

## Evaluation and Comments Alberta Library Conference 2002

**Please rank the following from 1 (poor) to 5 (excellent).**

### **AUTHOR TALKS**

Score: 3.96 overall

	Total...	Trustee...	Public...	School ...	Trustee + staff...
3	8	7	1	0	0
4	16	8	7	0	1
5	22	8	12	1	1
Total	46	23	20	1	2

- Sound system poor.
- Need a better sound system.
- Author talks were far better than I expected.

### **SOCIAL EVENTS**

#### **First Timers (3.31 overall)**

	Total ...	Trustee...	Academic...	Public ...	Regional...	School...	Student...	Other...	Trustee + staff...
1	1	0	0	0	0	1	0	0	0
2	3	2	0	0	0	0	0	1	0
3	2	2	0	0	0	0	0	0	0
4	16	9	1	2	0	0	2	1	1
5	7	2	1	3	1	0	0	0	0
Total	29	15	2	5	1	1	2	2	1

- I didn't find this beneficial & the exhibit hall had been inundated with veteran attendees who had been lined for them. I felt more emphasis placed on people contacts than the sessions.
- For First Timers to Jasper, a tour of the park would have been nice or a small reception for first timers.

#### **Opening Reception (4.04 overall)**

	Total...	Trustee ...	Academic...	Public ...	Regional...	School...	Other...	Trustee + staff ...
1	1	0	0	0	0	1	0	0
2	1	0	0	1	0	0	0	0
3	15	5	1	8	1	0	0	0
4	36	20	2	10	2	0	1	1
5	23	5	1	13	3	0	1	0
Total	76	30	4	32	6	1	2	1

- Too long.
- Good, but couldn't see!
- Lois Hole's presentation made the evening.
- Lois Hole was a great motivational keynote.
- Lois Hole was a bonus.

- Too bad she didn't get to speak to us in the dining room so that she could have been seen by more people.

### Wine Tasting (3.31 overall)

	Total...	Trustee ...	Academic...	Public...	School...	Student ...	Other ...
1	2	2	0	0	0	0	0
3	5	1	1	1	1	0	1
4	4	0	1	1	0	2	0
5	2	0	0	1	0	0	1
6	1	0	0	1	0	0	0
Total	14	3	2	4	1	2	2

- Enjoyed the wine tasting, but not thrilled with the wines.
- Ensure presenter deals in quality products.

### Movies (4.2 overall)

	Total ...	Trustee ...	Public...	Other ...
3	2	2	0	0
4	4	2	1	1
5	4	1	3	0
6	1	0	1	0
Total	11	5	5	1

### Dance (4.05 overall)

	Total ...	Trustee ...	Academic...	Public...	Other ...
1	1	1	0	0	0
3	1	0	0	1	0
4	13	7	2	2	2
5	5	0	1	3	1
6	1	0	0	1	0
Total	21	8	3	7	3

- (2) Add more tables and chairs to the dance. Some people didn't attend because the space was filled up.
- Have dance and movies on different days?
- You don't need the dance. Last year's "Name the Tune" was very good. Do some interactive activity or board game tournament.

### Other comments:

- I missed the writing contest from 2 years ago.
- Add some activities that take advantage of the environment...e.g. hikes to Old Fort Point or Maligne Canyon.
- Consider some board games from some evenings and not all people are at socials. I missed the jigsaw puzzle....but needed to be in a more visible & well lit area.
- I enjoyed the walks around the lake ....maybe more "moving" activities.
- I didn't see/hear anything about acknowledging the zaniest T-shirts....even though it looked as though many had invested hours making their shirts!
- Should not have to be there to win the free conference registration on Saturday night.

## **EXHIBITS**

Score = 4.12 overall

	Total ...	Trustee...	Academic ...	Public ...	Regional...	School ...	Student ...	Other ...	Trustee + staff ...
2	3	0	0	1	0	1	0	1	0
3	19	8	2	8	0	0	1	0	0
4	38	16	2	13	3	0	1	2	1
5	37	13	3	15	3	0	1	1	1
Total	97	37	7	37	6	1	3	4	2

- More time to see exhibits or have them open longer.
- More exhibitors with facilities to check out software for use by library patrons (children's CD's)
- Why were exhibits closed on Friday evening?
- Liked the size...not too much, but enough so you go a lot of useful information. Good mix of vendors.
- Good this year!
- Exhibitors were very friendly and had excellent displays.
- Passport game was great even tho I didn't finish!

