

WVLS Post-Conference Report

1. Please highlight three sessions from the conference.
What were the session topics? Who presented them? What made these presentations effective and meaningful to you? The three sessions from the conference that I found helpful were 1) Customer service for Underserved Populations by Tamara Jones, 2) How to be a leader for digital inclusion in your community by Heather Petro and 3) Having difficult workplace conversations with Jamie Matczak. All three of the presenters were very informative, engaging, and relevant in keeping up with what we are currently experiencing in the library world. Heather was particularly helpful, as we are having a hard time with borrowing our hotspots. She had lots of great ideas!

2. As a result of attending this conference, what three things do you plan on implementing at your library in the next six months?
 - 1) I would like to look at our current hotspots and see if there is a different way to present them to our patrons that have better success than what we have previously had
 - 2) This is my town, my community. My focus as Adult services manager is to give back to our community as much as we can. We are offering different outreach and inclusion options starting the first week of November.
 - 3) Trying to change the atmosphere of the workplace. Covid is stressful enough without other workplace tensions.

3. What kind of support is needed for you to implement these three things?
We are using programming money that we weren't able to use this year as part of the community enrichment, but anything we could offer for free to our patrons, such as author presentations, continuing education, or anything for families would be extremely helpful! The hot spots I will have to check with our IT Director to see what are the options there (I'm new to this position). As far as #3, I could use any support that is available.

4. How might your conference experience be improved to be more beneficial/impactful to you?
The live sessions were great. Very informative and engaging. Although Avoiding Part-time pitfalls was the 3rd or 4th time that exact topic has come up in the last 6 weeks of different conferences and webinars that I have been a part of. In all honesty, the pre-recorded sessions were awful. I attempted to listen to 7 different ones and only listened to part of them before stopping. The presenters were not engaging, could tell they were reading verbatim from a script and were hard to listen to. I understand Covid has changed lots of things, but I feel I missed out on a lot of those topics because of how they were presented.