Wednesday, February 8
Live Event Session Schedule
(Session Recordings will be available through 3/10/2023)

9:00 AM – 10:00 AM

All Things POWERful! Practical POWER Library Tips for the Front Desk
**Tracy Carey**, User Experience Specialist, HSLC (Hosting Solutions and Library Consulting)

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.

*About the Presenter:* Tracy serves as the User Experience Specialist and Trainer for POWER Library making sure all library staff and Pennsylvania residents and students are having the best possible experience with POWER Library and all of its resources.

Creating Unique Displays: Readers Advisory, Your Patrons, and You
**Rachel Mabb**, Adult Circulation Supervisor, Altoona Area Public Library

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.

*About the Presenter:* Rachel Mabb has been working in libraries for two years and earned her Masters in Library Information Science in Spring of 2022 from Clarion University. She has taken classes on readers advisory for adults and young adults, which is what she uses to create displays with her team at the library.

Don’t Forget to Hit Record: Lessons Learned from Producing Virtual Events on Campus
**Kristina Dorsett**, Research & Instruction Librarian, Wolfgram Memorial Library, Widener University

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, and if the answer isn’t readily available, we’ll find an answer together!

About the Presenter: Kristina Dorsett (she/her) is a Research & Instruction Librarian and Outreach Coordinator at Wolfgram Memorial Library. She has produced 20 live virtual events and several YouTube videos in her role as Outreach Coordinator. Her research interests include health literacy, UX for libraries, and promoting DEIA through social media.

10:15 AM – 11:15 AM

Creating Camaraderie: A Team-Based Model for Virtual Reference Services

Christopher Lemery, Liaison Librarian, University of Pittsburgh
Sarah Quinn, Science and Engineering Library Service Desk Supervisor, University of Pittsburgh
Ethan Marek, Public Services Librarian, University of Pittsburgh at Greensburg

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.

About the Presenters: *Christopher Lemery is a Liaison Librarian for History, Political Science, Religious Studies, and Government Information, where he's been since 2015. Christopher received a BA in Political Science from Grove City College and an MLIS from the University of Pittsburgh.*
*Sarah Quinn is the Science and Engineering Library Service Desk Supervisor at the University of Pittsburgh. She started in this position in June 2020 after working at the Carnegie Library of Pittsburgh public library for 5 years. She received a BA in History of Art and Architecture and a BA in Studio Arts both from the University of Pittsburgh. She projects to receive her MLIS degree in April 2023 from the University of Pittsburgh.*

Christopher Lemery and Ethan Marek presented on this topic for the 2021 Towson Conference on Academic Libraries, July 28, 2021

Flex Your Programming Muscles: Using Flexibility to Renew Your Programs

Denine Nealon, Youth Services Coordinator, Bosler Memorial Library
Julia Hunter, Youth Services Specialist, Bosler Memorial Library

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.

About the Presenters: Both speakers are Youth Services Librarians that use this method in their day-to-day work. We have seen great success using this method and believe others could benefit from it.

Social Security Disability Programs

Franklin Magni, Social Security Administration

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.

About the Presenter: Frank began his career with the Social Security Administration in April 2010 as a Customer Service Representative in the Lancaster, PA field office. He had previous experience within SSA as a PAS Student Intern while attending Pennsylvania State University, where he earned a Bachelor’s Degree in Communications. While in the Lancaster office, Frank was promoted to positions of increasing responsibility, including Claims Specialist and Operations Supervisor. He is the recipient of a Regional Commissioner’s Citation for Excellence in Service. Prior to coming to SSA, Frank served in the United States Army for seven years as Public Affairs Chief, Editor and Senior Staff Writer. Frank has earned many accolades for photojournalism in publications and competitions from the Army’s Public Affairs Department.

11:30 AM – 12:30 PM

Carolyne L. Smith Best Practices Awards
Andreana Duffy, Youth Services Librarian, Warminster Township Free Library; Chair, 2022 Best Practices Committee

An explanation of 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 review some of the winning programs and why this award ceremony is so important.

Disability Accommodations for Frontline Workers
Katie Quirin Manwiller, Education Librarian, West Chester University

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.

About the Presenter: Katie Quirin Manwiller is the Education Librarian and Assistant Professor at West Chester University. She lives with chronically illness and is dynamically disabled. Katie's research and advocacy focuses on improving disability inclusion in libraries. She has presented multiple times about disability and accessibility for Pennsylvania Library Association events and at the national level. You can find her @librariankqm on Twitter or kmanwiller@wcupa.edu.

Impact of Alzheimer’s in Your Community: How to Empower and Support Your Community
Sara Murphy, VP Programs and Services Greater PA Chapter, Alzheimer’s Association
Melanie Smith, Director Care and Support Delaware Valley Chapter Alzheimer’s Association

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.
About the Presenters: Sara has earned a BS in Nutrition and Wellness and Gerontology and has worked in the long term care industry for 5 years prior to over 12 years working with the Alzheimer's Association. She has presented at many community, state and national conferences, including the 2019 PALA Conference in Erie, National Extension Association of Family Sciences conference, PA Office of Rural Health and the PA Community Health Worker conference on the topic of dementia and community support.

1:00 PM – 2:00 PM

Introducing PA Forward: A Primer for New Library Staff
Rob Lesher, PA Forward(R) Program Manager  
Ed Wolf, HSLC  
Helen Taylor, Ephrata Public Library

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
Barbara English, Assistant to the Director/Circulation Supervisor, Monroeville Public Library

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.

About the Presenter: Barb has been working on the Circulation Team at Monroeville Public Library since 2006, and in 2017 became Assistant to the Director and Circulation Supervisor. She has been a member of the Allegheny County Library Association Circulation Advisory Group since 2017.

Stories of the Carlisle Institute: Adult Programming to Empower Lifelong Learning
Nicholas Macri, Community Relations Coordinator, Bosler Memorial Library

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.

About the Presenter: Nicholas Macri is the Community Relations Coordinator at the Bosler Memorial Library in Carlisle, PA. He has worked at Bosler for over 7 years and during that time he has grown and evolved their adult programming; including the development and implementation of the Carlisle Institute for Lifelong Learning. Nicholas has a Master of Business Administration degree from St. John’s University in Queens, NY.
2:15 PM – 3:15 PM

**Designing Library Materials with Canva**

Stephanie Thompson, Ed.D, Assistant Professor/Education Librarian
Kim Auger, Assistant Professor/Communication Librarian

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.

*About the Presenters:* Stephanie Thompson has used Canva to create many library public relations tools. Kim Auger has an art background including experience with graphic design and is the communications librarian.

**Easy-to-Use Privacy Guides for Every Library Worker**

Julie Oborny, Chair, ALA Intellectual Freedom Committee’s Privacy Subcommittee

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!

*About the Presenter:* Julie Oborny is the current Chair of the ALA Intellectual Freedom Committee's Privacy Subcommittee and has presented on privacy issues at the local, state, and national levels. Privacy can seem like overwhelming and incomprehensible work -- Julie’s mission is to make it understandable and actionable. Including privacy in everything we do should be a habit!

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

Chad Barger, Chief Trainer & Coach, Productive 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!

*About the Presenter:* Chad Barger [BAR-jur] helps nonprofit professionals across the US and Canada fundraise more efficiently and effectively. He is a top rated speaker, master trainer and coach. Chad owns the firm Productive Fundraising which specializes in teaching the latest research-based fundraising tactics and making them approachable for small, community-based nonprofit organizations.

3:30 PM – 4:30 PM

**Be SMART for Kids in Libraries**

Sheli Pratt-McHugh, Research and Instruction Librarian for Technology and Outreach, University of Scranton

Be SMART for Kids was formed to take action to prevent child access to guns and to reduce the number of child firearm deaths that occur when guns are not stored securely. The campaign focuses on the importance of conversation, responsible gun storage, and community awareness. Libraries can provide brochures, posters, and postcards on Be SMART as well as add links to their websites and host Be SMART presentations. 

*Be SMART*
programming falls into both the Health Literacy and Civic and Social Literacy in the PA Forward Framework. *Be SMART* is a public health campaign because it aims to reduce injury and death to children and individuals. It is also a Civic and Social Literacy because it puts the responsibility of adults to be good citizens and securely store their guns to prevent tragedies. The full *Be SMART* 30-minute information session will be presented, followed by a discussion on how to bring *Be SMART* to your library and other ways libraries can benefit from the *Be SMART* message. Time for questions will be included.

**About the Presenter:** Sheli is a Research and Instruction Librarian for Technology and Outreach at the University of Scranton, Weinberg Memorial Library. She has been volunteering with *Be SMART* for two years and has presented at libraries in Northeast PA.

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

**Susan Banks, Deputy Secretary & State Librarian, Office of Commonwealth Libraries**

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.

**About the Presenter:** Susan Banks is Deputy Secretary and State Librarian for Office of Commonwealth Libraries, a deputate of the Pennsylvania Department of Education.

**Real joy of reading: Nonfiction Readers’ Advisory**

**Marilyn Harhai, Professor, PennWest University**

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!

**About the Presenter:** Marilyn teaches both nonfiction and genre fiction readers’ advisory covering children's and adult titles at the graduate level in an ALA accredited MSLS program.