THE EVERGREEN PROJECT

LIBRARY SOFTWARE CONFERENCE:

ASK NOT WHAT EVERGREEN CAN DO FOR YOU

May 26, 2021

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>> Thank you this is excellent opportunity to remind everyone that Mobius is our captioning sponsor for this event and have graciously funded our captions which is fantastic. And also big thanks to the Evergreen community development initiative which is the platinum sponsor. Welcome everyone to ask not what Evergreen can do for you and Elizabeth I apologize I'm going to add you Joe or speaker panel here. Elizabeth Thomsen, Jennifer Weston, Jessica Woolford, Tiffany Little and Terran McCanna will be talking with us today so thanks to our sponsors but I'll put that in the chat again for the captioning. If anyone has questions please go ahead and put them in the chat I will try to monitor those as we go along now without further don't I will hands off to our presenters.

>> I will say very quickly the motivation behind this presentation was to have something to tell people there are places you can jump into the community and if you didn't know how to get involved hopefully will find a home in one of these groups. So our first slide coming up is just a link to the place our website where you can go to find out a lot of information about communities. These slides will end up on YouTube as well is on the website so with that we are just going to go group by group and start off with acquisitions.

>> Okay, hi everyone. If you don't always know me my name is Tiffany Little, I'm the acquisitions specialist for Georgia Pine them also the interest group coordinator for the Evergreen acquisition group. Interest group rather. So I have a blurb if you will skip to the next slide.

Thank you. So the acquisitions interest group is a meeting group not a meeting but it is intended for pretty much anyone who is interested in acquisitions or uses it, who administers them like pretty much if you are touch it at all in your work you are most welcome.

So pretty much the format we use for our monthly meeting is we try to come up with just a topic for discussion for that particular meeting which people can put forward a topic they want to talk about like I think our last one was about the school year end. It just changes every month and then at the end of each meeting there is time reserved for basically an open mic kind of thing so if you have any questions they don't want to ask the listserv or just that you want to have more of a discussion about rather than going back and forth in emails so there is always time reserved for that the end of the meeting.

We do have a page on the Evergreen wiki which I've linked there so if you are interested you can find more information there.

>> Cataloging that would be me. So the cataloging working group is much like the acquisitions group we meet monthly online. We were created to share information about cataloging workflows in Evergreen but we are doing more than that. We have branched into reviewing develop it as it's happening and that has really been exciting because we get to see the work before it's released thanks to the relationship with built with the developers over time. At times we invite guests into our meetings so they can come and demo work to us and we can provide feedback instantly as a group. Those are some of the more exciting monthly because we will have.

Outside of those look at new releases and talk about ongoing develop is related to cataloging and during that we will highlight an existing launch bugs or even identify new ones that we need to submit do that as a group to make sure we are talking about desired functionality. We also from time to time do mini trainings recitations either on new features or and things that people are not using very often. We do share our shared experiences and we will talk we have time in each meeting to ask questions about how others do that. We do have a very robust organizing committee there are 12 of us now who helped put together these monthly calls and we actually do some neat stuff with other interest groups too. And so that is kind of it like the other working groups we do have a page on the wiki that we update regularly and all of the recordings from our previous meetings and our notes from those are available there along with some really great resources for catalogers. Back to new devs.

>> That would be me and if you could go forward one more slide please. So, we have been we started the new devs working group the last time we met in person at a conference which was the year before last and we are kind of a support group and I think of it personally as an emotional support group for people for new to Evergreen development. Most of us, including me, are not really developers with a capital D. We have some experiencing bits of code here and there and we are, and it's not our primary focus in our jobs.

But, we want to learn enough so we can contribute to global customization or bug fixes or any small pieces that we can.

We also welcome people who are real developers but are new to Evergreen and want to get their bearings and figure out where Cody lives, why there are so me different kinds of code in Evergreen and how all the different kinds of code work together. So sometimes we will have guests come in and talk about a specific topic such as setting up a test server for doing local testing. Or doing a particular piece of code and we do record those sessions when we can those are available on our wiki page. And sometimes we just work on either testing potential bug fixes as a group and looking at what the actual code or bug fix isn't what it does. Sometimes will just pick a bug and work on it together.

