



2015 WLA Annual Conference Preconference Workshop Information

Preconference | Wednesday 4/15

Morning Workshops 8:30am-12:30pm

Title: Managing Patron/Student Behavior: This is Not Your Mother's Library

Libraries reflect the communities and campuses we serve and sometimes that means navigating disruptive and unsafe behaviors. Join a Community Conduct Coordinator and a Public Library Manager as they share how policies, procedures and guidelines can support a safe and welcoming environment for patrons, students and staff. Participants will learn techniques for engaging colleagues in solutions, review facility considerations, explore community and police partnerships opportunities, take away ideas for training and resources, and practice de-escalation techniques. This workshop is applicable to staff at all levels working in public, school, academic and other libraries.

Speaker(s):

Angelina Benedetti, Library Cluster Manager, King County Library System

Melissa Munn, Community Conduct Coordinator, King County Library System

Sponsor: WLA

Title: *Program Palooza -- Children and Teens*

Seeking new faces to entertain and enlighten your young patrons? Join us for a showcase of presentations for Children and Teens from new and emerging Performers and Informers! