staff
14:30:48 From Lisa Kelly to Everyone:
    It sounds like it's easier for middle management to affect change at a smaller library, with less administrators along the decision-making change.
14:31:16 From Brooke Heads to Everyone:
    What is the best way to interact with staff when you find out information that administration wants you to be secretive about, but staff is asking you questions about what's happening? (ex. budget cuts, possible layoffs, etc.)
14:31:40 From Elizabeth Davis to Everyone:
    ^^^^^^^^^
14:32:10 From Lynn Hoffman to Everyone:
    @Doris: I *love* the "Inklings" concept!
14:33:39 From Anthony Bernier to Everyone:
    Writing concision!!
14:33:55 From ANGEL CONTRERAS to Everyone:
    I have used it several times with different outcomes and I am pleased by it. It does work because coworkers throughout the entire system are viewing your idea and giving feedback.

14:34:24 From Julie Parsons to Everyone:
     Is Inklings a product/website? Would love more info on this!
14:34:40 From Talia Guzman Gonzalez to Everyone:
     +1 Julie
14:34:51 From Sarah Solis to All panelists:
     AGREED Andrea!!
14:34:54 From Kelly Berry to All panelists:
     I agree, Andrea! Thank you!
14:35:12 From Givane Hayes to Everyone:
     Yes! @Andrea
14:35:15 From Tahira Ahmad to All panelists:
     You are so right Andrea...
14:35:15 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."
14:35:31 From Glory Okeagu to Everyone:
     +2 Julie
14:36:03 From Deborah Erwin to Everyone:
     For programs our marketing send out email blast and pots. each
branch had someone that does social media post for us. I will take those
and share on my personal social media sites and linkIn sites. I also
occasional ask a question on my social media post asking
library/community users what they would like to see us present as
programs and services that might help us help them.
14:36:36 From Sarah Solis to All panelists:
     We are information utilities!! :)
14:36:43 From Anthony Bernier to Everyone:
     To what degree do mid-managers help subordinates learn about
budgeting by giving them responsibility for managing their own? To what
degree to mid-managers have those responsibilities?
14:36:46 From Rachel Briggs to Everyone:
     How to you get a director who doesn't know the community to
understand what the community wants? For example the community sees the
library system as entertainment and the director hates that?
14:37:29 From Anthony Bernier to Everyone:
     @ Rachel: by demonstrating successfully meeting intended outcomes.
14:43:07 From Talia Guzman Gonzalez to Everyone:
     So empowering for the staff who created the program!
14:43:08 From Irene Langlois to Everyone:
     In NJ we have MentorNJ (a State Library and LibraryLinkNJ
initiative) that started regular Zoom meetups that will continue post
pandemic. i.e. Advnetures in Administration, Monday Meetups, Juggling
Parenthood and Library work, Serving Immigrant Communities and others..
14:43:09 From Mary Hirsh to Everyone:
     It is such a good leadership development opportunity!
14:43:26 From Megan Fogt to Everyone:
     Yes! Thank you for giving a way for staff who start something to
feel connected to something that grows larger!
14:44:13 From Anthony Bernier to Everyone:
     Among the three distinguishing features the master's degree offers
is the responsibility for training and supervising. Many interpret this
narrowly as simply qualifying for promotion into supervision but rather

"back-bench" on-going training responsibilities.   So, I'd like to recommend a new book by Wayne Disher, (2021), Library Management Problems Today. Case studies/scenarios with 3 responses from supervisors.

14:44:21 From Anna Areson to Everyone:
    I would love more information about networking/ participating in things like the ALA or NYLA groups. I find that extremely hard, and I am afraid of it negatively affecting me.

14:45:00 From Jenniffer Stephenson to Everyone:
    In a previous library system, I developed a job for a Program Coordinator. My hope was to have a person who could keep track of our programs, regardless of what age groups the programs were for, and also ensure that we had everything covered for all programs, from publicity and promotion to supplies, spaces, staffing, etc.

14:48:03 From Lisa Krekelberg to Everyone:
    What advice do you have for dealing with staff apathy or reluctance to adapt when upper management is requiring a change in direction/services?

14:48:36 From Sydney Buffington to Everyone:
    ^ what Lisa asked

14:48:39 From Sarah La Torra to Everyone:
    @Anna, I'm happy to have a conversation off line about networking in organizations. slatorra@redwoodcity.org

14:48:44 From Brooke Heads to Everyone:
    That's one of the things that is keeping me on the fence to become a manager. I might not be able to do storytime anymore :(

14:48:48 From Talia Guzman Gonzalez to Everyone:
    +1 Lisa

14:49:12 From Karen Greene to Everyone:
    What advice do you have when the front of the house staff (love this term) doesn't feel like admin has any concept of how difficult the things they are being asked to do really is? And that the communication between levels just isn't happening?

14:50:02 From Jenniffer Stephenson to Everyone:
    Why can't you still do storytime, Brooke? Is there a rule against that? I think it's cool to have different staff do storytime, even if they may not be working in youth services.

14:50:25 From Anna Areson to Everyone:
    @Sarah, I'd love that! I'll be in contact.

14:50:35 From LynnDee Wathen to Everyone:
    What advice do you have if you're trying to make cultural changes but you're losing talent because the change is so slow?

14:51:19 From Talia Guzman Gonzalez to Everyone:
    What advice do you have for folks starting middle management positions from outside the system? I am applying for branch manager positions in the Bay Area (where I recently move) and this is one of my concerns!

14:51:34 From Jenniffer Stephenson to Everyone:
    Karen G, could the back of the house maybe take turns relieving front of the house staff for breaks? Maybe that would give them a taste. You could also argue the case for cross-training.

14:52:20 From Brooke Heads to Everyone:
    It's about the time and responsibility of being a manager in a large system. I work for LA County Library which has 85 branches, so

depending on the size of your branch and the responsibility you have, you might not be able to do things like storytime, unfortunately.

14:52:54 From Cindy Maxey to Everyone:
    Karen, I think modeling helps. "I'm not thrilled about this either, but I know we can make it work. Let's talk about how to do that."

14:53:54 From Cindy Maxey to Everyone:
    yes

14:53:55 From Jenniffer Stephenson to Everyone:
    Talia, I would advise that you visit the library often to see how staff interact and how busy things are at that branch/system. You can learn a lot by doing a little investigative work before applying for a job. You may learn some things that would not be discovered in just doing an interview. You can also look at publicly posted statistics or any kinds of publicity in local newspapers or social media.

14:54:23 From Christina Granados to All panelists:
    Lynn Hoffman, I love that wording. Thank you for sharing that.

14:55:08 From Talia Guzman Gonzalez to Everyone:
    @Jenniffer, yes, thank you! Kind of difficult to do during covid when branches were closed, but I have done a lot of sleuthing and looked up stats, info, participated in virtual programs, etc.

14:55:44 From Marquita Gooch-Voyd to All panelists:
    What if the manager/admin isn't approachable?

14:57:26 From Jenniffer Stephenson to Everyone:
    @Talia, yes, I guess I was answering based on pre-pandemic or post-pandemic practices. :-)

14:57:43 From Sarah La Torra to Everyone:
    there are also great resources on "managing up"

14:58:04 From nicole bird to Everyone:
    Great discussion. Thank you.

14:58:34 From Sondra Presley to Everyone:
    Please do share resources for managing up.

14:58:36 From Kat Savage to Everyone:
    Yes Isaiah!

14:58:40 From Lisa Krekelberg to Everyone:
    Are there any great management training/resources that have helped you as you've come into middle management roles?

14:58:42 From Marquita Gooch-Voyd to All panelists:
    Thank you!

14:58:55 From Melissa Boulton to Everyone:
    Putting in a plug for the Ask A Manager blog.

14:59:13 From Kat Savage to Everyone:
    This has been such a great panel. Thank you to all panelists and attendees.

14:59:17 From Kat Savage to Everyone:
    +1 Ask a Manager

14:59:38 From Sarah La Torra to Everyone:
    +1 ask a manager blog

15:00:02 From Anna Areson to Everyone:
    Thank you for this discussion!

15:00:04 From Christina Granados to Everyone:
    Allison Green from the Ask A Manager blog also did a podcast with sample wording

15:00:05 From Lisa Krekelberg to Everyone:

@Melissa Thanks, I will look it up! Great panel discussion, thanks so much!! I came into my management role right before the pandemic hit, so it's been a journey.
15:00:14 From Lucy M Lockley to Everyone:
     Great discussion & plenty of ideas to share/pass along! Thanks!
15:00:38 From Katy Hite to All panelists:
     thanks all!
15:00:42 From Melissa Glenn to Everyone:
     Thank you, everyone!
15:00:43 From Melissa Boulton to Everyone:
     The blog is one of the rare places on the internet where the comment section is just as valuable as the post content
15:00:45 From Cosette Lyncheski to Everyone:
     Work Life podcast with Adam Grant has good information too!
15:00:46 From Kelly Strickland to All panelists:
     Thank you everyone! Lots of great ideas.
15:00:47 From Darlita Ballard to All panelists:
     Thanks great conversation. (Darlita Ballard)
15:00:48 From April Martin to Everyone:
     So helpful!!!!! Thanks, thanks!!
15:00:48 From Anna Foote to Everyone:
     Thank you all! Wonderful session.
15:00:48 From Givane Hayes to Everyone:
     Thank you all!
15:00:49 From Talia Guzman Gonzalez to Everyone:
     This was great, thank you!
15:00:50 From Katy Hite to Everyone:
     this was very helpful
15:00:51 From Laurel Johnson to Everyone:
     thank you!!
15:00:52 From Laurie Carl to All panelists:
     thanks
15:00:53 From Mercedes Clarke to All panelists:
     Thank you!!
15:00:55 From Lisa Cano-Loomis to Everyone:
     Thank you!! :)
15:00:55 From Irene Langlois to Everyone:
     Thank you all!
15:00:56 From Jill Green to Everyone:
     Thank you so much
15:00:56 From Rachel Briggs to Everyone:
     Thank you
15:00:57 From Deborah Erwin to Everyone:
     Thank you all
15:00:57 From Jenniffer Stephenson to Everyone:
     Thank you all!
15:01:01 From Beatrice Ampadu to Everyone:
     Thank you
15:01:01 From Kelly Berry to Everyone:
     Thank you very much!
15:01:02 From Michelle Olivares to Everyone:
     Thank you!!
15:01:03 From PLA Webinars to Everyone:

On-demand recording of Thursday's free panel discussion, Re-Weaving the Culture through Inclusive Norms in the Public Library, will be available at:
   http://www.ala.org/pla/education/onlinelearning/webinars/ondemand
15:01:03 From Aurora Cruz to Everyone:
   excellent, thank you
15:01:04 From Tahira Ahmad to All panelists:
   Thank you
15:01:05 From Maria Meade to Everyone:
   Thank you!
15:01:05 From Jennifer Webb to Everyone:
   Thank you!
15:01:06 From Meredith Bernhardt to Everyone:
   Thank you!
15:01:06 From Rebecca Cameron to All panelists:
   Thanks all.
15:01:07 From Cassandra Nguyen to All panelists:
   Thank you all!
15:01:07 From Wendi West to All panelists:
   Thank you!
15:01:07 From PLA Webinars to Everyone:
   On-demand recording of Thursday's free panel discussion, Re-Weaving the Culture through Inclusive Norms in the Public Library, will be available at:
   http://www.ala.org/pla/education/onlinelearning/webinars/ondemand
15:01:07 From Gayle Ryan to Everyone:
   Very good information!
15:01:09 From Derek Wolfgram to All panelists:
   Great work. everyone! Thank you
15:01:09 From Leslee Hamilton to Everyone:
   Thank you!!!
15:01:11 From Lucy M Lockley to Everyone:
   Brava ladies! & Bravo, Isaiah!
15:01:11 From Annette Martinez to Everyone:
   Thank you!
15:01:11 From Erin Muske to Everyone:
   Thanks - this was wonderful!
15:01:11 From Radha Ashok to Everyone:
   Thank you.
15:01:14 From PLA Webinars to Everyone:
   On-demand recording of Thursday's free panel discussion, Re-Weaving the Culture through Inclusive Norms in the Public Library, will be available at:
   http://www.ala.org/pla/education/onlinelearning/webinars/ondemand
15:01:15 From Glory Okeagu to Everyone:
   Thank you all. Enjoyed it.
15:01:17 From Matt Doss to Everyone:
   Thanks, panel
15:01:20 From Angela Porcelli to All panelists:
   This was really helpful, thank you
15:01:26 From PLA Webinars to Everyone:
   On-demand recording of Thursday's free panel discussion, Re-Weaving the Culture through Inclusive Norms in the Public Library, will be

available at:
      http://www.ala.org/pla/education/onlinelearning/webinars/ondemand
15:01:40 From nemoure ahmed to All panelists:
      Thank you.
15:01:40 From Marcia Literati to Everyone:
      Thanks. Great discussion and lots of good ideas.
15:01:44 From Laura Kromer to Everyone:
      thank you!!
15:01:46 From Nannette Troyan to Everyone:
      Thank you all!
15:01:47 From Autumn Dec to Everyone:
      Thank you!!
15:01:48 From Ryan Eckert to Everyone:
      Thank you everyone!
15:01:48 From Vicki Lazaro to Everyone:
      Thank you!
15:01:49 From Terri Corbin-Hutchinson to Everyone:
      Thanks!
15:01:50 From Kathleen Larson to All panelists:
      thank you
15:01:53 From Brooke Heads to Everyone:
      Thank you everyone!
15:01:54 From Jennifer Eyer to Everyone:
      Thank you!
15:01:55 From Millicent Mabi to Everyone:
      Thank you
15:01:55 From Robyn Jonston to Everyone:
      Thanks
15:01:56 From Ellen Fitzgerald to All panelists:
      Thank you!
15:01:59 From Julie Hernandez-Chan to Everyone:
      Thank you!
15:02:02 From Juliann Adams to Everyone:
      Thank you!
15:02:04 From Marsha Marcilla to Everyone:
      Thank you!
15:02:05 From Brett Rohlwing to Everyone:
      Ciao
15:02:06 From Carol Mitchell to Everyone:
      Thank you!
15:02:07 From Nicole Cuadra to All panelists:
      Thanks so much!
15:02:07 From Melanie Steiner to Everyone:
      Thank you
15:02:10 From Kristin Sawka to Everyone:
      Thanks!
15:02:12 From Sondra Presley to Everyone:
      Thank you!
15:02:12 From Allison Carmola to Everyone:
      thanks!
15:02:14 From Esther Dumoy to All panelists:
      thanks