

Michigan Virtual Reference Service Annual Meeting April 13, 2012

FEEDBACK FORM

FORMAT

1. The format (i.e., discussion, presentation, etc.) of this Annual Meeting was appropriate for the content.

Strongly Agree Agree Neutral Disagree Strongly Disagree

19 strongly Agree

2 Agree Neutral – comment: there wasn't quite enough time for Q and A

2. The time allowed to cover all the agenda items of the Annual Meeting was adequate.

Strongly Agree Agree Neutral Disagree Strongly Disagree

17 Strongly Agree

4 Agree Neutral

KNOWLEDGE/UNDERSTANDING OF TOPIC

3. My knowledge of the subject matter has increased as a result of attending this Annual Meeting.

Strongly Agree Agree Neutral Disagree Strongly Disagree

16 Strongly Agree

5 Agree Neutral

4. The most significant thing I learned from this year's Annual Meeting was:

Quality Control Topics – Thanks Sandy

Reminder of keeping policy page up to date – ways to promote service

Need for more marketing

Use/Read policies and Marketing of Service

Marketing Ideas and Best Practices tips from Wren and Christine

Quality Tips and Quality Assurance processes

Lots of small, but important things

I like having the 2 summaries of quality control issues by Christine and Wren

It was good to find out about the priorities that the attendees had regarding the service

Best Practices

Ideas for marketing exp in classes. Understanding the issues of the collaborative – all the work involved to keep it operating. Great job thank you

Feedback from OCLC (Wren) re: quality control!

Appreciated the presentation by QP; chance to connect w/larger entity

Quality control info was useful as well; I now plan to review material

Future of Marketing

Quality Control

Survey Monkey Follow up ; Quality Assurance; Marketing discussion – all information at the meeting was very helpful

All information was helpful in advocating for the continual funding of the service @wcccd.

Very much appreciate more the work of our VR librarians

Texting reference – happening in more libraries – how much RHN cost – What strategic planning is – more details about quality service/control

Quality Control

Being a relatively new librarian and 1st time attendee, absorbing all of the collective opinions and views points was valuable

Quality assurance from Christine

Very good – it was great reviewing the standards of the collaborative and meeting with other librarians

OVERALL

5. I would like following covered in our Annual Meetings:

Training

More about training new librarians and new managers, more on stats. Workshop or more discussion of training manual. Would like to know more about what other libraries do with their stats – also more about betting the stats – pulling up old data this has been the most difficult part about being a manager.

Short training sessions

Training

Its always great! Hands on group activities are always nice

Have a training component in every meeting

How about a training session (mini)?

Training/ Refresher workshop

Loved the quality discussions. Nice to hear what other are doing

A little more audience participation

Training workshop

Testimonials of problems/solutions

Promoting use by students and faculty

Please Explain:

breakout

Afternoon session for those persons interested

Let's identify just a few great issues to promote VR

If we expanded the length of the meeting (perhaps an overnight meeting/mini conference) to allow time for meeting and workshop

6. I found/did not find this Annual Meeting to be worthwhile because:

Good to hear the input from everyone and discuss our future

Very worthwhile – networking , connecting w/colleagues

Leaning /reminders about technical /quality issues

N/A ; I thought it very worthwhile!

Good to hear ideas and get feel for overall structure

It was great. It was very interesting to hear from someone at QuestionPoint and the quality tips from Christine were helpful. Thanks for all your hard work.

Quality control, networking

Explain information with other librarians and update knowledge; good communication discussion on many issues.

It gave me a better understanding of the work of my VR team. Very informative for administrators.

Yes, it was worthwhile. I like meeting w/ the other librarians in the collaborative.

If find it worthwhile b/c it is important to maintain consistency and learn institutional policies and procedures, marketing, ideas... etc.

It reminded me of things I don't do that I should. Motivated me to look at all 13 policy pages.

7. Location of the Annual Meeting. Where do you want to meet next year?

WCC AA area

WCC or Lansing area – I cannot get approval for overnight travel

Anywhere Fridays are good

WCC or NMC

This location works well

Flexible

Would be nice to visit another library – I like to see different colleges too. May be one by the lakeshore. Could also have it in Lansing (I may or may not be there next year but could find out if we could host it funding allows....

It is a great location

Do you want to volunteer your College or University? Consider the following:

Do you have convenient parking/free?

Can you provide food?

Are you willing to plan meeting/facilitate?

PS Tons of work! Contact Sandy McCarthy if you want to volunteer.

Other Comments/Suggestions:

Sandy always does a great job and A2 is superb even though it's a 175 mile trip for me. Thanks
Sandy

Very Nice morning

Thank you

Thanks Sandy

Thanks to WCC host the meeting and all valuable information presented at the meeting. Thanks again.

Very informative the examples of quality assurance issues with alternative resolutions.

I learned a lot thanks! I'm anew VR manager (a rather recent VR librarian) so I'm learning more each day.

Thank you for all the hard work.