## **Question 2: What did you really like about this conference?**

### **Networking/interaction with colleagues (26)**

- Meeting new people (2)
- The opportunity to meet librarians etc. from so many different places
- Gathering of like-minded people
- Good opportunity to meet people that you may talk to on the phone but never get a chance to see.
- Meeting people with the same enthusiasm for libraries.
- The people
- Love to be around others who love books and love to share ideas!
- Enjoyed the chance to meet other people from different areas of the province, sharing ideas and dilemmas.
- Mingling with other librarians, hearing what other libraries are doing
- Networking opportunities abound because the conference is so contained within a discrete location.
- Being a First Timer, I enjoyed meeting & talking with librarians from many diverse backgrounds.
- Level of social interaction among attendees. It's a perfect opportunity to meet people and learn from them.
- Opportunity to share experiences with trustees from big & small libraries was wonderful.
- Appreciated the context provided by the mix of trustees and librarians in the sessions.

### **Location (49)**

- Accommodations (2)
- Wonderful location. I wish we had more time to enjoy it.
- Having almost everyone staying in one locale (as opposed to staying in different hotels\_ fosters a real sense of community.
- Seems to be more time to enjoy the great outdoors, even though it was COLD.
- Please do not change it!
- Staff service

### **Food (18)**

#### **Program: (42)**

- So many wonderful sessions
- Some very good speakers.
- Excellent sessions. I went away with ideas from every one.
- Wealth of information.
- Good selection of academic sessions this year.
- All sessions I attended were topical and well presented.
- Good topics and variety...something for everyone. (9)
- So many good sessions to pick from and some fantastic speakers and presenters.
- Session by Gail de Vos is always worthwhile and entertaining.
- Great presenters (1+1+1)
- Particularly enjoy workshop presented by non-librarian professionals. It gives a fresh insight.
- Meaningful choices in sessions
- Knowledgeable and inspiring presenters
- Learning.
- Opportunities for professional development.
- The number of practical sessions with hands-on, useful information I can take back and use.
- Theme was excellent with appropriate keynote speakers who reaffirmed the theme.
- Glad to see sessions applicable to school libraries.

#### **Speakers:**

- Loved the keynotes. (28) Controversial thinking keynotes. This is my 5<sup>th</sup> conference and these are the best speakers I've heard yet.
- Michael Gorman (2) Articulate, thoughtful & inspiring.
- Rex Murphy (12) Best ever! A delight. Inspiring, funny, interesting. Awesome!

- Lois Hole (5)
- Most moving session was Monica Coneys. (2)
- Author Talks: (3)
- As always, Author Talks were the highlight for me.
- Andrew Nikiforuk's presentation was excellent & eye-opening.

**Organization: (9)**

- Well organized (5)
- On-time aspect was very good.
- Arrival, registration and departure processes were very good.
- Conference well set up. Rooms easy to find.
- Superb organization of meals, activities, etc.
- Everyone was friendly (9) Friendly, helpful, open, sharing of information.
- Excellent **exhibits**. (4) Passport game (1)
- Very high energy
- Enthusiasm of the leaders.
- I enjoyed having keynote speakers in dining hall .. less "milling about"
- Appreciate that every meal isn't full of speakers.
- Professional/personal growth.
- Hospitality
- Prizes!
- Everything was excellent!
- Launch of Lois Hole Legacy Project.
- Info to Go
- The feeling I get when I learn that what we do is SO important.

### **Question 3: How could we improve this conference for next year?**

#### **SESSION CONTENT:**

- Although I enjoyed the keynotes both immensely, I thought their topics were a little dry or deep for that size of group. A little more lighthearted (at least one of the two) would be a bit better.
- More sessions appropriate to small rural libraries. (2)
- As a first timer, I was surprised at the breadth of conference. However I wish that some of the sessions would have had more depth —speakers were aiming at the lowest amount of knowledge.
- Some fun sessions that keep you awake after lunch.
- It would be great to request handouts of the material.
- Speakers need to use AV materials.
- Try to get a more inspirational opening keynote speaker. He was very interesting but VERY dry presentation.
- This conference seems to be geared towards public libraries and trustees. Who is it you are trying to attract?

#### **LIMITED SESSIONS:**

- Make sure that limited sessions are limited! Give convenor a list of who gets in. (2)
- On limited enrollment sessions it is frustrating to spend the 1<sup>st</sup> 10 minutes dealing with 'non registered' delegates...perhaps provide registered delegates with a ticket or provide the convenor with a list.
- Ticket that said that B5 Full was confusing...some people thought it meant they were in.

#### **AUTHOR TALKS:**

- Longer Author Talks sessions
- May need to move back to having authors speak in separate rooms. The sound was poor in such a large space.
- Possibly bring in poet ...
- Author talks were excellent, but ran too late for those of us not staying at the hotel.

#### **SCHEDULING:**

##### **Length of sessions:**

- Keynotes could be shortened to 1 hour session and morning session moved up. (2)
- 2 hours sessions
- Shorter sessions. Sessions are too long for one presenter. One hour is long enough. (3)
- Perhaps limit the afternoon sessions to 1 hour. It's hard to sit for 1½ hours.

##### **Time between sessions:**

**Coffee break in morning is too long.** (4) We generally had an hour. It would be nice to have a shortened day so that we could enjoy the scenery, pool, etc. Have a session in the morning. We don't need a coffee break after the keynote address.

- Put **sessions closer together** to allow for more free time.
- Allow a little **more time between sessions**, coffee breaks and meals so we are not darting off. .i.e. 15 minutes not enough time for personal care & travel between sessions in different buildings Sometimes the speaker went overtime making us late for the next sessions. Some of us can't walk that fast, especially in dress shoes (5)
- Time allocated for a walk between lunch and afternoon session. You start to feel bad for the presenter after everybody has had a big meal and is feeling drowsy.

##### **More free time (3)**

- The days were very full. I could have used a bit more time in the exhibits or some free time.
- A bit more free daylight time.

##### **Saturday schedule: (3)**

- Saturday could have two sessions in the morning and not the later one.
- The balance of workshop over Friday (2) and Saturday (3) could be improved. It was a challenge to get to 3 workshops on Saturday.
- That second session in the afternoon is a real "bear"

**Fewer lunchtime speakers. (2)**

- Give awards where all can see and recognize them.
- Allow for later breakfast times. Not everyone likes leaping out of bed. I realize that the AGM's impact, but not everyone attends.
- Could be a bit clearer.

**SITE/HOTEL ISSUES:****Temperature control: (7)**

- Some of the meeting rooms were hot & stuffy. (5)
- Signal Room was too warm on Saturday afternoon.
- Any way to cool down dining room and meeting rooms? On warm days they are VERY not More washrooms for women
- Find some way to cool down the dining room during the lunches.
- Room was smoky, dusty with dirt under and around beds. (3)
- For the amount that is paid for accommodations, we should expect more cleanliness in rooms e.g. not so many hidden dust bunnies.

**Meal service:**

- JPL should provide better quality meal service.
- Dining room attendants need to be better trained. For example there were 4 standing at a station while our table waited for coffee, one of us got up to do it ourselves, our orders then were taken, we waited 20 minutes and finally left.
- Ask JPL to check on washrooms more often...women's usually smelled bad.
- Replace the chairs in most of the meeting rooms...they are very uncomfortable.
- Make sure staff are on the ball. If there are 3 in a room, we need 3 keys and bedding for the 3<sup>rd</sup> person!
- Microphones for people asking questions in the keynotes.
- When people are booked for the whole day, they should have meal tickets! We arrived for the 1<sup>st</sup> session (which we were booked into) and we did not receive a ticket for the next meal.
- Need a coat check at JPL. (2)
- Seating for non-JPL attendees during keynotes.
- In rooms such as Tonquin, have chairs facing away from the door so that latecomers don't enter to the front of the audience and have to cross between the speaker and the listeners. It's very distracting for both.

**MENU****More variety: (5)**

- Menu needs more variety.
- Can menu be changed from year to year? Many dishes are recycled from year to year.
- Need a change from Mexican & Italian pasta dishes....quality was excellent, but we've had the same menu for the past several years.
- Very tired of pasta and Mexican food. Please change the menu!
- No more Italian or Mexican nights! Not worth the \$23. Some of my colleagues had to pay for dinner.
- Needs to be improved.
- Less spicy foods.
- Food often dry/crispy and not fresh looking.
- Is JPL serving slipping?
- For the cost of the meal tickets for the dinners, I don't feel tacos are an appropriate entrée.
- Sit down dinner on Saturday night would have been nicer.
- Initially didn't get meal ticket for Saturday lunch.....asked at desk and received one.
- Have Sat lunch & banquet tickets included in the meal pkg even if we're not registered for Sat night at JPL.
- Food was excellent and ample choice for all diets and taste.
- Food was excellent.

**STAY IN JASPER: (3)**

- Keep in Jasper (as if it could ever be anywhere else?)

- Keep this location. It is away from other distractions such as those found in large cities. It has appropriate space and the 2 buildings are close together. Close proximity gives a family feeling (basically very few people were here that weren't part of the conference). I enjoyed the pampering the valet parking, etc. Food was excellent. Perhaps it is, however, too costly for some, thus limiting opportunity for some to attend.
- Success of conference in part is due to the atmosphere created by having everything under one roof. Unless you can find a location where sessions, meals and accommodations are in the same location, don't move it from JPL.

**JASPER TOO EXPENSIVE: (6)**

- In spite of the beautiful venue, I would be able to come more often if the venue was alternated – it's an 8 hour drive each way for me – maybe Jasper every 2 or 3 years?
- Please consider a more central location. The travel commitment is a major concern. There are beautiful places in AB other than Jasper.
- Having different locations for the conference would be fair for those that live further away from Jasper. Besides, the economy of this would be spread out to other towns/cities that would appreciate the boost.
- Cheaper location, perhaps Edmonton or Calgary so more can attend.
- Room cost is high.
- More affordable lodging and meals. If staying in town at a lower cost for lodging, meals at the conference are still expensive. Include the meals in the registration fee.

**REGISTRATION AND CONFERENCE INFORMATION:**

- Identify what target audience each session is geared for. (4)
- Description of sessions:**
- More description on what the session will be about. I made an error in one this time and could have gone to something more useful for me.
  - Have sessions more closely resemble the description in the registration booklet.
- Name tags:**
- Colour code the name tags. It's easier to find a person instead of staring at everyone's chest. (2)
  - Indicate on the name tag what type of library so that people can network with others from their library type.
  - Where were the pocket/bag name tags from 2001? I would have been willing to pay for them! Excellent idea.
  - Agenda book: need at least 2 per site as I only had a photocopy of workshops, so didn't get a good sense of overall conference events.
  - Charge a lot less for late registrants. I had no problems getting into the sessions I wanted.
  - Explanation of Ed session topics
  - More directions to meeting rooms....e.g. Clubhouse
  - Inform guests that there is a heated pool so they can bring their swim suits.
  - Thank you for list of attendees. Could you include place of work/other association in future?
  - Tape the keynotes and a limited number of sessions for sale. (3)
  - It would really add to the enjoyment if a few people did not carry on a conversation while a session is in progress.
  - Ask people to turn cell phones off during sessions and keynotes!
  - Designate a smoking area considering that we pay the same rates as non smokers. We enjoy the lodge's comfortable sofa, chairs, cozy atmosphere and friendly staff & guests too!
  - Focus/discussion groups.
  - Graffiti Board.
  - Missed the roses and the 50/50 tickets.
  - It is getting too big. How about splitting it up....trustees/libraries OR North of Red Deer/South of Red Deer?
  - Include cost of meals with registration.
  - Greater variety of T-shirts. Maybe ask for some from elsewhere?
  - On evaluation form, leave space after each presentation for comments on each session for constructive feedback.

- Keep up the good work and see you next year!
- Meet and greet.
- Library system information booths.
- Pictures of "Who's Who"
- Hard to improve on a great conference.
- Perfect...it can't be improved!
- Don't see how you could improve it!
- Can't think of a thing!
- Keep up the high quality.
- Keep up the good work.

#### **Question 4: Comments & suggestions for future topics or speakers?**

- **Topics**
- More for academic libraries, please.
- Perhaps a few more academic sessions – although I can't complain about the quality of the sessions, the variety was limited in some time periods.
- Small library topics...space, activities in limited space, weeding. (2)
- Literacy .. comparing books to all other media.
- A repeat of G1 for this year's participants to indicate what they had undertaken.
- More interactive sessions like " Working in Teams"and "If It's Going to Be, It's Up to Me"
- More on recruiting professionals (with more than one suggested way to do it). Also, perhaps a session on recruiting mid-career professionals.
- More of the same since we could chose only one topic per session.
- How small country libraries can recruit more patrons.
- Multicultural literature – importance and impact of...
- Graphic novels
- Opportunities for tiny libraries to meet and talk.
- Customer service
- Dealing with difficult board members.
- Fundraising
- Collection development
- Book talks
- Evaluating staff
- Session on innovative ways to draw more patrons to the local library.
- How can libraries cope with following: balancing freedom of information with right to privacy; technology versus the taxpayer; information versus entertainment.
- Fundraising in a BIG way.
- Accessing the invisible or "dark" web
- E-journals in the AB environment (akin to this year's e-book presentation- C9)
- Electronic archiving for all types of libraries
- Electronic reserves & privacy in Canada (follow up to F9)
- For public librarians about the best (and fastest) methods of keeping abreast in the field.
- More on media relations.
- Book advisory for the young reader (ECS-Grade 3)
- With automation, all libraries are much busier...have a session on staying focused and organized when everything and everybody are much more demanding.
- Small library management
- Bring in the Aboriginal Services again. AB needs to become involved with this matter and we need all the input we can get.
- Hands on sessions
- Sessions dealing with problems/issues, collections.
- Helpful ideas we can take back to our small, rural libraries.
- Gender issues – feminism, homosexuality, rights
- Grappling with housing controversial information
- Continue to provide learning opportunities on intellectual freedom, issues of privacy, esp vis a vis public internet access.
- More sessions specifically directed at trustees...responsibilities, liabilities, understanding role versus role of municipal government.
- Advocacy efforts.
- Governance/organizational reviews
- Learning outside the traditional schools – e.g. home schooling.
- Tricks & secrets...office, keeping records, forms, neat little things that librarians would find useful.
- Motivation
- Library philosophy

