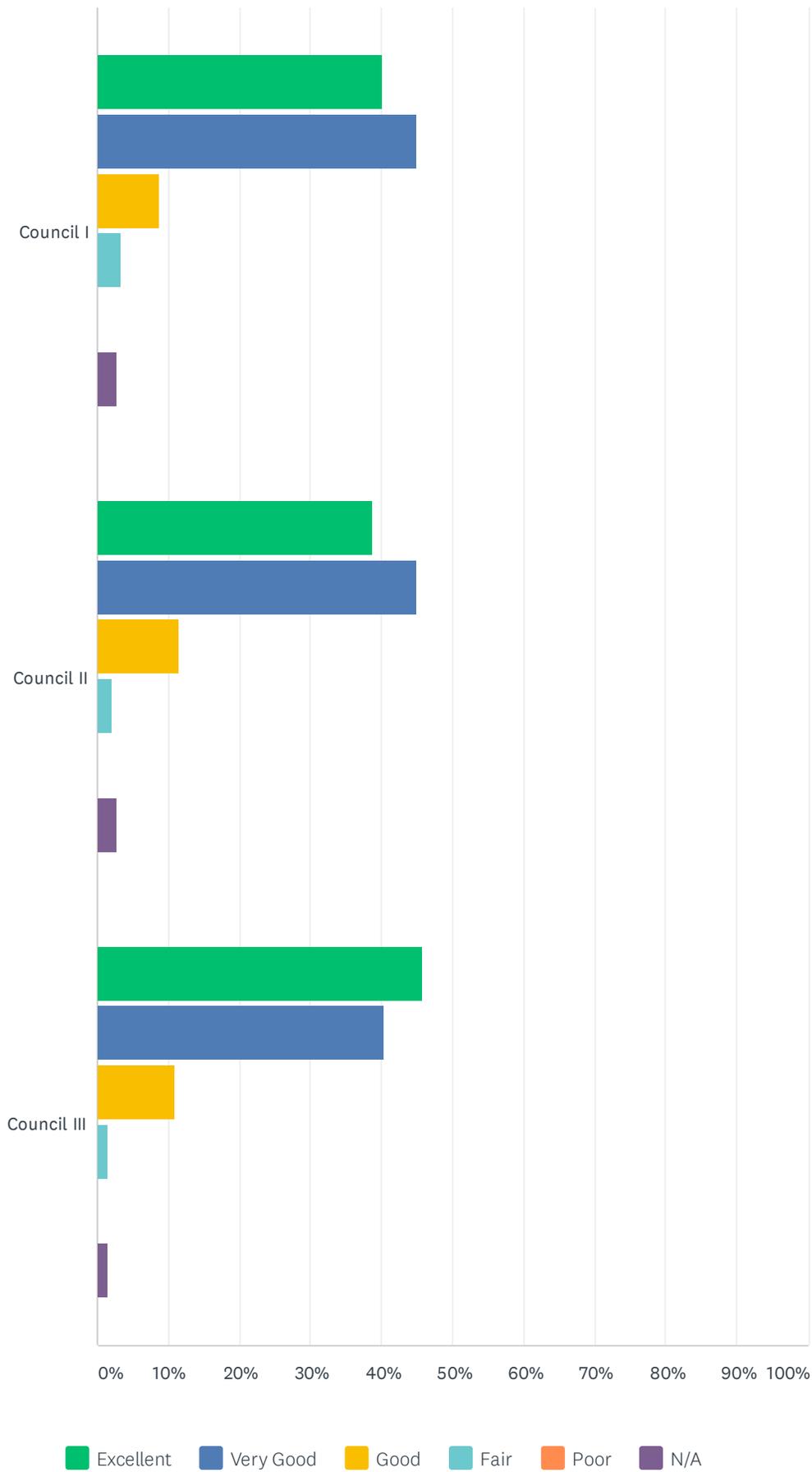# Q1 Overall, how would you rate the following events:

Answered: 151   Skipped: 0

ALA Virtual Council Meeting Feedback


Legend: Excellent, Very Good, Good, Fair, Poor, N/A

ALA Virtual Council Meeting Feedback

	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	N/A	TOTAL	WEIGHTED AVERAGE
Council I	40.27% 60	44.97% 67	8.72% 13	3.36% 5	0.00% 0	2.68% 4	149	4.26
Council II	38.78% 57	44.90% 66	11.56% 17	2.04% 3	0.00% 0	2.72% 4	147	4.24
Council III	45.89% 67	40.41% 59	10.96% 16	1.37% 2	0.00% 0	1.37% 2	146	4.33

Q2 State your role in participating in the ALA Council Meetings:

Answered: 150   Skipped: 1
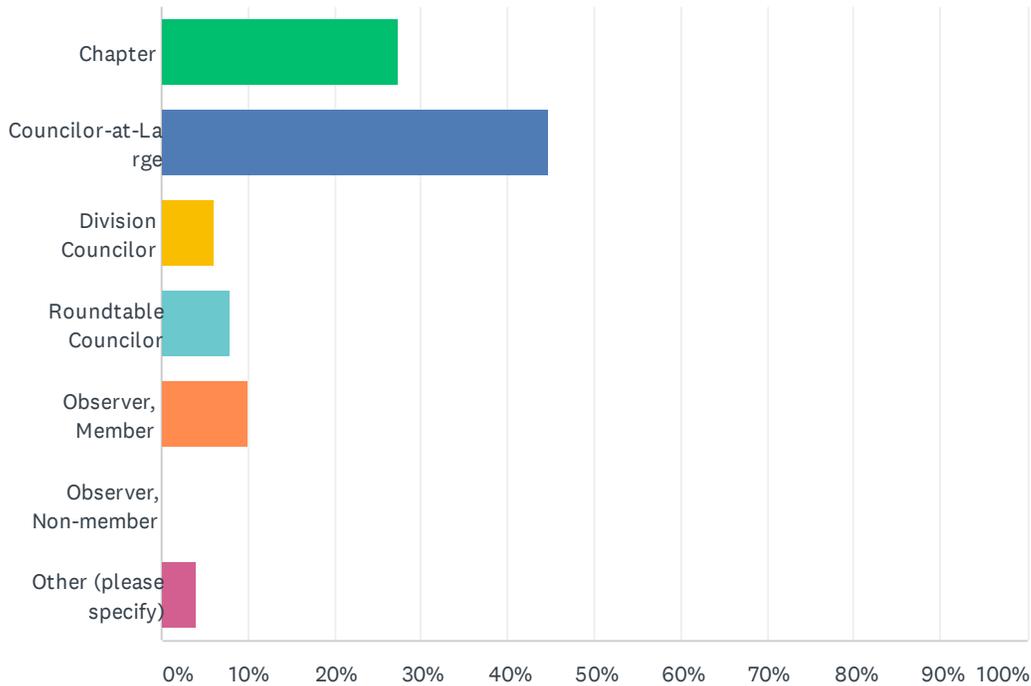
ANSWER CHOICES	RESPONSES	
Chapter	27.33%	41
Councilor-at-Large	44.67%	67
Division Councilor	6.00%	9
Roundtable Councilor	8.00%	12
Observer, Member	10.00%	15
Observer, Non-member	0.00%	0
Other (please specify)	4.00%	6
TOTAL		150

#	OTHER (PLEASE SPECIFY)	DATE
1	Past President and Honorary Member	6/27/2020 3:20 PM
2	board	6/27/2020 3:14 PM
3	Executive Board	6/27/2020 3:13 PM
4	ALA Staff	6/27/2020 3:09 PM
5	ALA Staff	6/27/2020 1:05 PM
6	Staff	6/27/2020 12:21 PM

Q3 How did you learn about the Virtual Council Meetings?

Answered: 151   Skipped: 0
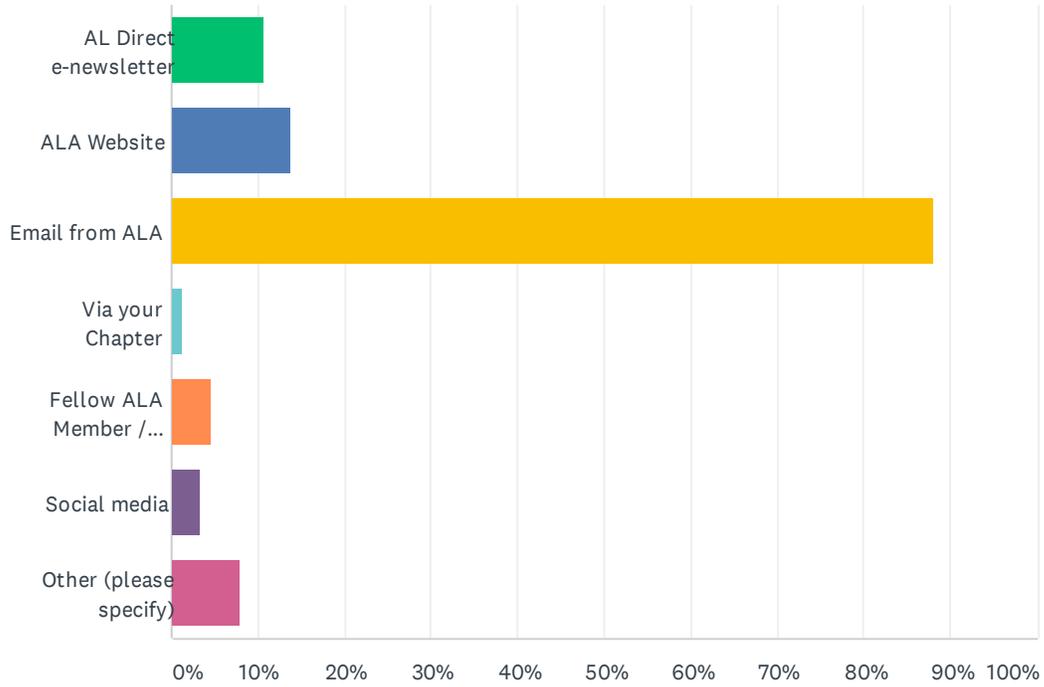
ANSWER CHOICES	RESPONSES	
AL Direct e-newsletter	10.60%	16
ALA Website	13.91%	21
Email from ALA	88.08%	133
Via your Chapter	1.32%	2
Fellow ALA Member / Colleague	4.64%	7
Social media	3.31%	5
Other (please specify)	7.95%	12
Total Respondents: 151		

#	OTHER (PLEASE SPECIFY)	DATE
1	Received information on Council email list and Connect	6/28/2020 3:39 PM
2	Council list	6/28/2020 3:39 PM
3	As a councilor	6/27/2020 9:22 PM
4	Looked for it.	6/27/2020 3:26 PM
5	Being on Council	6/27/2020 3:13 PM
6	ALA Council discussion list	6/27/2020 3:12 PM
7	ALA Connect	6/27/2020 3:12 PM
8	Council Orientation Committee	6/27/2020 3:11 PM
9	ALA Council listserv	6/27/2020 3:10 PM
10	Through my role and Senior Endowment Trustee	6/27/2020 3:10 PM
11	Via Devision	6/27/2020 3:08 PM
12	On staff.	6/27/2020 12:21 PM

# Q4 How would you rate your overall SATISFACTION with the Zoom WEBINAR platform?

Answered: 151   Skipped: 0
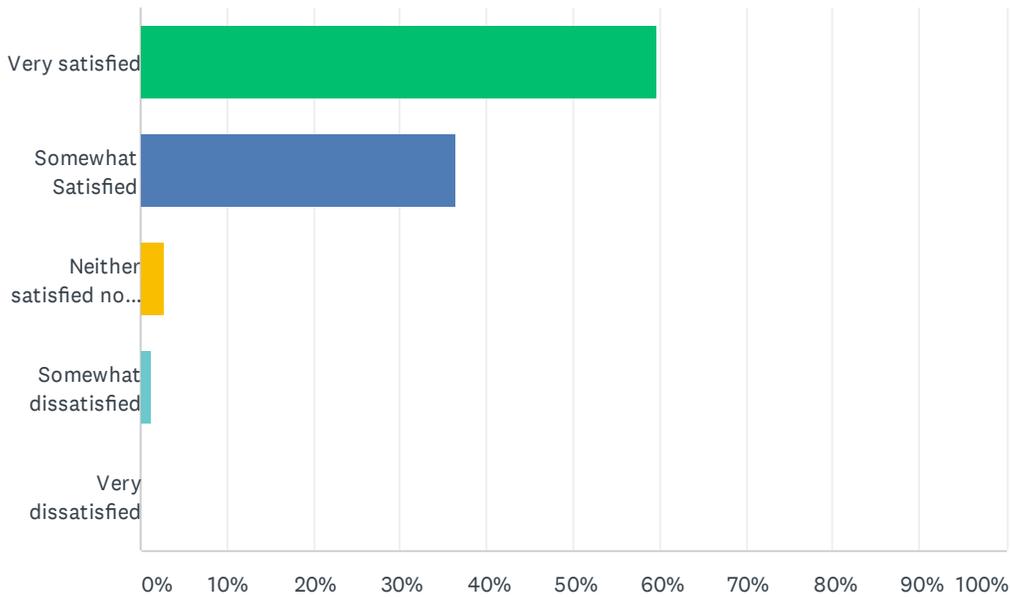
ANSWER CHOICES	RESPONSES	
Very satisfied	59.60%	90
Somewhat Satisfied	36.42%	55
Neither satisfied nor dissatisfied	2.65%	4
Somewhat dissatisfied	1.32%	2
Very dissatisfied	0.00%	0
TOTAL		151

Q5 How would you rate your overall SATISFACTION with the REAL-TIME VOTING TOOL?

Answered: 143   Skipped: 8
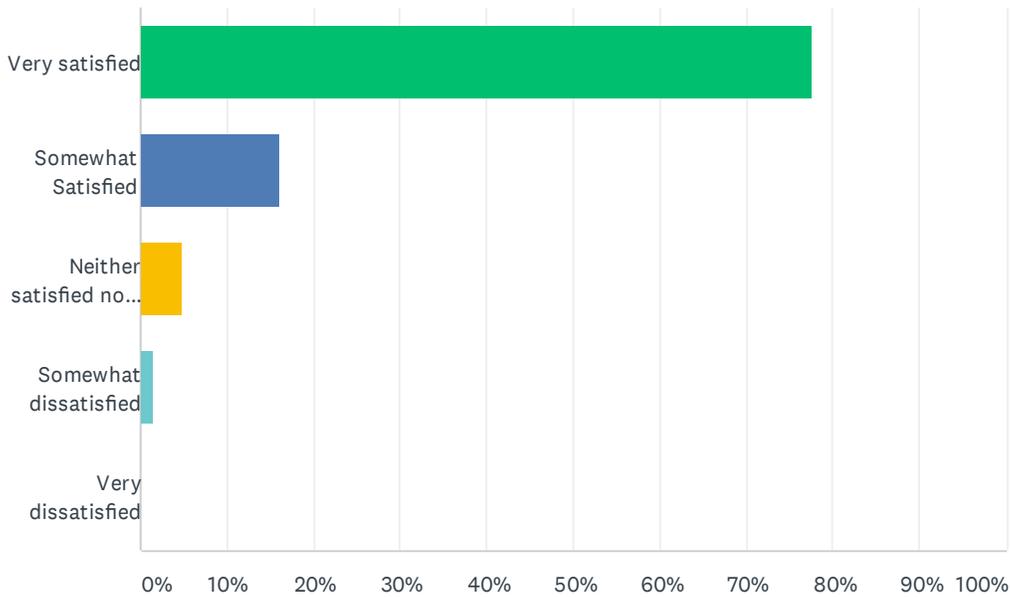
ANSWER CHOICES	RESPONSES	
Very satisfied	77.62%	111
Somewhat Satisfied	16.08%	23
Neither satisfied nor dissatisfied	4.90%	7
Somewhat dissatisfied	1.40%	2
Very dissatisfied	0.00%	0
TOTAL		143

Q6 How likely is it that you would recommend observing the COUNCIL MEETING to a friend or colleague?

Answered: 150   Skipped: 1

31
NPS

0

-50

50

-100

100
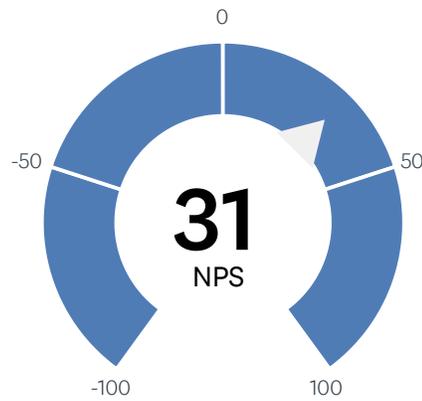
DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
21% 32	27% 40	52% 78	31

Q7 What else would you like to share with us regarding the Virtual Council Meetings?

Answered: 94   Skipped: 57

ALA Virtual Council Meeting Feedback

#	RESPONSES	DATE
1	Thank you! I appreciate the practice session, and also the tremendous effort that you put into making a virtual conference happen so quickly. Let's keep the momentum and familiarity with these tools rolling.	7/4/2020 5:45 PM
2	This was a great ALA Council. While I missed seeing people I felt the components of the work flowed well. Loved direct vote. Most of the issues we had got better as we moved through the sessions. Some were practicalities of the online environment and some were us mastering the tool. Really strong first venture.	7/1/2020 7:56 PM
3	I think the voting app was fantastic, and I would recommend using it even if we meet in person.	7/1/2020 7:45 PM
4	I love the opportunity to work together virtually and I'd like to do it again.	7/1/2020 5:28 PM
5	Good job!	7/1/2020 8:32 AM
6	For the first time ever doing a virtual event of this size, I think you knocked it out of the park! It took some getting used to the platform for formal vs informal comments, and we need to be sure to go slow so people have time to respond. After all, you cant see them walking to the microphones in a digital environment. It would be nice to see attendees, it felt more isolating not knowing who all was there. I think once people got the hang of the platform and how they should communicate on it, things went much more smoothly.	7/1/2020 7:13 AM
7	It would be nice if the last Council meeting is not held after the official close of the conference.	6/30/2020 10:07 PM
8	Some Councilors seem to enjoy hearing themselves talk. Too much discussion and not enough action. Saturday's meeting went on too long. Kudos to Wanda and the ALA team for putting the conference together. Nothing beats in person meetings.	6/30/2020 1:50 PM
9	It worked really well- nice job and thank you for your hard work!	6/30/2020 1:27 PM
10	Huge thanks and congratulations to the hard-working ALA staff who I'm sure prepared long and hard and were constantly online monitoring, answering questions, troubleshooting, etc. This couldn't happen without you! Also, many, many thanks for the emails and email reminders. They were extremely useful for those of us who were juggling having to work full time while fulfilling out responsibilities to Council. Thank you.	6/30/2020 11:48 AM
11	Please set the voting tool so it doesn't time out while we're still meeting!	6/30/2020 10:01 AM
12	Councilors need to see other participants We need to see who is lined up in the queue (so we can prepare when we are in line to speak) Wanda got better at allowing us time to "make it to the mic" or raise our hands. This needs to continue with Julius. We need the flexibility of submitting resolutions in real time. Since there isn't the need to make paper copies, etc, I would think that ALA Governance would have time to put the resolutions on slides with the 24 hour rule in place. ALA Governance did a great job in adapting to the virtual environment and should be commended. Thanks for all you do!	6/30/2020 8:44 AM
13	This was wonderful and thanks to the preparation of the Executive Director, President and President elect leadership everything worked very smoothly. The chat and Q & A monitors worked very well to facilitate.	6/29/2020 6:13 PM
14	It would of been great to have seen who was in the meeting, the participant list	6/29/2020 3:51 PM
15	Until Council goes away, this is how meetings need to occur.	6/29/2020 3:39 PM
16	Let's keep some of the virtual tools even when we meet in person! Voting online, and especially inputting motions and amendments online instead of making a mad dash across the room, worked well. In future meetings, perhaps we could make use of the breakout room function to facilitate small group discussions with video on, in order to bring back some of the in-person connecting that couldn't happen in the presentation-only mode.	6/29/2020 3:26 PM
17	I thought they went quite well for our first time. I expect improvement will come with time and experience. I'm still intimidated to try and speak during the meeting, but I can see that it will get better with time.	6/29/2020 3:21 PM
18	I just want to reinforce my ENTHUSIASTIC support for the real time voting tool. It's the best. Really. We should use it regardless of the format of the meetings.	6/29/2020 2:35 PM
19	I would have preferred to have a participants screen open in Zoom to see who was in	6/29/2020 2:35 PM

	attendance and which councilors were waiting to speak with raised hands. Also when a councilor spoke it would have been nice to see them on video.	
20	Thank you for providing a productive learning experience.	6/29/2020 2:29 PM
21	Thanks to all for making this possible. I would love to be able to have the virtual option moving forward -- I think it's a way to make Council more accessible, and have more people get involved.	6/29/2020 2:15 PM
22	We need to keep tweaking for accessibility.	6/29/2020 2:04 PM
23	I live in a rural community where broadband internet access is extremely limited. I was only able to take part in the ALA Council meetings and Forums by dialing in through my phone. This did allow me to participate, but I felt my participation was extremely limited. I could not view the visual information that ALA was posting on the slides, I could not see the chat box, I could not 'raise my hand' or participate in any questions. I understand that the online meeting form allows for many people to participate who would not normally be able to make it to the in-person meetings. However, please do not forget those of us who have accessibility issues, whether those are due to the digital divide, differing physical, mental and emotional abilities, wealth inequality, and more. I honestly felt I was not able to participate in the ALA Council meetings as much as I wanted to and as much as I would have been able to at the in-person event. I understand this is our first time trying this, and I thank you for all the hard work. But could we please work harder to make future virtual Council meetings accessible for a larger number of people? Thank you.	6/29/2020 1:59 PM
24	I liked the suggestion that the chat function should be used mostly for trouble-shooting. I had chat closed but received fairly frequent pop-ups that obscured the Closed Captioning. It seemed as if some of the comments were related to substantial issues, but I do not feel capable of following two different chats and a meeting at the same time	6/29/2020 1:57 PM
25	There must be a way for Councilors who cannot attend in real-time the ability to vote afterwards. I could not attend due to work conflicts and was deeply disappointed that no thought was given to those of us needed at work during this extremely difficult time.	6/29/2020 1:52 PM
26	Well done! I'm excited for more meetings due to the efficiency of this first virtual conference!	6/29/2020 1:50 PM
27	Although it's very sad that we were not able to meet in person this year, I am EXTREMELY satisfied with using Zoom and DirectVote for our virtual meetings. I am grateful beyond measure at the work that ALA Staff did before and during this year's Virtual Council meetings, and appreciate all the difficult work all throughout. And having the practice sessions was a great idea. Anyway, back to going virtual, I sincerely hope that voting remains online, even when we meet in person again. Moreover, I felt much more able to communicate my thoughts, questions, concerns, etc., using the Chat and Q & A features, and will miss that. I very much hope that future Council meetings will include some virtual options for us all, as I anticipate even at this early stage of things that I may not be able to attend ALA in person in January, something I am guessing will be true for many others as well, sadly. In conclusion, I hope our "new normal" will continue to include options for participating virtually and/or remotely (not the same thing, necessarily) for Council and other members and would-be observers. Thanks again for all the hard work that you all put into this, and have a great rest of the summer. "See" you in September!	6/28/2020 4:53 PM
28	virtual voting tool extremely accessible and universally designed and we should consider it for even in person meetings. Chat/AQ&A also accessible. Can't speak to the video but imagine it's useful too. Presenters need to remember that print disabled ocuniclors and attendees cannot see what's on the screen and therefore need it typed/pasted into chat box or read aloud, preferably both.	6/28/2020 3:39 PM
29	I recommend doing more to advertise virtual council meetings to non-councilors. They're an excellent way to broaden the reach of the association's core work.	6/28/2020 3:39 PM
30	This was very well organized, and I hope virtual council remains an option moving forward.	6/27/2020 11:40 PM
31	I would like to see the agenda and documents posted on the virtual screen if possible so we could more easily follow along once on the Zoom connection screen.	6/27/2020 10:30 PM
32	When we have our Financial and Forward Together Councils, let's make sure the membership knows about it.	6/27/2020 7:15 PM
33	I was unable to vote for one of the items because of the time out--but overall LOVED it!	6/27/2020 6:38 PM

34	They should move all council meetings to virtual to save money.	6/27/2020 5:30 PM
35	I found that doing Council I and II back to back was problematic on several levels. First an hour break was nice, but having those meetings so close together probably inhibited the writing of some resolutions, based on our current rules. The last minute change in deadline for submitting resolutions also inhibited some. I really do not like that I could not see who else was in the room and the queue to speak.	6/27/2020 4:13 PM
36	My responses reflect my age, disabilities, tech challenges, and first time application of Zoom and a Virtual Conference. I sincerely commend the ALA Staff with deep appreciation for their wonderful work. Ginny Moore	6/27/2020 3:29 PM
37	Be sure people with disabilities and people only on the phone always have the screen read to them.	6/27/2020 3:26 PM
38	This is amazing. Thank you so much for making this happen. It was so smooth and I hope we can keep doing it because it will make council membership an option for people who for financial health or personal reasons can't travel to conferences.	6/27/2020 3:24 PM
39	It was proof that a Virtual Meeting can be successful, although the person-to-person sessions are still important to maintain friendships, network connections, and intra-unit collaboration that makes ALA so important to the outside world as well as the the ALA world of its members.	6/27/2020 3:20 PM
40	I've indicated very satisfied, as I think everything worked extremely well, and if this is the standard going forward, we'll do well. A couple of "would be nice"s - enable private chat in Zoom and allowing us to see and change our vote within the time allowed for the vote. THANK YOU for everyone who has worked so hard to get this together. Honestly...I never want to go to an in person Council session again! Recognizing that I am privileged to live in area with excellent and affordable highspeed internet access and good tech at work and home, enough income to afford highspeed internet access and good tech at work and home, and am very comfortable with and able to use tech, I found the tech easy to use, and I would love to see ALA-paid printing eliminated and electronic voting as de facto practice going forward. I am also somewhat introverted, and I've struggled to find my place in Council. My first Council session was MW 2019, and the events at MW Forum III, for which I felt I never could get adequate explanation nor contextualization due to the necessary discussion of racism that erupted from that event, have continued to make me feel uncomfortable and ashamed of my participation in Council, despite the personal work I have done since that meeting and having issued a personal apology to the Councilor who was attacked. Sigh. I mention it here because I feel the work we did on changing the culture of Council leading up to and at Annual 2019 have been lost in the discussions of budget and Forward Together...but, for me, they are always top of mind. SOOOOO...meeting online, without all of the personal awkwardness of seeing the people who were there in that Council Forum III session at MW 2019, is a balm to me. Thank you for reading, and all you do.	6/27/2020 3:17 PM
41	If there is a way to preserve this virtual observer experience even when meetings return in-person, that would be great. I found it must easier to be engaged virtually as an observer with what Council is doing than I have as an observer in-person at conference, and beyond making Council meetings more accessible to those who can't attend conference, I think it also offers another mode of attendance for observers who might be at Conference but, due to schedules, might not be able to attend Council in-person.	6/27/2020 3:15 PM
42	I am concerned about the chat feature being used instead of comments that should be made on the "floor" of Council. Chat is not available for those on the phone. Chat also adds to the "readings" for those with visual needs as they must listen to the speaker, Q&A, and chat. We witnessed this when on speaker asked for quiet on the chat while he spoke. Chat is great for appreciation, links, and other items but it should not replace the conversation. And if we are all busy chatting, then we are not listening to the speaker. Chat use needs to be defined. Voting was awesome. ALA staff terrific - managed everything quite well. Their patience and quick responses to tech problems and document link questions was deeply appreciated.	6/27/2020 3:14 PM
43	I think chat should not be on. (a) it is very distracting and hard to pay attention to both (b) folks are not called on in order so 2 different conversation streams are happening.	6/27/2020 3:13 PM
44	I would like to see future Council meetings continue to be held in this format. I do actually prefer meeting face-to-face meetings, but this makes being on Council possible for those who can't afford travel costs and (presumably) reduces the cost of Council meetings to ALA.	6/27/2020 3:13 PM

45	I do think we need some parliamentary procedure on the chat - Councilors and people who are not councilors are sharing information and comments on motions that are normally shared at the microphone. I think that it is a deterrent to the process and the ease of the system is precisely the issue. Maybe some ground rules. Also, when a noncouncilor comes to the mike, they can be allowed to speak with Council's consent. That is something that was only clarified later in the chat. The staff were really nimble and attentive and especially because this was the first time, it went so much better than it could have. Well done ALA team!	6/27/2020 3:13 PM
46	Thanks for allowing members to observe. It's reassuring to see ALA leadership in action.	6/27/2020 3:12 PM
47	I think this worked well and shows that there is a very good way for Council to meet virtually which gives more options for flexibility. Though I was not voting I think the voting mechanism is a great addition since votes can be tallied so quickly. I hope that this also makes it easy to compile a voting record for posting later.	6/27/2020 3:12 PM
48	Provide online training opportunity for Councilors on using ZOOM and especially audio capacities to improve technical aspects of everyone going virtual.	6/27/2020 3:12 PM
49	Like others I would love to see some elements like the voting continued for in-person meetings. It would be great to have a roll-call of sorts to be able to see which Councilors are present in the room and/or who is queued up at the mic. Additionally, as the chat banter/function was cited as being problematic, a means for side communications among councilors would be useful	6/27/2020 3:12 PM
50	Voting worked great. Using both Q&A and hand-raising for councilor comments/questions was a little awkward, especially the typed Q&A since some of the discussion wasn't related to the motion currently being discussed. Wasn't a huge issue this time but could result in some challenges for more complicated discussion/motion/amendment agenda items. Also, I think "point of orders" should be addressed immediately rather than being addressed in the order in which it is received.	6/27/2020 3:12 PM
51	It would have been nice to see people and know who was in attendance- but I understand the problems with bandwidth. By the third meeting, I was more comfortable with the software and procedures. This may be only related to me, but listening to the speakers, reading the Questions and following the chat box was somewhat difficult for me.	6/27/2020 3:12 PM
52	I think ALA staff did an outstanding job in pivoting the Council meetings to the virtual format so quickly! There were a few hiccups, but that's always a given in the online environment. I greatly hope that virtual voting and meetings will be a standard going forward, to be more inclusive to potential members who would like to be a part of Council but can't afford to travel to all the conferences. I think we've already proven that we can conduct business in an effective way in the online environment. Thank you to everyone who made this happen!	6/27/2020 3:12 PM
53	I would recommend observers come to these virtual meetings -- yes. In-person council? Not so much. I also would love to see us use this voting tool all the time, rather than the paper tool -- particularly if it will allow for more transparency on individual votes. I also would like to see some real discussion about using this virtual method going forward. I felt there were significantly more voices heard and, once the technical issues were resolved, the meetings flowed smoothly. We clearly need to do more to address the accessibility issues, however. Finally, I am of two minds about using Zoom. Overall, it felt like a good tool, but I also missed the ability to have back channel conversations with councilors. If we met virtually going forward, the ability to individually connect (for example, to make a second, or to ask for support for a motion) will be important.	6/27/2020 3:11 PM
54	The Virtual Council meetings were great! Karen Schneider brought up the issue of informal conversations in chat while there is a motion or someone is speaking to a motion or giving a report. I think this should be investigated, just in case it is an issue for hearing-impaired individuals.	6/27/2020 3:11 PM
55	Limit chat to technical issues, point of order/information and applause. The side chat is distracting and has conversation that should be taking place on the "floor" for all to hear.	6/27/2020 3:11 PM
56	I appreciate all of the work from ALA Leadership and Staff. I am confident that virtual council meetings would be a successful, equitable and accessible option for all future ALA Council meetings. Thank you! I am grateful to be a part of this process.	6/27/2020 3:10 PM
57	It was confusing about raising hands vs. using Q&A. I asked a question in Q&A and it was immediately put in as a word change in a resolution - which was not my intention, and unfortunately created confusion. We need to be much clearer about the use of Q&A, and the	6/27/2020 3:10 PM

	use of chat as well (too many side conversations about resolutions and we can't keep our focus from fracturing looking at chat, Q&A, and listening to speakers). KEEP THE ONLINE VOTING TOOL EVEN IF WE ARE MEETING IN-PERSON.	
58	It would be really great to continue to use the voting tool at in-person meetings. It seems much more efficient than hand raising. I would also love to use what we learned to maybe consolidate the number of days council meets when we do meet in-person. I wouldn't mind, going forward having Council 1 & 2 happen on the same day maybe one in the morning and one later in the day. Friday-Tuesday is a very long and expensive conference. Perhaps having a hybrid model in the future or meeting virtually in the fall & spring would be a way to go.	6/27/2020 3:10 PM
59	Using 2 tabs or 2 devices is a challenge for some members, and brings to mind equity issues. Can the voting be integrated into zoom?	6/27/2020 3:10 PM
60	Include an obvious button you can click if you have technical difficulties while the program / meeting is in session.	6/27/2020 3:10 PM
61	Forum has siphoned off most substantive discussion on significant issues. Council still thinks its job is to be reactive to issues twice a year. Councilors abused the chat box at CI but with help of ALA's great staff that abated mostly, The discussion about CD 42 (Forward Together) happened at Forum and on Twitter. Disappointing.	6/27/2020 3:10 PM
62	this was a learning experience.	6/27/2020 3:10 PM
63	I appreciate the format and would love to see future meetings be virtual -- much more accessible, and would provide a way for more voices to be a part of Council.	6/27/2020 3:09 PM
64	We really need three things: the ability to chat with individual councilors, a list of attendees, and the ability to see whose hands are raised. Thanks so much to the staff for making this work for us despite the challenges of using a new approach.	6/27/2020 3:09 PM
65	The staff and speakers did a really great job rolling with the irregularities. Wanda moderated fabulously. Eli was, as always but especially so this time, clear concise and understandable. ALA Staff and MEmber Leaders kicked *** and I love you all (even the folks that weren't directly involved in Virtual Council). We should do this again!	6/27/2020 3:09 PM
66	There was something weird about my voting for the first three votes of Council I, but then it resolved. No explanation but glad it did resolve. Otherwise, I thought everything went very smoothely.	6/27/2020 3:09 PM
67	The zoom chat would be more effective if we could talk with other councilors privately during the chat.	6/27/2020 3:09 PM
68	Audio of the presentors is iffy at times. But I like that we did this virtually. I hope we will utilize this platform again even if we are having the conference in-person again.	6/27/2020 3:09 PM
69	This was an acceptable alternative given the pandemic situation. It is by no means an acceptable alternative for in-person Council meetings going forward, and this experience should not in any way set a precedent.	6/27/2020 3:09 PM
70	A HUGE shout-out to ALA governance staff who made this possible! It is no easy task to get such a large body online, but they DID IT!	6/27/2020 3:08 PM
71	Thank you, ALA staff, for all the work you did to make these virtual meetings happen (and for all your patience in dealing with the personalities and varying technical abilities of Council). You are SO appreciated!	6/27/2020 3:08 PM
72	It would be nice to chat individually with other councilors-not sure if possible.	6/27/2020 3:08 PM
73	Decisions about how the technology was to be configured were made for Council by ALA staff that should have been decided by Council. There did not seem to be a tech omsbudsperson whose role was to keep up with feature requests and BASIC level stuff like maintaining proper accessibility. I appreciate that this was put together somewhat at the last minute but it seemed like having a consultant who was zoom comfortable setting up something with feedback from members (particularly members with access challenges) would have been a bare minimum ask. I was not happy with some of the configuration decisions and it was not possible to change them	6/27/2020 3:08 PM
74	I would love to see future Council meetings use the online voting tool, even if we are using an in-person or (preferably) a hybrid model with councilors both in person and participating	6/27/2020 3:08 PM

