

# System Meeting Agenda

## August 15, 2014

@Pioneer Library System Office, Canandaigua

**9:00 – 9:30**      **Birds of a Feather: No More Paper Fliers- How to Use Chromecast and YouTube to Promote in Your Library** with Chris Finger

Explore how to use Google Chromecast, a streaming media device, and YouTube, to promote your events and services within the library. We will discuss the hardware and software required and walk through the procedure to cast your promotional materials.

**9:30 – 10:15**      **Announcements**

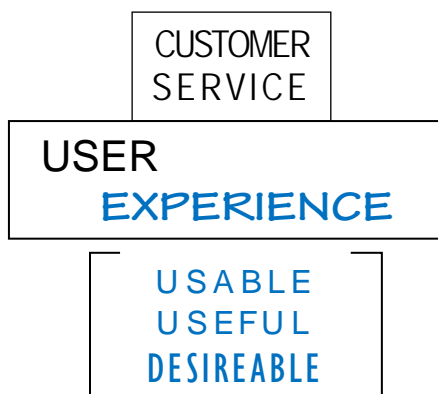
**10:15 – 10:30**      **Break**

**10:30 a.m.**      **Program:**

### [User Experience for Every Library](#)

*Presenter: Ron Kirsop*

Learn how a systematic approach to understanding your patrons' behaviors, attitudes, and emotions can help you improve customer satisfaction, deliver more meaningful services, and make decisions to simplify customer interactions in your library.



### [After the system meeting](#)

- CLAC – Central Library Advisory Committee

[Lunch orders placed by 10am](#)