Those sessions is a Lotta bus staring at code [LAUGHING] And brainstorming possible solutions. So it varies a lot but we are just there to support each other and we welcome anyone to come. Thank you.

>> Let's go ahead and jump forward to the next slide this is outreach. Outreach is the group that I am the head of. I say head in quotation marks because I sort of envision outreach as an umbrella so for example outreach is a group that's been helping to put on the 2021 online conference but I'm surely not head of that. Andrea has finally taken up the mantle and headed that up so we had different projects that go in outreach that different people take the lead on. I'm just responsible for writing up the monthly thing for the board and keeping the schedule going.

With that said we do meet once a month the first Wednesday of each month. I have links on the slides here for the wiki and for our mailing list. You can find a bunch of information wiki about things we are doing. Is sometimes jokingly referred to us as the working group for English majors and artists in the Evergreen community. Surely not entirely true for example DIG has a lot of English majors in the community but I'm an English major by the way that's my undergraduate degree.

We look at communication. We are not a crunching group. We are not looking at the specific functionality areas in Evergreen that much instead look at communication issues both internal, and external to our community.

For example we worked on a wiki cleanup earlier in the cycle as much as they earlier this year but was really late last year we have more we need to do on it but that is an example of a communication project internal to the committee. The online conference is an aspect of that. We also do things like the annual report the 2020 annual report will be coming out tomorrow and that is both internal and external because we do see it both as something that can be shared internal choose the community but also shared externally to let people know what we are doing.

And things like social media, YouTube content all of those things. If anyone is interested in joining outreach and getting to work on any of these kinds of things feel free to join us. And I will pass it on to reports.

>> Hi. I'm Jessica. I'm not sure can you hear me? I clicked on.

>>ROGAN HAMBY: We heard I'm Jessica oops which I don't think is your name.

[LAUGHTER]

>> It's weird I see my microphone is chopped off but I had my self on you to. Anyhow so I'm Jessica Woolford. I'm the Evergreen systems manager at - nation and I lead the reports interest group along with a couple of Motley folks who are an organizing committee that helped me plan out these meetings. That would be Lynn Floyd and Joe Nuven. If I pronounced your name and quickly I apologize.

We work on wrangling the beast that is the reports module in Evergreen. And Rogan's preconference program he referred to it as clouds and spiders. And so, if you've ever looked at you know that it is very very powerful but not always very user-friendly. And so we also need those of us to work with reports an emotional support environment where we can gather together and talk about reports and figure out how we can, we use this monster a bit better.

And the reports working group or interest group has a long history in the Evergreen community just as a side note. It started off as the reports task group and [speaker muted] [lost speaker]

>> Did we lose Jessica?

>> Is audio back for anybody? Okay.

>>ROGAN HAMBY: Let's move on to student success while we wait to see if Jessica can reconnect.

>> Sounds good. Hi this is Elizabeth Thomsen I'm managing the student success group.

I need to remember what we do. The student success group looks at ways the Evergreen system can be used and improved to help students achieve their learning goals. And we welcome everybody who has an interest in this so that includes staff of academic libraries, school libraries at all levels, and public libraries to serve students as members of the public, and of course Consortium staff.

One of the groups we are one of the groups that does not look at a particular function like circulation reports in the system. But we look across the system at all the different aspects that, in light of the needs of students. We have an email list that we encourage you to subscribe to. The link there and I will also posted in the chat will take you to the subscription page and we have a wiki which we are in the process of updating that has links to our meeting agendas and to recorded meetings and also projects ideas and things that we are looking into.

We have been on a bit of a hiatus during the past academic year but we will be setting up bimonthly meetings soon. And that is it.

>> Time for roundtable.

>>ROGAN HAMBY: All right that went quickly. So we have a few roundtable questions and people are welcome to answer these in as much depth as they want given that we have 37 minutes left. The first one I think is a pretty easy one for all of us because I think we'll do a lot but how does your group help support the larger community?

>> Do you want any particular order Rogan?

>>ROGAN HAMBY: I want a death match I want fighting over who talks first.

>> ? Divide into teams?

>>ROGAN HAMBY: It would be interesting to see who teams up with who but in the interest of legal liability we should probably keep it just no asking no do you want to go first? But any order is fine.

>> I heard someone take a breath but.

[LAUGHTER]

.

>> That was me and I actually would say something about the cataloging working group which I'm also a member of but I really think that that group has organized in a way that the rest of us groups might be inspired by and I particularly like the way that we been having representatives of other interest groups come to the cataloging interest group and talk about how they organize things and also common areas of interest because obviously there is a lot of areas of commonality between acquisitions and cataloging. But it's been very interesting having guest speakers be introduced from the other interest groups.

And also celebrating milestones in the community or other kinds of honors or successes or whatever so I really think that group under Jennifer has done a lot to look outside their own group and kind of integrate everything with the rest of the larger community.

>>JENNIFER WESTON: Elizabeth I was thinking the exact same thing looking at this panel everyone on this panel spent today cataloging working group so thank you all because everybody is so willing to do that it's just a matter of reaching out and extending an invitation. So yeah I would just echo everything Elizabeth said that's what we are doing. That and we are talking to developers more in a positive manner as opposed to just I should say that quite that way but I love that we are being able to participate more thanks to the organizing of the bug splashing week and even the feedback fast catalogers are able to do that in a way that they have not been able to before because you made it so very accessible -- that is one way we are actually able to get some testing and do testing on bugs before and after they are released. A big thanks to Terran for that too.

>> Some of these groups are handling some traditional challenges because somebody a step forward and said okay I will pick up the baton and tried to do some organizing and I will pick on Terran a bit. Evergreen is not as an easy system to development for. It has a lot of moving pieces. It is it has been written by a lot of people were very strong in their technical skills and there is a fair amount of threshold to pass. For many years people upset I want to development I want to program and that interest has come both from very technical people new to the community as well as Terran said earlier people who their primary responsibilities are not on the service side but we want to find ways to contribute.

Her development working group is taken up that challenge of trying to help write she says emotional support doing that. And don't think we should laugh too much I'm is okay to laugh a bit at it but.

>> It's true. [LAUGHING].

>>ROGAN HAMBY: Right anybody who has never looked at something and gone how the blank is this work has never tried to learn highly technical things. [LAUGHING].

>>TERRAN MCCANNA: When you are new to the community you can get into IRC and talk to the developers that are hanging out there, and sit in the room with the people who do this major development and once you get to know them they are all very approachable. But in the beginning it's incredibly intimidating.

So we are kind of a safe space [LAUGHING]. Sometimes we do have a higher level developer come in and do a talk or something but for the most part we are just muddling through and figuring things out together. With a goal of all learning more.

>>ROGAN HAMBY: Yonatan there is a necessary space to provide some of that precursor information. It's one thing to go to experienced developer and say how do I do this? Where do I go? They turn around and say go to the after API and look at the value where it is parsed. And if that is all gibberish to you [LAUGHING] It's good to have people you can go to and say okay when they say the actor API what does that mean?

>>TERRAN MCCANNA: And we may not know but we will work on figuring it out. So one of the things that you go to the new developers wiki we have started kind of a simple outline of all of the different types of code and technologies that are used in evergreen because it started out in one type of code and a few combinations of a few types of code. But then over the years it was upgraded from an installed client in the initial version of software or the scripting language of the web client was initially developed in got deprecated in favor of a different kind that had, we didn't really have any control over the language itself stops being supported in favor of something else.

So there are a lot of different types of code going on in different places and it's often hard to even figure out which type of code you are looking at so we tried to help with that.

>>ROGAN HAMBY: And I think you do a great job. And I'm going to brag on outreach a bit outreach is a group that was formed I Kathy and myself a number of years ago and the motivation behind it in part was we were walking around ALA one year and picking up this documentation from commercial -- and it was very slick pick up uncture name names but we were looking at one where we said if you read this stuff you would think they were the best thing on earth and we haven't you know they were not very good at all. [LAUGHING].

We said why don't we brag about ourselves more? Both internally and externally? And I think there is real value in doing that. So that's what outreach tries to do and I think we do benefit the community in that regard. I've heard people say for example that they been able to take our annual report and hand it to people and say look this is stuff happening in an easily summarized form.

>>TIFFANY LITTLE: I think the interest acquisitions group has had a space at the table at the conference for long time. But I think as most things in the community it has an ebb-and-flow of meeting other than that. So when I started in my position, I really wanted to talk about it with someone. Again coming up with needing some emotional support so I appreciate the help other people appreciate that having a space that carved out everyone that we could just talk about acquisition stuff and so it's not just once a year the conference because once a year the conference always leave we are excited we are going to get stuff done and then things come up in your regular job and you lose that momentum. So I think the good thing about having an interest group meeting every month is just sort of thing able to keep that momentum going throughout the year.

>>JENNIFER WESTON: Tiffany hit on something we can all agree with it's about talking with somebody else but what we do. We have a big job outside what we do regularly but being able to focus even for one hour per month throughout the year can really mean the difference in keeping the momentum going.

>>ROGAN HAMBY: I think we can all agree with that absolutely. Nobody seems to jump into shoe more on this one so let's move onto fresh meat. Jessica's back with us.

>>JESSICA WOOLFORD: Hello. [LAUGHING]. I just got in so go ahead and move onto the next question.

>>ROGAN HAMBY: All right. Our second question for the Roundtable is how does your group provide opportunities for new community members to become engaged? This is your chance to stop and tell people come join us. Who wants to go first.

>>JENNIFER WESTON: Come join us the cataloging working group joint on the second Tuesday of every month look for the cataloging listserv or email me directly I will tell you.

>>ROGAN HAMBY: Jennifer is very organized she is very good at that.

>>JESSICA WOOLFORD: We take anybody like you don't have to be like a lot of us are people who work at consortium and build reports for end users but if you are a person who runs reports if you are a librarian who is building your own reports, please come. We will take anybody and I think anybody has the opportunity to learn from other people in the community. I been doing reports for 10 years and I learned something at every meeting that we have.

>>ROGAN HAMBY: For outreach one of the great opportunities about outreach is that because we are not specific to a functional area, I'm sure people will join reports for example, Allie become Jessica here, who initially at least say I don't know that much about reports. Don't have much to contribute and if you think that I hope you join the reports group and at least listen until you can participate. Hope that is true of any of these groups but the outreach group we don't have any barrier like that. You can proof read English you can proofread a press release. If you can look at something and say that looks good then you can help proof layouts. Because we are a communication group the barrier of entry is very low. Slow for all the sports more obviously low with outreach in some ways.

But I would encourage people to join any of these groups if you need to be a wallflower until you feel comfortable to participate.

>>ELIZABETH THOMSEN: With student success when you to do is provide opportunities provide discussion questions and engage people just over email and then hope that of course causes them to want to come to meetings. It's some people find it uncomfortable to go to a new meeting whether that meeting is in person or online sometimes it's even worse online project look at your own face. All of that and don't really know how many people are there and whatever it's just difficult to go to your first meeting for something. So I think in terms of at least my group that doesn't have enough of an established base I need to engage people by email first of all I need to engage people elsewhere to join the email list and then try to give them a way to participate by answering questions or making suggestions about specific issues and kind of warm them up that way and hope they start coming to meetings.

>>ROGAN HAMBY: I think method of engagement is an excellent thing to point out. Historically and not recently but long ago it was the habit that most Evergreen groups met in IRC which I think provided a bit of a barrier to quite a number of people to participating. And then the last three, four years however long it's been most of the groups have migrated to some sort of other platform for example outreach uses Google meetings you are welcome to leave your WebCam off if you want and we treated as a sort of group phone call. But it needs all you have to do is click a web link to enter and -- I know cataloging is using go to as a platform and what about the rest of folks? I think most people using some sort of 80 meeting platform, aren't you?

>>TERRAN MCCANNA: A new devs usually uses Google meet because we are screen sharing and we have record capability with our license so we can record have special guests and it's been working out really well. Makes really easy for people.

>>ROGAN HAMBY: Google me, Google meet and several groups are recording sessions and some post on YouTube pick if anybody is posting video anywhere other than YouTube channel I request you send copies to a set outreach because we would love to put them on YouTube channel to enable it for people to find the content as easily as possible.

>>TERRAN MCCANNA: Thanks for that reminder I've not been sending you the ones we have posted. I will do that.