	remotely.	
75	I was disappointed that we didn't have video for the council sessions. It would have been nice to see each other. I also would prefer the option to use the chat to contact individuals rather than just the whole group.	6/27/2020 3:08 PM
76	I like the reminder that the code of conduct still applies. We still had an issue with this.	6/27/2020 3:08 PM
77	Still want to improve transparency of voting, who has hands raised for Q & A, and ability to see which councilors/participants are here. Appreciate CC/transcripts etc.	6/27/2020 3:08 PM
78	I think when with Virtual Council meetings that it is more important than ever for council members to attend council forum so that they can be informed for making decisions.	6/27/2020 3:08 PM
79	Get rid of the Chat option	6/27/2020 3:07 PM
80	Well done! I know we'll all find things we can do stronger but I am so impressed with how well and smooth this Annual meeting was and appreciate your hard, hard work!	6/27/2020 3:07 PM
81	As someone with attention and focus issues, the virtual option was amazing and enabled me to pay more attention than I can in a physical Council meeting. Please continue to offer a virtual option!	6/27/2020 3:07 PM
82	Chat function was very helpful as an observer	6/27/2020 3:06 PM
83	Great job on the first ever virtual meeting. Congratulations to all who made this happen.	6/27/2020 2:45 PM
84	I stayed up and attended the meeting since most of the meeting was held 1 to 5 am Guam time. Though It was godly hours I enjoyed attending the meeting. Yes I did some technological issues.	6/27/2020 2:42 PM
85	If we are online again in the future, I recommend that meetings be held during normal working hours. Long meetings on evenings and weekends are not feasible for members with families, outside of physically being at a conference and having the time set aside to devote to it, it is unrealistic to expect members to be able to do this on weekends and evenings, during a pandemic while also teleworking, parenting, etc.	6/27/2020 2:40 PM
86	This went very well, and while it isn't as effective as in person, it was done well. Thanks so much to ALA Governance Staff who are stellar and so adept at making all of this work well. BRAVO to them!	6/27/2020 2:36 PM
87	KEEP UP, throughout the meeting, the link to the Council documents: not everyone on the zoom is a councilor. Observers have a hard time following the discussion if they don't have ready access to the documents. This was especially bad during the Council/Membership/EBD Information Session -- long monotone verbal reports, no powerpoint slides, no reminder of how to find documents! Why should a general member even want to listen in? Make it easier to follow the business, as well as making it easy to zoom (that part was fine).	6/27/2020 2:02 PM
88	One big problem with the proceedings was the use of the chat function in Zoom. Councilors used this feature often - too often. Yes, they used it for thinking out loud about issues before us on the agenda as well as to ask questions, but they also used it to interject thanks or talk about side matters. It was distracting. Worse, it meant that the conversation in the chat became disconnected from the oral conversations, and I fear that things mentioned in the chat were not addressed in the actual proceedings. We also heard from Mike Marlin about how the constant stream of chat affected his use of screen readers. I would encourage the governance office to switch off the chat. If people want to say hello to each other, they can do so on other platforms.	6/27/2020 1:13 PM
89	The voting tool times out far too quickly. Having to frequently refresh or worse (going back to find the URL again; not getting re-loaded within the 90-second voting window) was distracting.	6/27/2020 1:11 PM
90	I miss the in person meetings. I did like voting virtually, but the meetings are not as engaging as real time meetings. The staff did a great job given the circumstances	6/27/2020 12:18 PM
91	Small suggestion, but the host might want to play music in the x minutes before the meeting begins. That would allow everyone to make sure their audio was set correctly.	6/27/2020 12:15 PM
92	Virtual meetings are not substitutes for in-person, but it would be great if we utilized the Zoom tools that permit breakout gatherings to provide some team-building and gathering individuals thoughts/ideas on deeper issues, similar to our small group discussions regarding racism. ALA	6/27/2020 12:00 PM

has done a great job at shifting the way we do business. So very proud to be a member of this great Association!

| 93 | Thank you for this format. It was so much better than traveling hours on a plane and waking up in the wrong time zone. This was a huge cost saver and makes so much more sense. We are in new and (dare I say it) exciting territory! Let's keep modernizing! | 6/27/2020 11:43 AM |
| 94 | 90 seconds is the agreed upon length of time to vote but a little longer might be helpful. Technology has glitches and, for instance, my internet signal dropped and I missed a vote by seconds. Of course, the next person could want even more time, so I understand you do have to draw the line somewhere. My thanks! | 6/27/2020 11:21 AM |