



## **PROPOSAL**

### **Intellectual Freedom Training For Newly Hired Staff**

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**GOAL 1**

Establish a process in which all staff are provided a foundation in Intellectual Freedom. Staff will understand and apply professional ethics as outlined by ALA and interpreted by Mid-Continent Public Library (MCPL).

**AUDIENCE 2**

Includes all MCPL staff; the primary audience is all newly hired staff.

**OBJECTIVES 3**

1. Specifically address Intellectual Freedom as the base of library services, as part of staff orientation
2. Provide conceptual framework for the soft skill, Intellectual Freedom
3. Establish accountability for understanding the difference between personal and professional ethics

**CURRENT PRACTICES 4**

Intellectual Freedom training in the past has been handled by the hiring supervisor. The team that initially designed the formalized onboarding process included a segment dedicated to Intellectual Freedom in addition to other topics. Segments were based on prior Staff Development Day subjects. These topics include Customer Service Values, IFFI and empowerment, Accessibility, and Collection Management/Challenges.

The resultant onboarding session has received positive feedback from attendees. The session is a planned three hours and continues to deliver content to newly hired staff and support the hiring manager in the training process. Staff development has been a secondary use of New Hire Orientation. The content of session has changed with MCPL.

The changes proposed are intended to introduce new staff to Intellectual Freedom in a more purposeful fashion and allow the existing orientation session to cover other topics as deemed necessary by Human Resources.

**SUMMARY OF PROPOSED CHANGES 5**

We proposed that the Intellectual Freedom module be removed from New Hire Orientation and replaced with a separated, focused session.

**TRAINING FORMAT 6**

The training has been designed to minimize top down delivery of content. The source material for the training was ALA's "Defending Access with Confidence" and the Intellectual Freedom module of the current New Hire Orientation.

The proposed training consists of three mini-presentations and three small group discussions. The small group discussions are led by trainers using everyday scenarios that contain Intellectual Freedom implications. Some handouts are provided.

The group felt that deemphasizing top down presentation and focusing more time on guided discussion would engage the attendees in a more meaningful fashion. There is a minimal use of technology. Below is an outline of the training. A more detailed outline used by the session facilitators is in Appendix C.

#### Introduction to Intellectual Freedom – facilitators outline

- PART ONE (15 minutes)
  - Introduction
  - Why are you here?
  - What is Intellectual Freedom?
  - Is it for you?
  - Collection Management
  - What does Intellectual Freedom mean to a library staff member?
- PRACTICAL AND EVERYDAY **Group Discussion** (25 minutes)
- BREAK (10 minutes)
- PART TWO (15 minutes)
  - History & Document Review
- PRACTICAL AND EVERYDAY **Group Discussion** (25 minutes)
- BREAK (10 minutes)
- PART THREE (15 minutes)
  - MCPL's policies on Intellectual Freedom
  - MCPL's view
  - What does this mean to you?
  - Our Values (IFFI)
  - Customer and Staff Privacy Statement
  - MCPL Ethics
  - Acceptable Use Policy
  - Collection Management
- PRACTICAL AND EVERYDAY **Group Discussion** (25 minutes)
- WRAP UP AND QUESTIONS (15 minutes)

## **PILOT SESSIONS 7**

To test the design of the training pilot sessions were conducted at three branches; North Independence, Liberty, and Smithville. Each session had between 12-15 attendees. The session at Smithville consisted of staff from the North Platte branches and Smithville. Pilot session attendees were selected to represent a variety of positions and seniority, but we were not able to include non-branch staff.

It was explained to participating staff that the Intellectual Freedom training session was intended for newly hired staff and could also be used a staff development tool.

A follow up survey was completed by session attendees to provide anonymous feedback.

## **SURVEY RESULTS 8**

26 attendees responded to the survey. We reviewed the responses but did not make content changes to the presentation in between sessions. For the final SM presentation we did create a cohesive AV element (a Prezi) to smooth the flow of the session.

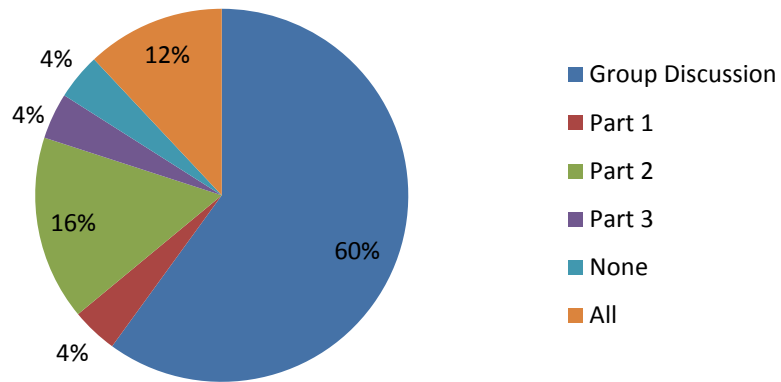
We found that the group discussion portion was the most successful. Part one which gives an introduction to the topic and part three, how Intellectual Freedom is interpreted and applied by Mid-Continent Public Library to be of interest but not as popular as part two which gives an historical overview of intellectual freedom in the United States. Staff self-reported better understanding and use of Intellectual Freedom in customer interactions.

