Educational Session Offerings

(In alphabetical order – the full Registration Brochure will be released later in November)

**All Things POWERful! Practical POWER Library Tips for the Front Desk**
Unleash the POWER of the more useful, patron-friendly resources located in POWER Library. This session will focus on resources most helpful for frontline staff when assisting the general public, as well as sharing a few tips and tricks for remembering when to use them.

**Carolyne L. Smith Best Practices Awards**
During this session we will be going over what the Best Practices Awards and committee is all about, including how to apply, submission criteria, the various award categories, how to volunteer, and why the program is in honor of Carolyne L. Smith and David J. Roberts. We will also go over some of the programs that stuck out in our minds and why this award ceremony is so important.

**Creating Camaraderie: A Team-Based Model for Virtual Reference Services**
Providing excellent virtual reference service is something to which all libraries aspire. However, meeting those aspirations takes time, trust, and adaptability. In this live session, staff and faculty from the University of Pittsburgh Libraries will discuss the creation and management of our team-based model for providing virtual reference services. This innovative team is comprised of colleagues from different campuses and departmental libraries. Through a distributed approach to receiving, referring, and answering reference questions, this team of “Moderators” has developed a more efficient and consistent research support service for our community.

**Creating Unique Displays: Readers Advisory, Your Patrons, and You**
This session will cover various displays that tie in aspects of readers advisory to grab patrons’ attention and provide ideas and resources. The displays and reader’s advisory do not have to be limited to just fiction. One of our library’s popular displays was a non-fiction display focused on true crime at Halloween. Our true crime is in an area of the library which does not get much attention. By creating a display with a $1 bag of spiderwebs, caution tape, and a fun sign; we increased our circulation and informed patrons of materials in our collection. We’ll describe different ways to create displays (in the absence of bulletin boards) by using empty wall space and hanging decorations from the ceilings. Sites and resources that libraries can use to help create displays such as Novelist, StoryGraph, Goodreads, and Fantastic Fiction, will be covered. The presentation will include photos of displays and bookmarks we have used and will enable attendees to share their creations as well.

**Designing Library Materials with Canva**
Canva makes designing library public relations materials easy, even for those who are intimidated by more complex programs. Learn the basics with by editing the many templates and then move into original designs. Participants will learn tips for graphic design and see examples of how the tool was used to create brochures, flyers, business cards, etc.
Disability Accommodations for Frontline Workers

Disability accommodations are essential to creating accessible library workplaces, but are often discussed from the Human Resources or legal perspective. This session is geared specifically to frontline library workers who may be unaware of their options and protections under the Americans with Disabilities Act and will provide guidance for frontline workers at small institutions who may not have a Human Resources department, as well as larger systems will more complex hierarchies. We’ll cover how to know if you have an eligible disability and if accommodations could be right for you, what documentation is required, and what federally-mandated resources are available. We’ll also discuss the limitations of “reasonable” accommodations and the risks and benefits library workers will need to consider.

Don’t Forget to Hit Record: Lessons Learned from Producing Virtual Events on Campus

Shifting to virtual events during the pandemic was a necessity, and it didn’t come with an instruction manual. Needless to say, mistakes were made – and lessons were learned. Experience the journey with less emotional fallout! Since Fall 2020, Wolfgram Memorial Library has produced 17 live virtual events, including story times, student presentations, expert panel discussions, and annual LGBTQ+ Open Mic performances. We have collaborated with two archives, four community organizations, university administration, and student groups. Recordings of these events have over 900 views on YouTube. Questions?? Bring ‘em on! If I don’t have the answer, I’ll help you find one.

Easy-to-Use Privacy Guides for Every Library Worker

Privacy in libraries is more important. Every library worker should be able to do something to protect user privacy. This session is about taking action to do just that. The American Library Association’s Privacy Field Guides are easy-to-use and understandable. They were designed to be practical and usable for all library workers. All library workers, including frontline workers, can enact better privacy practices at their libraries and these guides can help you make that happen! By the end of this session, you will learn the following: 1) What the Privacy Field Guides are. 2) Where to find them. 3) How to use them. 4) Every library worker can join the fight to defend intellectual freedom. Every library worker can do something to protect user privacy!

Flex Your Programming Muscles: Using Flexibility to Renew Your Programs

This session will cover why flexible programming is important and how you can use it to revamp your programs. Keeping up with the ever changing needs and interests of your community can be a never ending challenge. This method will allow you to keep your programs feeling new without reinventing the wheel. We will go over the benefits we’ve observed using this type of programming as well as the challenges. We’ll break down this method by using examples of some of Bosler Memorial Library’s programs organized by the presenters.

Impact of Alzheimer’s in Your Community: How to Empower and Support Your Community

This session will be a didactic and discussion on how we are addressing Alzheimer’s and other dementia in our communities. An opportunity to hold a conversation about the brain and share the fact that Alzheimer’s disease and other dementias are major public health issues. Everyone who has a brain is at risk to develop Alzheimer’s, the only leading cause of death that cannot be prevented, cured, or even slowed. The number of Americans living with Alzheimer’s is growing — and growing fast. The number of people living with Alzheimer’s is expected to reach nearly 14 million by mid-century. Presenters from Alzheimer’s Association in PA will provide a review of why Alzheimer’s and other dementias are a growing public health challenge and ways we can take action through resources, support and innovative approaches with libraries to better serve your patrons.

Introducing PA Forward: A Primer for New Library Staff

The session will be presented by PA Forward Training Committee members and will introduce the initiative to new library personnel. Brief discussions including the background/mission, the five literacies, websites, Star Library Program, and what beginning steps can be taken to become involved in PA Forward will be presented. There will also be time for a Q&A session and information for contacts to request more information.
“Just Be Nice” Understanding Customer Service to Build Strong Patron Relationships

Is customer service as easy as just being “nice” to the patron at check out? What does your patron see, hear and experience when visiting your library? Developing clear communication abilities, external and internal customer service skills (and understanding what internal customer service even means) is key to building a strong foundation for the frontline staff and face of your library to best serve your community. Recognizing what the patron experiences during their visit to the library allows the staff the opportunity to grow their relationships with the many people they see each day, and helps promote a strong supportive library community.

Office of Commonwealth Libraries: Servies for the Frontline from State Library and Library Development

View a pre-recorded session about the services and resources offered by the Office of Commonwealth Libraries and then have a short Q&A with Susan Banks, Deputy Secretary and State Librarian. Attendees will learn about the services and resources offered by State Library of Pennsylvania that serve area libraries and the public, as well as about services offered by Bureau of Library Development.

Real joy of reading: Nonfiction Readers' Advisory

From books that have been recent bestsellers like Greenlights to classics such as In Cold Blood, you can find narrative nonfiction books to appeal to any reader. Adding nonfiction suggestions can expand choices across your library’s collection. Join us as we explore the narrative context of nonfiction and how to apply traditional appeal characteristics combined with criteria specific to nonfiction. We will share nonfiction readers’ advisory tips and techniques along with sure bet suggestions. In this live Zoom session, contribute your ideas and favorites as we fill our nonfiction readers’ advisory tool belt and bring the joy of reading real stories to our patrons!

Social Security Disability Programs

The session will go over Social Security Disability Insurance and Supplemental Insurance Income. Each are disability programs but qualification range widely between the two. SSDI is program for individuals with working records. Qualifications for this program also involve family members. SSI is needs based, federal welfare program. Children with disabilities can qualify for this program. The presentation also go in-depth regarding SSA.gov, Social Security’s website. This portion goes past just disability benefits, but all aspects of online services.

Stories of the Carlisle Institute: Adult Programming to Empower Lifelong Learning

The Carlisle Institute for Lifelong Learning (CILL) is the adult programming component of the Bosler Memorial Library. Through the Carlisle Institute, Bosler offers opportunities for learning and engagement for adults at any age and stage of life. In this session we will outline the different types of learning opportunities offered through the Carlisle Institute and the successes and challenges associated with each of them. Individuals learn in a variety of ways, thus the approach to adult programming needs to be flexible and ever evolving. We’ll talk about how Bosler has evolved the CILL and how we utilized community resources to offer learning and engaging opportunities. This is one of the primary components of the Institute, reaching out into our own community and finding individuals, organizations, and businesses who have a desire to share their knowledge, their insight, and their experiences. We will also share our experiences and our best practices for accomplishing this. We’ll show how adult programming can enhance the learning opportunities for all libraries, regardless of size.

Supporting Library Fundraising as a Frontline Worker (without actually fundraising)

Did you know that as a frontline staff member you are a fundraiser for your library? Yes, that’s right. Actually, all staff members are fundraisers. Fundraising is a shared role in which everyone has certain responsibilities. As a frontline worker, you are the face of the library. You have more interaction with the library’s patrons and donors than the executive staff and board do. Join fundraising master trainer, Chad Barger, CFRE, CNP, for this workshop which will cover simple, practical steps that you can use to support fundraising (so your library can get a few more things off the wish list), without having to ask anyone for money!
Teen Programming: A Pop Culture Gamified Approach

In Teen Programming: A Pop Culture Gamified Approach, attendees will learn how to intersect teen patrons' interests with educational objectives when creating programs. The session will explain how to scale these programs to make it inclusive of teens' different developmental stages. It will also offer tips on marketing these programs to teens and making them cost-effective.