

Chat Log C:\Users\crystal\OneDrive - System Wide Automated Network\Documents\ChatLog Circulation Advisory 2021_03_17 10_42.rtf

Jeri Cain (to Everyone): 9:34 AM: Good job on the portal! Works well.

Crystal Vela (to Everyone): 9:34 AM: thank you!

SWAN - Dawne Tortorella (to Everyone): 9:57 AM: Can you run thorough the scenario live so we can see how it works for the learner?

SWAN - Dawne Tortorella (to Everyone): 10:01 AM: Those labels "not the best answer" etc are there just in development to help us all in setting these up. Those leading questions/responses don't appear in the published course.

Stephanie DeYoung (to Everyone): 10:07 AM: This looks great! It will be very helpful in training.

Jeri Cain (to Everyone): 10:07 AM: LOVE the teachable moments

Sandra Leyva- (to Everyone): 10:07 AM: Everything looks great!

Lucas McKeever (to Everyone): 10:07 AM: Yes, thank you! I look forward to trying it out!

Peggy Tomzik (to Everyone): 10:08 AM: These training opportunities are exciting. I recently have hired new staff, so I would like to take advantage of these.

SWAN - Dawne Tortorella (to Everyone): 10:09 AM: Even true-life challenging situations written up in paragraph form give us good examples to build scenarios around. Scenario-building can be hard when you get started, so Crystal is happy to get your ideas.

victoria muraiti (to Everyone): 10:10 AM: Looks great! I will be hiring someone new so this will be helpful.

Peggy Tomzik (to Everyone): 10:10 AM: I will try to take notes as I am training my new staff also, and consider what I emphasize with them.

Peggy Tomzik (to Everyone): 10:11 AM: Confidentiality is always a big issue to drive home with new staff members.

Vickie Totton (to Everyone): 10:12 AM: Thinking about the teachable moments you've had with your staff may be a good starting point to

come up with scenarios as well

Thom, Matteson (to Everyone): 10:13 AM: also have a whole new staff coming on board. this will be helpful and looks great.

Julie Lombardo (to Everyone): 10:15 AM: Should this be brought up at circ users?

Peggy Tomzik (to Everyone): 10:16 AM: Lucas and I can add this to the next agenda.

Lucas McKeever (to Everyone): 10:16 AM: Noted! Thank you!

Jeri Cain (to Everyone): 10:17 AM: What is deadline date?

Jeri Cain (to Everyone): 10:18 AM: Sure - I'll have something for you this afternoon :)

Sandra Leyva- (to Everyone): 10:19 AM: Oh okay, that makes sense Steven.

Stephanie DeYoung (to Everyone): 10:19 AM: Are you looking for feedback on just the SVA notice call scripts or are you also looking for feedback on the SVA dial-in scripts?

Stephanie DeYoung (to Everyone): 10:22 AM: For overdues, it may be helpful to refer the patron to their library or the catalog for more information.

Christine Sporleder (to Everyone): 10:22 AM: with quarantine, everyone has items overdue all the time. we get the most confusion about that.

Christine Sporleder (to Everyone): 10:22 AM: I'm sorry i had to step away for a minute, in case someone already said this

Thom, Matteson (to Everyone): 10:24 AM: it really seems like our patrons listen to the first few seconds of the automated messages and then just immediately call us to help them figure out why they are getting the call—they never know if it's about overdue or about holds. this is really the only issue we have.

Peggy Tomzik (to Everyone): 10:25 AM: I agree with Thom. Our patrons rarely listen to the whole message. They just know they got a call from the Library, then they call us to determine what the call was about. I don't think there is much we can do about this.

Jeri Cain (to Everyone): 10:26 AM: Can you say how many phone

notification accounts there are systemwide?

Peggy Tomzik (to Everyone): 10:26 AM: That's what I was curious about. How often patrons used that dial in feature.

Lucas McKeever (to Everyone): 10:28 AM: yeah

SWAN - Dawne Tortorella (to Everyone): 10:29 AM: these are calls, not patrons. So active patrons would have several messages.

Jeri Cain (to Everyone): 10:31 AM: I have only had comments from patrons about repeat calls for the same thing

Jeri Cain (to Everyone): 10:31 AM: Is there a hold reminder?

Jeri Cain (to Everyone): 10:32 AM: Can you remind me of the phone number the calls come from?

Jeri Cain (to Everyone): 10:33 AM: thanks!

Lucas McKeever (to Everyone): 10:34 AM: haha

Jasmina (to Organizer(s) Only): 10:38 AM: thank you for doing that

Lucas McKeever (to Everyone): 10:40 AM: Thank you so much!

Jeri Cain (to Everyone): 10:40 AM: Thank you!

Stephanie DeYoung (to Everyone): 10:40 AM: Thank you!

Peggy Tomzik (to Everyone): 10:40 AM: Thanks! Have a great day everyone!

Jasmina (Private): 10:40 AM: You have done an amazing job. thank you

Thom, Matteson (to Everyone): 10:40 AM: thank you! have a lucky day!

Karin Gerson (to Everyone): 10:40 AM: thanks!

victoria muraiti (to Everyone): 10:40 AM: Have a great day!

Sandra Leyva- (to Everyone): 10:41 AM: Thank you! Looking forward to the training and Item type consolidation.

Sandra Leyva- (to Everyone): 10:41 AM: I agree with Vicki.

Thom, Matteson (to Everyone): 10:41 AM: very true

Crystal Vela (to Everyone): 10:41 AM: Thank you everyone!

Lucas McKeever (to Everyone): 10:42 AM: Have a good day!

Teri-GHPLD (to Everyone): 10:42 AM: Thank You! Looking forward to Circ Basics training. Have a pleasant day.