Based on feedback we are planning on:

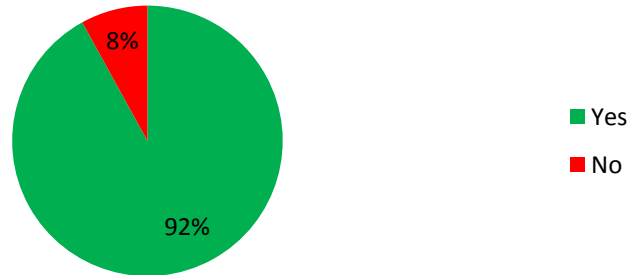
- Condensing part two (history) and providing a handout or link to the information
- Creating additional scenarios for the discussion segments

More detailed results from the survey can be found in Appendix E.

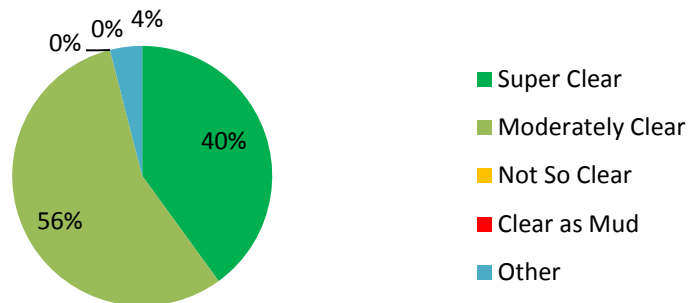
### Which part was most applicable?



### Did this training enhance your ability to provide excellent customer service?



### How clear is your understanding now that you have completed this training?



#### **RECOMMENDATION 9**

We recommend that the Intellectual Freedom Training be made an ongoing part of the onboarding process for newly hired staff. The current New Hire Orientation session would remain in place but Intellectual Freedom portion would be removed. This would have the added advantage of streamlining NHO and allow it to be updated by Human Resources as needed.

We also recommend that language be added to employee expectation statements (addition in italics):

Non-exempt -

When working for the Library I represent MCPL and should always act and present myself in a professional manner. *I understand that this means embodying MCPL's values of Intellectual Freedom, Fairness, and Integrity.*

Exempt –

My actions and behaviors must always be professional when representing MCPL. *I understand that this means embodying MCPL's values of Intellectual Freedom, Fairness, and Integrity.*

#### **IMPLIMENTATION 10**

We recommend that new staff participate in Intellectual Freedom training within their first 90 days with the Library. The group size in the focus sessions allowed for lively discussion so we recommend that the sessions be spaced to allow group size to be 12-15, with three trainers. This may mean the session is offered quarterly but it may need to be adjusted for timeliness and group size.

The implementation of Intellectual Freedom Training:

- Only address Intellectual Freedom, Library Values, and Professional Ethics
- Not attempt to provide security training or conduction policy modeling
- Report back to supervisors in a general fashion
- Maintain the 3:12-15 ratio, if possible
- Annual review of the training
- Set up an annual process plan for selection of new trainers
- Have a team of five trainers that serve for two fiscal years
- Trainers would be recruited from the leadership team from both departments and branches

## **APPENDICES**

### **Appendix A**

**[New Hire Orientation Proposal, previously approved and implemented](#)**

### **Appendix B**

**[PREZI](#)**

### **Appendix C**

**Facilitator script**

### **Appendix D**

**Handouts**

### **Appendix E**

**Survey Responses, detail**

## Practical and Everyday Pt 1

Question:

A customer has previously requests R-rated materials via World Cat and now the holds are in. The customer comes to you to check out because they want to know if the next season is available. What should you do?

Answer:

Check the catalog to see if we have the next season available; if the season has not been released give the customer the release date and ask them if they would like to fill out a request for purchase if the item already listed in the catalog as forthcoming. If it has been released but is not in our catalog, search for the item in WorldCat, place a hold and still ask them if they would like to fill out a request for purchase for the item.

Question:

Police come in and request video from a car break-in in the parking lot. How would you handle this request? (Privacy)

Answer:

Bring this to the attention of your branch manager who will forward this request on to the ADPS, a subpoena is required to release any information to the police or other officials. There are almost no instances where obtaining information about our customers is permissible and these should be handled by a manager.

Question:

Staff member turns around the cover of a magazine that they deem suggestive. Is this a violation of Intellectual Freedom?

Answer:

This response is driven by using personal, not ethic, and it is in conflict with our Freedom to Read Intellectual Freedom policies for staff to attempt to censor material. As customers, staff members do have recourse if they have concerns about material in our collection.

Question:

A staff member walks away from the desk or shows visual discomfort when working with specific groups of people. Is this a violation of Intellectual Freedom?

Answer:



This is an intellectual freedom issue because even with body language you may be putting up a barrier between the customer and the information they are looking for.

Question:

Customer under 18 wants to check out adult Non-Fiction materials on online dating. How do you advise?

Answer:

This response is driven by using professional not personal ethics. Use the RA tools and training available to you to provide access. Responsibility for library materials selected and accessed by children and adolescents rests with their parents or legal guardians not MCPL staff.

Question:

A customer moves materials within the branch to “hide” them. Is this a form of censorship?

Answer:

Yes, this is in conflict with our Freedom to Read Intellectual Freedom policies. If a customer does have an issue with material in our collection they can fill out the Reconsideration form, remember the customer does have recourse if they have concerns. If the hiding issue persists this becomes a potential problem log.

## **Practical and Everyday Pt. 2**

Question:

Staff member makes faces or talks about a customer’s checkout or holds choices – divorce materials. Is this a violation of Intellectual Freedom?

Answer:

Again personal ethics need to be put aside when at work, and when at the desk we need to remember that body language is a large part of communication, and making faces is an outward expression of the fact you are judging their material. It is in violation of our Privacy Statement to disclose a customer’s circulation or holds history to your co-workers.

Question:

Another staff member finds that a hold came in for a friend’s name while she is processing the delivery. They are books on cancer treatments. She shares with you her shock at the news that her friend might have cancer! When her friend comes into the branch that afternoon you see your co-worker ask her friend about the books and offer support. Where is violation of privacy?

Answer:

The violation is when disclosing a customer's circulation history to your co-workers with the initial shock and then revealing your knowledge of their circulation history to the customer.

Question:

Customer comes into the branch and shares his political views with some of the staff members at the desk. The staff member happens to share the same viewpoint and chimes in with her opinion. Is this a violation of Intellectual Freedom?

Answer:

Yes this is an intellectual freedom issue, as an employee of the library we should not influence customers with our own values, ethics or morals. Staff members are required to leave their personal ethics and morals at the door and employee professional ethics (using freedom to read and documents, code of ethics) in interactions.

An appropriate response might sound like: While I respect your viewpoint as a library staff member I am unable to comment on my personal viewpoint. We respect all viewpoints as librarians we strive to be impartial and have all sides to issues available

Question:

A customer comes to the desk to request *Twilight*. The staff member says that if you want a book about real vampires you should read *The Last American Vampire*. Is this a violation of Intellectual Freedom?

Answer:

Yes this is an intellectual freedom issue, as an employee of the library we should not influence customers with our own personal preferences. Staff members are required to leave their personal tastes at the door and employee professional ethics (using freedom to read and documents, code of ethics) in all interactions.

A preferred response would be to place *Twilight* on hold for the customer and offer alternate vampire novels to the customer while they wait for their hold to come in or as an additional read.

Question:

Customer requests books that are sexually descriptive. How do you provide this type of Reader's Advisory if you are someone who does not personally read or agree with this type of material?

Answer:

This response is driven by using professional not personal ethics. Use the RA tools and training available to you to provide access.

Question:

A customer requests a book called “The Anarchist's Cookbook”. How do you respond?

Answer:

This response is driven by using professional not personal ethics. Use the RA tools and training available to you to provide access. ILL.

### **Practical and Everyday Pt. 3**

Question:

One of the pages notices some obscene images on a customer’s laptop. She reports this to you. What should you do?

Answer:

According to strict Intellectual Freedom rules unless what is being viewed is child pornography the customer is not in violation of anything. However, MCPL requires all customers who sign on to our public wifi to accept our AUP, a document stating that the viewing and/or printing of inappropriate images or text that may be reasonably construed as obscene in an open and public setting is not appropriate.

However, however, we are not the arbitrators of what is inappropriate; what we care about at MCPL is that due to the library being a public space images on computers public or personal can be viewed by other customers in the building, we are not judging the content of the images being viewed or those viewing them but we are insuring a welcoming environment for all our customers.

One person’s idea of what is inappropriate is vastly different than someone else's, it is subjective, so one: we don't use the word pornography, and two: we assume upon first dealing with the situation that the customer may be unaware of the current MCPL policy.

Question:

Customer asks for help from an employee who has assisted them in the past, but this employee is sick today. You relay this information to the customer and offer to help in their stead. Is there a violation in this situation?

Answer:

The policy violation is in relaying personal information about a coworker without their consent, employee privacy is just as important as customer privacy and it is important to make the workplace a safe environment for everyone.

Question:

A mom calls in to check on the books her teen has checked out. She says that she just wants to see what is currently checked out and what fines he has already accrued. When is it okay to provide this information and when would it be a violation of privacy?

Answer:

Due to customer privacy we are unable to share information about someone else's account, this holds true for someone paying on someone else's account, we can allow them to pay for the fines but we cannot give them an itemized receipt, they may take their credit card receipt if paying that way and we can keep the itemized receipt from WF at the branch for the owner of the account to pick up if they would like. Parents and guardians of under aged children are ultimately financially responsible for accounts and therefore do have the ability to request account information however our preference would be that the child be present and we will still make every effort to ensure customer privacy of circulation materials.

Discussion about ages, disclosing titles, empowerment

Question:

Staff member starts requesting books on pregnancy and other staff members notice while processing, is this a violation of employee privacy?

Answer:

This is not a violation of employee privacy unless the information is discussed/gossiped about with others, whether this is about a fellow employee or people outside of work.

Question:

Staff member shares personal viewpoint when helping a customer find non-fiction materials which inhibits the customer's ability to find what they intended. Could this be a violation of Intellectual Freedom?

Answer:

Yes this is an intellectual freedom issue, as an employee of the library we should not influence customers with our own values, ethics or morals. Staff members are required to leave their personal ethics and morals at the door and employee professional ethics (using freedom to read and documents, code of ethics) in interactions

While I respect your viewpoint as a library staff member I am unable to comment on my personal viewpoint. We respect all viewpoints as librarians we strive to be impartial and have all sides to issues available

Question:

A customer comes in and shouts intermittently. It is distracting to the customers on the computers. You ask him to keep his voice down and find out that he has Tourette's syndrome and is at the library to find the latest YA book turned movie to read. What is your response?

Answer:

During initial approach you would have informed him of the conduct policy and explained that any behavior that is disruptive to MCPL customers or staff is a violation, we would then further explain that he is welcome in the branch and we would be more than happy to help him find material but that he does have to be aware of and abide by the conduct policy like everyone else.

Question:

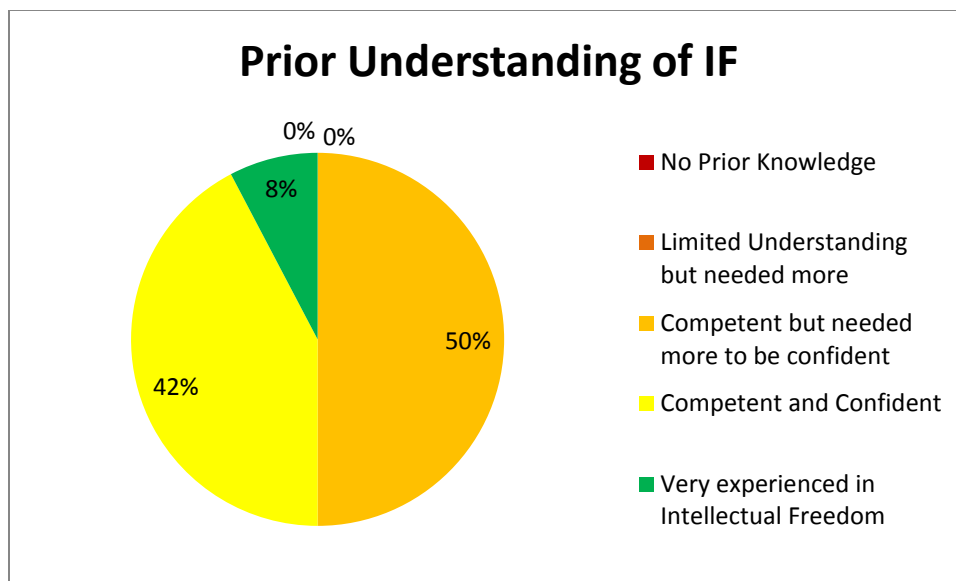
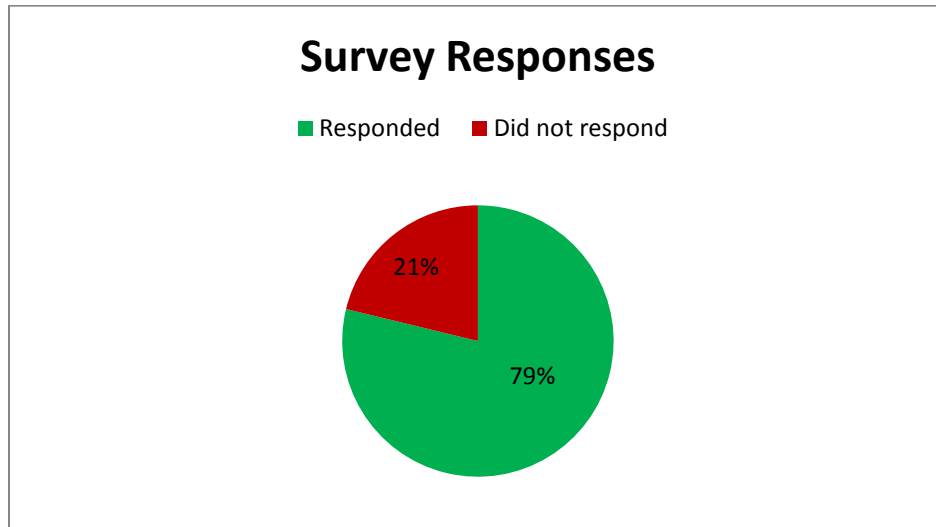
Customer comes in and asks for "And Tango Makes Three" to be removed from the children's section because it shows a homosexual relationship. What steps would you take to respond to this request?

Answer:

We listen to the customer's complaint; staff members are expected to remain neutral and reserve personal opinions on the issue. Mid-Continent Public Library (MCPL) values the opinions of its community of users. MCPL card holders are free to express opinions or concerns about specific library materials; this distinction is made due to the presence of activist organizations who may make it a practice to mass protest a specific title or items.

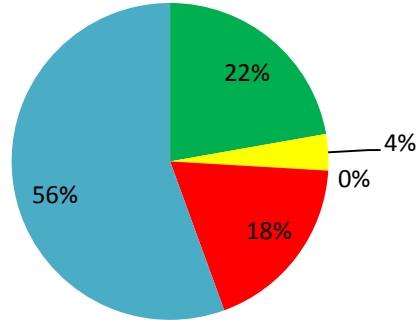
MCPL has a Reconsideration Form which is used to address customer complaints concerning the materials in our collections or where materials are held in our collection. This form should only be offered to the customer if they are persistent in their desire to pursue the issue of their complaint. Customers are responsible for filling out the form. Form is sent to a Collection Development Librarian, who has 30 days to make a decision on the request and will then follow up with the customer in a written justification of final decision.

# Survey Monkey Survey Results for Intellectual Freedom Piolet Training – Summary



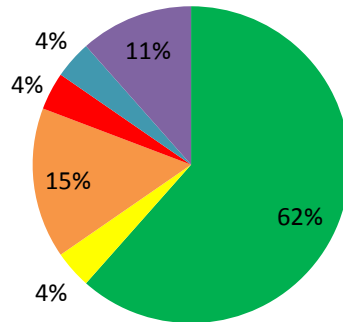
## Which section could use more time?