- Nuts & bolts info.
- Important/understanding of the strategic planning process.
- Managing projects effectively in libraries.
- Workshop on serving customers/patrons with a smile!
- Continue to have sessions directed toward personal improvement as B4 and 5. Personal development is not as easily accessible in small communities & it pays dividends to boards, etc.
- Continue with sessions pertaining to board efficiency such as C2, F3 and 5.
- How to capture young readers' interests, imagination...
- How to be a story teller
- Creative ways to promote your library on a shoe string.
- Try to get the people who have funding responsibilities (provincial, municipal) here so they can get the messages first hand.
- Ron Chapman on how to chair a meeting....perhaps with a mock meeting.
- Repeat "If It's Going to BE, It's Up to Me"
- What happened to the session where libraries show their innovative ideas?

#### **Speakers:**

- |   |   |
|---|---|
| - Really enjoyed Rex Murphy. Bring him back. (3)    | - Downie (F7)...she does other media/PR topics.   |
| - Maude Barlow (2) Re global agenda of WTO          | - Bill Gates                                      |
| - Stuart McLean (2)                                 | - Barbara Amiel                                   |
| - Canadian authors (2)                              | - Michael Ignatieff                               |
| - Monica Coney – have her back! (2)                 | - Conrad Black                                    |
| - Ben Gadd could promote local nature books.        | - Adrienne Clarkson                               |
| - New age speakers.                                 | - Walt Crawford                                   |
| - Sylvia Brown – spiritual speaker                  | - Barbara Coloroso                                |
| - Native authors.                                   | - John Raulston Saul                              |
| - Pamela Wallin for keynote (rave reviews from OLA) | - Children's authors.                             |
| - Kim Phuc  | - Al Zemrau, Morcan Consulting (604-536-6200)     |
| - Oprah   | - Alberta authors                                 |
| - Mike Cooper – Bd. Dev. Program.                   | - Keynotes from other disciplines than libraries. |

### **GENERAL COMMENTS**

- Well done overall! (2)
- Keep up the good work. Very well organized.
- Thanks for another great conference!
- As a session presenter, I had a great time & would be happy to present another session sometime.
- JPL very efficient and courteous in dealing with people.
- I had a great time even though I didn't choose the best sessions....I heard wonderful things about B4 and G5/H5.
- Excellent. Thanks for doing such a great job!
- Excellent job!
- Thanks for a great conference.
- Thanks for an incredibly organized conference.
- Great conference
- Love this conference....great ideas, great networking, wonderful exhibits, wonderful venue (don't move away from Jasper!)
- Many thanks for all the hours spent organizing the conference!
- Great improvement in speakers.
- Excellent conference. This is my 3<sup>rd</sup> time and the best. Thank you!
- Overall it was a wonderful experience. Kudos to all the organizers and the staff at JPL!

- Great work Pilar & Christine...you make it re-energizing, comfortable and info-packed. Wonderful job, Judy...appreciated the theme and black and white focus, also @ your library.
- Thank you for all your efforts in organizing the conference.
- Great atmosphere. Very enthusiastic and energizing. Keep up the good work!
- Enjoyable and worthwhile conference!
- Really enjoyed the conference – first timer. Am leaving stimulated, well fed and feeling part of a system which is vastly important. RALPH should come – he needs to hear the messages.
- A wonderful conference. Many of the topics met our board's new goals. Keep up the good work!
- Thank you for the new format for registration! Finally we were able to stay on-site – a definite bonus rather than having to stay in town. Thank you.
- I enjoy being pampered for one weekend a year.
- Not as good as 2001.