>>ROGAN HAMBY: If you are more comfortable uploading them yourself on your own schedule we can probably get you access to the YouTube channel. At some point we have to look at opening up a new channel but that's another issue. Our current owner of the channel is no longer the Evergreen community. Although I believe his heart is still with us so we still happy to add people for it. And Debbie points out that DIG is meeting on zoom every other month.

Anything additional you want to do on this question? Or do we want to move on?

>>TIFFANY LITTLE: I will add one thing quick. As far as getting new people to becoming engaged so I think ever been knows that acquisitions is kind of its own thing like its own beast and so if someone is starting to use acquisitions for the first time they can read all the documentation they want no matter how good it is. And sometimes be lost so just having a group where you can login and feel like, I don't understand, and just have someone be it means this. I think that is a good resource to have four new members in the community just having people there.

>>ROGAN HAMBY: Absolutely. And I will tell you when I do acquisitions at a library when I was still doing purchasing for adult collections for my current Internet library in life, I didn't even know where to start with Evergreen acquisitions and I didn't use it as a result. It was before the acquisitions interest group existed and I just decided to use Excel to track my stuff. And if the group had existed at that time I would've loved to join it to ask questions and get ideas from everybody.

What would you say is your advice to someone entirely new to Evergreen and maybe even new to open source communities in general? I know it's a big question everybody is sort of sitting there pondering. Where do I start on this?

>>TERRAN MCCANNA: Thinking about bugs quashing week and that sort of thing, we haven't talked much about documentation interest group but that's another interest group that is very active. But I think that a lot of people even experienced people in the Evergreen community underestimate their ability to contribute. There are things like broken was saying with the outreach and with documentation where you don't have to have a lot of technical skill to contribute. But I think also for things like bugs quashing week where we set up test servers with bugs supplied. We invite all experienced Evergreen users, people that know how the software should work or how workflows need to happen what kind of things need to happen to solve a problem in the actual day today frontline environment. People that are experts in circulation and cataloging and in, even in reference and people that teach patrons how to use OPAC. All of these people whether you have any code background or not, your feedback is incredibly valuable for testing.

So when we set up a test server with a patch supplied we invite everyone to come in and look at those patches and see what the changes are and see if they are solving the problem that has been reported so I think my advice in general to rephrase would just be to don't underestimate your value to the community overall.

>>ROGAN HAMBY: I is a great thing to point out and I always try to point ask people to people the lack of decentralization and that it is important for a reason I will share a story. Not going to name names but some of you out there will guess who I'm about to mention, talk about.

Before coming to Evergreen I was at a public library using a commercial list a proprietary list that been very popular many years and we actually really liked it but the company that originally created and supported that was bought out by another company. The user community around the original project was very strong.

I remember every day logging into emails seeing supportive messages on list serves people asking questions. There were repositories for scripts to run that people made it was a wonderful community.

And one day the new owners of that ILS which had another product they wanted to push obvious they decided that that community supporting the other product was not beneficial to their bottom line. And they use their legal powers to squash the repositories and to shut down people communicating about the product.

And then the value of this ILS went way down and we run Evergreen in less than 18 months. And community is powerful. And community has value and that is true with any product. The difference here is nobody can take that away because nobody owns any aspect of the community. So -- jump in and just bask in it.

>>TIFFANY LITTLE: I'm going to speak from a social anxiety -- don't be afraid to lurk a bit which is what I did because when I first started, Pine supports most of the state of Georgia and we were in Evergreen. A huge community of people they are all going to think I'm dumb. That I don't know what I'm talking about so if you join a couple listserv you don't have to add all of them or anything you start to notice that it's not it's a pretty small community and you go to the conference and you are like oh, this is not some huge thing and everybody is really nice. So I think very much a get in the lay of the land kind of person so that is what worked for me that I just saw that this was a welcoming place to participate and then I felt more comfortable participating after I guess got the lay of the land. That's the word I guess I will use. Mine is not as inspiring as ever but he else's but that's what worked for me.

>>ROGAN HAMBY: I think for the introverts in the crowd let's do a quick raise of hands. Who here is an introvert? Not many not quite as many as I thought. That is useful advice. I could talk a good chunk of today I'm what you tell you I'm want to be in an energy deprived coma after I log out even though I'm not in physical presence of other people. I think that's important Tiffany, thank you.

>>ELIZABETH THOMSEN: I think so too. One of the things I struggle with is this great value in recording the sessions, interest group meetings all of these things and sharing them that makes it more accessible to people who cannot be of any particular thing at 2 PM at all of this stuff. But I do think that makes it harder for the social anxiety people or the people who are specifically uncomfortable in this area or that area because it's their new job or whatever and they don't know people so there's a lot to be said for the safe space then when the safe space is recorded and put on YouTube it is maybe feels a little less safe to some people. So, and this is I struggle with this in my own job and in other organizations I'm part of like how do you balance the value of recording and sharing everything versus does that discourage a lot of people asking their stupid questions or revealing they didn't understand how something worked or all of that?

>>ROGAN HAMBY: Different groups have to come to different decisions. I understand, for example, new devs reports there.

>>TERRAN MCCANNA: We only record the ones with guest speakers though.

>>ROGAN HAMBY: Probably smart and outreach does not will you anything instructionally nature so we don't record outreach.

>>TIFFANY LITTLE: We don't record mostly it's just answering someone's question or talking amongst ourselves so we don't have an agenda like a specific instructional kind of thing usually.

>>JENNIFER WESTON: We've talked about having separate sessions like ask a cataloger kind of sessions. We done one of those where we would not record them but anybody could show up and ask questions anytime you're want to try to revive that this year and even if it's just at the end of our regular meeting staff time to turn off the cameras and the recording to do that. But we have got to find a different kind of venue because there is value in recording them you cannot make them but what Elizabeth says is so true. It is a deterrent for some participating if you know it's going to be put out there for everybody.

>>ELIZABETH THOMSEN: I've been at meetings, none of your meetings but I've been at meetings where people are speaking freely and sometimes a little too freely you know when you think about how the thing they said about their library or their boss or their predecessor whatever. Will come across recorded or whatever. This is why I like notes meeting notes because they are sort of edited as you go along. But it's I just think it is a difficult situation for, to balance out.

>>JENNIFER WESTON: Following up on that I lurked probably two years before interacted with anybody outside my own library Consortium. But even after that I would watch the listserv's and some of these interest groups and find somebody talk about something that I want to know more about an event I would just contact by email instead pick it built some really great relationships that webinar is much more comfortable saying maybe I just email and ask my question later they will answer me, and they did. It was a wonderful wage not only start interacting but start feeling more comfortable because then you know a few people on these listserv's and on these calls and interest group meetings.

>>ROGAN HAMBY: It’s fine to contact people directly and say can you answer this question for me? And I think most people are going to intuitively understand maybe they don't feel comfortable asking this question in public and be fine with that. I was talking. Go ahead.

>>ELIZABETH THOMSEN: I find that when somebody asks me a question personally I say you are doing this how does this work all of that? I actually feel more comfortable answering them than I would feel on a large list of people who summer going to say you should never do that way you should with this way or that way whatever. When it is one-on-one, you are talking about your situation to their situation and it could be more specific and more personal. And more contextual than discussions on the list. So I think that is a good strategy and that they are sometimes when it is the best strategy.

>>ROGAN HAMBY: I wanted to encourage people to ask questions. Whatever form you find comfortable. I was discussing this with someone the other day and they said something to the effect of are you of the adage that there are no stupid questions and I said no of course there are stupid questions. The thing is we all ask stupid questions sometimes. Don't ask a few you probably are not asking enough questions.

>>ELIZABETH THOMSEN: I find librarians are more comfortable answering questions. They are more comfortable sitting with a big sign saying information and being the helpful person I find that a lot of librarians have a hard time asking questions because they feel they should have the research skills to look up themselves. It's like role reversal. It is uncomfortable.

>>TERRAN MCCANNA: That is an excellent point you are right.

>>ELIZABETH THOMSEN: When people call me with a question and do a whole preliminary I know I should have looked this up and I'm sure you already expended to us or whatever, I will stop them sometimes and say is that what you say to a patron when a patron comes up to the desk to the need to apologize to you for asking a question? Don't apologize just coming oh, I'm sitting here with the information sign over my head.

>>ROGAN HAMBY: I think we do pretty well at that as a community of being welcoming of questions but we should always be vigilant looking at ourselves and seeing if there ways we could be better. And in chat said vulnerability is a skill I think that is true.

>>ELIZABETH THOMSEN: Absolutely.

>>ROGAN HAMBY: I've struggled with in the past feeling comfortable asking a question that you know is very basic to somebody else but you really need to ask it and it's something that we have to learn to be comfortable doing and it's really hard. And they don't teach you that in school [LAUGHING]. You think that would be the first thing they would teach you in schools.

We are at the four minute mark to the end of the session. Any questions from chat? Any additional points people want to make? People are welcome to juggle if they wish. I won't where I would injure myself.

Before we leave I will just say people are welcome to send me any questions they want even if it is a stupid question. I won't tell you it is stupid and I will still I will be so glad you asked it and if I ask you a stupid question in the future, and I probably will, just be kind to me when I do it.

>>TERRAN MCCANNA: I'm reading through chat quite a few, but IRC being intimidating and I tend to agree. Every once in a while unfortunately -- used to be in the Evergreen community and you should do a great introduction to IRC session but he has moved on to another role. But it actually looks like the Evergreen community might be moving away from IRC. There is some political issues going on with the management. So. Yeah.

>>ROGAN HAMBY: We will probably be on the IRC but through a different server. Without getting into details there is a coup d'tat occurring on the service we been using but there are alternatives.

>>TERRAN MCCANNA: I agree it is a bit intimidating especially the fact that it is publicly logged is excellent if you are trying to find an old conversation but it's also very intimidated because everything you write and there is recorded in perpetuity. So yeah.

>>ROGAN HAMBY: That can be valuable though. One day I was looking for the answer to something I could not figure out and I searched through our IRC logs and it showed me the text with the answer and I thought that was great so I pulled up the full page so that I could thank the person and it turned out it was myself for about two years before and I completely have forgotten the answer.

>> I was late to join but I want to chime in for those of you that are not technical that don't code that don't you think everybody's speaking Greek around you at this conference. That is me. I'm like that but I've also learned that what I can put in is worth it it does help and so don't be afraid to just say what can I do? Somebody will tell you what you can do. So don't be afraid just because you don't code because I don't. And almost everything that is said is over my head but that's okay. I will get there. Somebody will explain it to me.

>>ROGAN HAMBY: It was Greek to everybody at some point.

>> Right.

>>TERRAN MCCANNA: For those of you don't know she is the pine circulation specialist who does circulation support for 300 libraries so she is definitely one of the people that is absolutely relied upon to test circulation fixes.

>> And we find a lot of the bugs too that the other thing. Those of us that use it every day find a lot of the bugs and I've learned how to report bugs and I will usually get somebody to check to make sure it's really a bug but learned how to report them and that also helps very much.

>>TIFFANY LITTLE: I saw someone in chat I missed your name said something like I should already know this and it caught my eye since I've totally thought that to myself. But there's nothing that you should already know. Everybody is at different stages of learning their job or their specialty or whatever. So I know that that feeling but you should never be afraid to ask.

>>ROGAN HAMBY: Yeah necklace back to that vulnerability is a skill. It's okay. It is that it's easier to say it's okay to ask than it actually is to ask at times but if you keep doing it it gets a little bit easier each time. Paragraph but it can be really scary we all know that.

>>TERRAN MCCANNA: We've all been there and still get in that spot.

>>ROGAN HAMBY: Sure.

>>JENNIFER WESTON: Were our emails on that first lie with our names?

>>ROGAN HAMBY: That first slide did not have our emails but did point to the website is whatever contact information is on the website is there and I think most of us have emails there.

>>JENNIFER WESTON: I think so, too.

>>ROGAN HAMBY: If not we can go in and add it. Okay well thank you for joining us.

>> Thanks everybody.

>> I enjoyed reading all the side chat. This was particularly interesting.

>> Thanks much to all of our presenters really appreciate it. Those of you for sticking with track one feel free to hang out for a few minutes and I think some of our presenters are with us in the next session anyway so it's perfect. And those of you moving on to track two we will see you later today or tomorrow.

[End of session]