■ Group Discussion ■ Part 1 ■ Part 2 ■ Part 3 ■ None

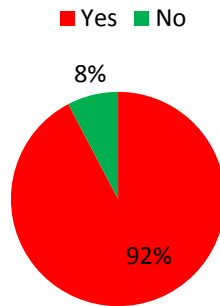


## Which part was most applicable?

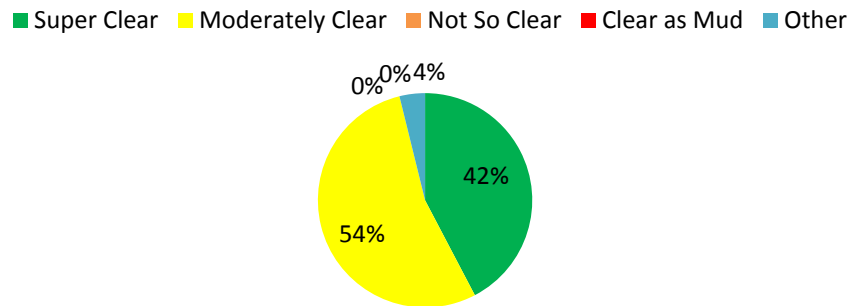
■ Group Discussion ■ Part 1 ■ Part 2 ■ Part 3 ■ None ■ All



## Did this training enhance your ability to provide excellent customer service?



## How clear is your understanding now that you have completed this training?





# Survey Monkey Survey Results for Intellectual Freedom Piolet Training – Detailed Results

## **Q1. At which location did you attend the training?**

North Independence – 8

Liberty – 10

Smithville – 8

Total: 26 responses

## **Q2. How would you rank your understanding of Intellectual Freedom before this training?**

No prior knowledge – 0

Limited understanding but needed more-0

Competent but needed more to be confident-13

Competent and confident-11

Very experienced in Intellectual Freedom-2

## **Q3. How do you feel about the pace of the training session?**

- I thought it was adequate. I didn't feel myself getting antsy.  
9/8/2015 4:14 PM
- fine  
9/8/2015 4:04 PM
- I felt that the pace was okay. we all had a lot of ideas and stories to tell during group questioning. I would suggest adding one hour to the training session so time does not get craped up.  
9/8/2015 12:19 PM
- fine  
9/8/2015 10:36 AM [View respondent's answers](#)
- I thought it went very well. Breaking the session into informative powerpoints, and small group discussions with a break in between made the session smooth and successful.  
9/8/2015 9:37 AM
- good  
9/5/2015 10:50 AM
- I had an excellent time keeping up with everything! It was organized very well. I liked how personal ethics and professional ethics were very clearly defined. I feel like that is a very good topic to have defined.  
9/5/2015 10:40 AM

- Pace of training was fine  
9/4/2015 12:24 PM
- Nice pace, and the short breaks between topics was very nice.  
8/25/2015 2:31 PM
- It was a good pace.  
8/25/2015 10:25 AM
- There were times when the pace felt a little slow, especially in the middle when we were told about the history. The rest of the training went by at a decent pace.  
8/22/2015 4:17 PM
- Good  
8/21/2015 4:39 PM
- Excellent  
8/21/2015 3:34 PM
- nice pace , I feel we didn't need two breaks, maybe just one with a little more time  
8/21/2015 1:31 PM
- Good pacing  
8/20/2015 6:23 PM
- slowed down with a lot of information about banned books. Probably would need to maybe condense it to keep everyones attention..  
8/20/2015 4:58 PM
- The pace was fine, although 3 hours was too long.  
8/20/2015 11:30 AM
- The sessions were well timed and the breaks in between made it nice.  
8/20/2015 7:54 AM
- The pace of the training was great.  
8/19/2015 6:57 PM
- Fairly good -- history portion lagged a bit  
8/14/2015 10:32 AM  
Good pace, breaks were spread out well.  
8/13/2015 3:00 PM
- Pacing was a little slow and stilted, which I understand given the test session.  
8/12/2015 9:33 AM
- The training moved at a good pace.  
8/11/2015 1:23 PM
- It was a good training session, would definitely benefit the new hires.  
8/10/2015 5:53 PM
- The pace of the training was good.  
9/9/2015 12:16 PM

**Q4. Are there any subjects covered in the training that you feel could have used more time or explanation?**

- Not really. I thought everything was covered sufficiently.

9/8/2015 4:14 PM

- no  
9/8/2015 4:04 PM
- How to handle disabilities was a big section to learn and understand. turrets is an issue that I felt could be talked about more, so others can understand what it is, and how to approach the situation.  
9/8/2015 12:19 PM
- When to be concerned about what someone is checking out and who to voice it to.  
9/8/2015 10:36 AM
- Since the branches vary in size and each has their own demographics, there were a lot of "gray" areas we couldn't get solid answers for.  
9/8/2015 9:37 AM
- no  
9/5/2015 10:50 AM
- At one point in the training, I was confusing a conduct policy issue and an intellectual freedom issue during the example of the Anarchist's Cookbook. My only concern was if a person came in looking for that book but was hinting at threats, etc.. I do understand now that the behavior is a conduct issue. But I did not separate the book a patron could want to checkout from the behavior of the patron themselves.  
9/5/2015 10:40 AM
- No, group discussion time is always beneficial so maybe adding more time for that would be good.  
9/4/2015 12:24 PM
- No.  
8/25/2015 2:31 PM
- No  
8/25/2015 10:25 AM
- Not really.  
8/22/2015 4:17 PM
- Not really  
8/21/2015 4:39 PM
- n/a  
8/21/2015 3:34 PM
- If there were any more forms or actions that employee and patron that fit- I didn't know there were ways patrons could express their concerns.  
8/21/2015 1:31 PM
- Subjects were covered well  
8/20/2015 6:23 PM
- As I stated below, more examples could have been used  
8/20/2015 4:58 PM
- I thought the scenario examples were a really great idea! They were good examples of what really happens in a branch. More could be added so that new hires really come out with a better understanding of what could and does happen in the library.  
8/20/2015 11:30 AM

- I think it's a subject that we could talk about all day. There are so many different scenarios that come up on a regular basis. However, nothing specific needed more time or explanation.  
8/20/2015 7:54 AM
- I thought that everything was explained very well.  
8/19/2015 6:57 PM
- group discussions helped clarify facts  
8/14/2015 10:32 AM
- The part that Tammy discussed really needs some kind of visual, either a powerpoint or handout with direction to view the handout while she is talking.  
8/13/2015 3:00 PM
- A little more example would be helpful for me; the information is understandable on its own, but having more variety in the demonstrations and examples would make it clearer.  
8/12/2015 9:33 AM
- More specific scenario questions - discussion was good, but having more questions would make further enhance the discussions.  
8/11/2015 1:23 PM
- I think everything in the training was covered well.  
8/10/2015 5:53 PM
- Censorship; data mining at Amazon, and how it may affect ebook readers at a library level  
8/10/2015 1:03 PM
- I found that the most useful aspects of the training came in the form of the question & discussion portion so additional time spent here would be a plus & maybe less time on the history portion.  
9/9/2015 12:16 PM

**Q5. What section of the session did you feel provided you with the most applicable information?**

- The public's freedom to view, just as they have freedom to read.  
9/8/2015 4:14 PM
- copies of policies and statements  
9/8/2015 4:04 PM
- all of the sections were good and applicable.  
9/8/2015 12:19 PM
- all  
9/8/2015 10:36 AM
- The small group scenario/discussions.  
9/8/2015 9:37 AM
- Breaking into small groups and discussing different scenerios  
9/5/2015 10:50 AM
- The group Q&A's we broke up into because it is one thing to just say this is how this is but another thing to ask a question and have people think about what they would do.  
9/5/2015 10:40 AM

- Not sure if any one session provided me with the most applicable information, but I can tell you that the "history" lesson was boring. Not sure how you could revamp that or just get rid of it all together.  
9/4/2015 12:24 PM
- The table discussions.  
8/25/2015 2:31 PM
- The actual case scenarios helped me most.  
8/25/2015 10:25 AM
- I did enjoy the discussion parts. I felt it was a good way to reinforce what we had already learned and round out things we were confused about.  
8/22/2015 4:17 PM
- The question and discussion time  
8/21/2015 4:39 PM
- scenarios  
8/21/2015 3:34 PM
- I really liked the situations - that these were actually happening made it more practical. They really made me think and see I need to be more careful  
8/21/2015 1:31 PM
- The last group of questions were excellent for discussion  
8/20/2015 6:23 PM
- I feel the most information received was in the scenarios, I would try to include a few more if possible...I learn better with examples  
8/20/2015 4:58 PM
- Defining what Intellectual Freedom was/is and how it comes into play in the work environment. Also, the scenarios.  
8/20/2015 11:30 AM
- Being careful what part of the conversation we initiate. It may seem friendly or customer oriented to make suggestions, but the customer needs to ask for the information first. Also, not giving out information on another employee.  
8/20/2015 7:54 AM
- I thought the question section was the best. Being asked questions that were actual intellectual freedom issues within the library system, and having to come up with answers as to how they should be handled, was the best part.  
8/19/2015 6:57 PM
- I think the group discussion sessions should be amplified & the history portion condensed.  
8/14/2015 10:32 AM
- I liked Tiffany's section best, it provided some historical context to what we do.  
8/13/2015 3:00 PM
- I don't think there was one section that stood out as having more useful information. For me, all three sections were equally helpful.  
8/12/2015 9:33 AM
- All of the sessions were informative.  
8/11/2015 1:23 PM
- The timeline that Tiffany did, had more information that I didn't know yet.

- 8/10/2015 5:53 PM
- Library Bill of Rights  
8/10/2015 1:03 PM
- Again, the question & discussion portion. This allowed for everyday situations to be discussed where intellectual freedom is concerned.  
9/9/2015 12:16 PM

**Q6. Do you feel that this training will enhance your ability to provide excellent customer service?**

- Yes, but as a page, I do not have as much contact with the public on the public computers. I have reported suspicious actions on the part of customers to Access Specialists.  
9/8/2015 4:14 PM
- I feel this subject was adequately covered in the New Hire orientation. A 3-hour training does not seem warranted.  
9/8/2015 4:04 PM
- yes  
9/8/2015 12:19 PM
- yes  
9/8/2015 10:36 AM
- YES  
9/8/2015 9:37 AM
- yes  
9/5/2015 10:50 AM
- I do, because I feel more confident about how I do address customers as a Page. I feel reassured that my approach is encouraging of intellectual freedom.  
9/5/2015 10:40 AM
- Yes  
9/4/2015 12:24 PM
- Yes.  
8/25/2015 2:31 PM
- It will make me think harder about the things I may say to customers.  
8/25/2015 10:25 AM
- I feel I was already fairly well versed in customer service skills. However, I do believe there were things in the training session that I had not previously known about, such as some of the history.  
8/22/2015 4:17 PM
- Yes  
8/21/2015 4:39 PM
- yes  
8/21/2015 3:34 PM
- yes

- 8/21/2015 1:31 PM
- yes  
8/20/2015 6:23 PM
- yes, I do have a better understanding as to our role as library employees. Made me think more about privacy issues, and how to respect both patrons and employees privacy..  
8/20/2015 4:58 PM
- The training will definitely help me with my customer service. I have a better understanding of what I can and cannot do or say. And now having the reasons behind it I completely understand the importance.  
8/20/2015 11:30 AM
- Yes, definitely. It helps with knowing where to draw the line. I learned a lot in that aspect.  
8/20/2015 7:54 AM
- Yes.  
8/19/2015 6:57 PM
- yes  
8/14/2015 10:32 AM
- I came away with more questions than answers. I felt that several of the sample scenarios could have been handled more than one way and that the "approved" direction was not always the most practical.  
8/13/2015 3:00 PM
- It will probably help in some situations, but it's hard to tell at this point in time.  
8/12/2015 9:33 AM
- Yes.  
8/11/2015 1:23 PM
- Sure  
8/10/2015 5:53 PM
- Yes  
9/9/15 12:16 PM

**Q7. Were the trainers open to question? Do you have any questions that were left unanswered? If so, please ask in the comment box below.**

- Yes. They answered all questions that were asked, and welcomed them.  
9/8/2015 4:14 PM
- Our facilitator was not open to discussion. Our contributions needed to fit into her narrow view of the topic.  
9/8/2015 4:04 PM
- I felt the trainers were very open minded and were receptive to any questions thrown their way.  
9/8/2015 12:19 PM
- yes  
9/8/2015 10:36 AM
- They were very open...I thought they did an excellent job.  
9/8/2015 9:37 AM

- Yes, open to questions and answered questions discussed  
9/5/2015 10:50 AM
- If a patron were to come into a branch looking for the Anarchist's Cookbook or something similar, and their behavior was such as making veiled threats or some other concerning disruptive acts, do we still check out that book to them? I am not worried that this will happen, but I would like to know what should be done in such a situation.  
9/5/2015 10:40 AM
- Trainers were very open to questions and encouraged input from everyone. No questions left unanswered but feel if I did have additional questions I could call them.  
9/4/2015 12:24 PM
- Yes, very open.  
8/25/2015 2:31 PM
- The trainers were very open to questions.  
8/25/2015 10:25 AM
- Yes, the trainers were open to questions. No, I do not have any unanswered questions.  
8/22/2015 4:17 PM
- Trainers were open.  
8/21/2015 4:39 PM
- yes 2. no  
8/21/2015 3:34 PM
- the trainers were very hands on and very willing to answer questions and explain futher  
8/21/2015 1:31 PM
- Very open to questions and all answered well  
8/20/2015 6:23 PM
- Yes, I thought everyone knew the subject matter and answered all questions or were willing to find out anything they did not know.  
8/20/2015 4:58 PM
- The trainers were very open to answering any and all questions. It was really nice to hear what situations have happened at other branches and how staff handled them. Great information to help as I deal with situations in our branch.  
8/20/2015 11:30 AM
- The trainers were very open to questions and I have none that were left unanswered.  
8/20/2015 7:54 AM
- The trainers were very open to questions. Nothing was left unanswered for me.  
8/19/2015 6:57 PM
- yes  
8/14/2015 10:32 AM
- Yes, questions were freely answered.  
8/13/2015 3:00 PM
- The trainers were open to questions, although I personally did not have any.  
8/12/2015 9:33 AM  
The trainers were open to questions and answered every question that was asked.  
8/11/2015 1:23 PM
- The trainers were open to questions & all were answered to my satisfaction.  
9/9/2015 12:16 PM



## Q8. What main points did you take away from this training?

- More understanding of acceptable use policy. I did not realize that we had a reconsideration form for people to object to items in the collection.  
9/8/2015 4:14 PM
- Although I'm not convinced this is a system-wide position, the point made at this training was that MCPL is not interested in providing a safe, friendly space to children and families.  
9/8/2015 4:04 PM
- I already knew majority of the topics. I did however learn a good deal about the history of libraries. I thought that was fun and informative.  
9/8/2015 12:19 PM
- That we don't censor material or make judgments  
9/8/2015 10:36 AM
- To provide our patrons with excellent service free of censorship and judgement. To always respect the privacy of our patrons and co workers.  
9/8/2015 9:37 AM
- Everyone needs open access to information and ideas. We must be able to separate professional viewpoints and how we feel personally on issues. It is not to be discussed what types of items a customer is checking out.  
9/5/2015 10:50 AM
- The reasoning behind intellectual freedom and how it came about. Also, how some scenarios could be grey but how we should approach it so that we maintain intellectual freedom.  
9/5/2015 10:40 AM
- Just a better understanding of Intellectual Freedom  
9/4/2015 12:24 PM
- .  
8/25/2015 2:31 PM
- It made me think harder about what constitutes intellectual freedom.  
8/25/2015 10:25 AM
- Intellectual freedom and privacy are things the library values highly. They are things we value and uphold to the best of our abilities.  
8/22/2015 4:17 PM
- To think and be aware of what to say and help with in respect to patron.  
8/21/2015 4:39 PM
- The importance of protecting privacy and providing access to information.  
8/21/2015 3:34 PM
- we are library representatives , our opinions should be voiced while working , only library guidelines  
8/21/2015 1:31 PM
- Specific difficult situations addressed that I was a little unclear on  
8/20/2015 6:23 PM

- We really have to be aware of what we are saying and communicating to the patrons. Choose our words wisely and protect everyone's privacy  
8/20/2015 4:58 PM
- I realize that I can be friendly but that I have to remember to draw the line in how friendly I am. I need to remember to not "recall" the books I helped a customer find when I see them the next time.  
8/20/2015 11:30 AM
- How to draw the line in the sand as what to say and what not to say in the different scenarios. Whether it be helping a customer find material, giving out personal information, and handling disruptive customers.  
8/20/2015 7:54 AM
- Everyone should have access to all library materials without fear of judgment, censorship, or privacy violation.  
8/19/2015 6:57 PM
- We need to be cautious about what is said about patrons & coworkers - silence is golden.  
8/14/2015 10:32 AM
- This was a refresher course for me and, while the information was presented in a more relevant format (with the sample scenarios), I did not take away any new information.  
8/13/2015 3:00 PM
- The importance of maintaining customer privacy, and the library's role in providing information regardless of bias or cultural sensitivities.  
8/12/2015 9:33 AM
- The library is a neutral entity and as a representative of the library, an employee should accurately represent the neutral position of the library as a whole.  
8/11/2015 1:23 PM
- Everyone has a right to read whatever they would like without judgments.  
8/10/2015 5:53 PM
- Patron privacy; finer points of book banning; CIPA; Universal  
8/10/2015 1:03 PM
- I as an employee of MCPL, represent MCPL & I should keep this in mind when dealing with issues concerning Intellectual Freedom. I should protect all privacy issues to the best of my abilities.  
9/9/2015 12:16 PM

**Q9. How clear is your understanding of Intellectual Freedom now that you have completed this training session?**

Super clear- I am ready for any Intellectual Freedom question! – 10

Moderately clear- I feel like I understand but need to use my new skills to gain confidence – 14

No so clear – I have unanswered questions and do not know how to apply my knowledge – 0

Clear as mud- I have no idea to apply Intellectual Freedom and am confused! – 0

Other – 1

Total: 25 responses

Comments:

- Situations can't always be handled the same from a large branch setting to a small branch setting. A small branch has no extra room or study room, for instance, to be able to put someone in if they are needing some space from other customers or needing privacy. Many times decisions aren't cut and dry and depends on the circumstances.  
9/5/2015 10:50 AM
- \*9 I'm clear but feel that by using these skills my confidence will make my understanding super clear. I really enjoyed taking part of this class and will definitely be putting my knew and improved skills to task.  
8/20/2015 11:30 AM

**Q10. What could we do to make this training better for future classes?**

- I thought it was good as presented and can't think of anything to add, subtract, or change. I was satisfied with it.  
9/8/2015 4:14 PM
- Not necessary as a specialized training  
9/8/2015 4:04 PM
- add an hour to the session so topics can fully be explained, others will have time to ask questions, and group members will have more time to express their ideas.  
9/8/2015 12:19 PM
- maybe have a few more examples.  
9/8/2015 10:36 AM
- I thought it went great.  
9/8/2015 9:37 AM
- If all employees attending the training are really new employees and haven't had much desk time or time on the floor, and if they are quiet and shy it might be hard for them to share ideas during the small group time. Overall, it will be a good class for newer employees to attend.  
9/5/2015 10:50 AM
- I think a good thing to have added would have been that part of intellectual freedom is open mindedness and assuming best intentions. I recently just connected the dots on the assuming best intentions aspect. Beyond that, the training was amazing and I enjoyed expanding my knowledge and being able to incorporate it into my work here at MCPL and my college classes as well as where I work at after graduation.  
9/5/2015 10:40 AM
- Delete history lesson, other than that it was a good program.  
9/4/2015 12:24 PM
- .  
8/25/2015 2:31 PM
- I don't really have any suggestions.

8/25/2015 10:25 AM

- I think the training session ran smoothly and was not too long for people to begin getting distracted.

8/22/2015 4:17 PM

- Lots of real examples. What happened, how it was handled and how to improve.

8/21/2015 4:39 PM

- n/a

8/21/2015 3:34 PM

- have them at the various branches, wait a few months before presenting to new employees,

8/21/2015 1:31 PM

- Agree that this should be a part of new hire orientation

8/20/2015 6:23 PM

- Maybe each presenter move around to different groups, instead of staying in one place. That way the staff would get to know everyone better.

8/20/2015 4:58 PM

- I really liked the training, as it helped to clear up some of the questions I had. If you would begin the training with a definition of Intellectual Freedom and have it on a powerpoint that would make it a little easier for people to understand and grasp. If new hires have never worked for a library before, a lot of what was in the presentation would go over their heads and be very overwhelming as they have never had to deal with this before. So, having a definition along with how and why it is in place would really help. The timeline was nice, but really long and could have been cut down. If you were to just let people know that "throughout time intellectual freedom as evolved, and why"... then it would not be so long on this segment and the real training could take place. I really liked the scenarios and feel that you could even put more of them in.

8/20/2015 11:30 AM

- I thought the sessions were very handled very well and flowed easily. I don't see where any changes need to be made.

8/20/2015 7:54 AM

- I thought this was one of the best trainings I have been to. It was nice that it was not just listening to a lecture for several hours, but that everyone got to participate. Great job!

8/19/2015 6:57 PM

- Tighten up & condense the history portion, and increase opportunity for participants to discuss issues and situations.

8/14/2015 10:32 AM

- While I understand the attempt to move away from a powerpoint and provide more opportunity for discussion, it was hard to follow and keep up with some of the information because we were being lectured without any visual reinforcement. I think there is room for some kind of visual reinforcement as well as the group discussions.

8/13/2015 3:00 PM

- I personally feel a little more interaction and detail would be helpful, as well as practice on the trainers' parts. Once the flow and delivery has been streamlined, I think the feel of the class will be better.

8/12/2015 9:33 AM

- Add more discussion questions/scenarios.

8/11/2015 1:23 PM

- I think the training went great the questions helped make your points clear and more able to "soak in" for future hires.

8/10/2015 5:53 PM

- More CIPA discussion

8/10/2015 1:03 PM

- More question & discussion time with additional scenarios. I believe this was the most beneficial portion of the program.

9/9/2015 12:16 PM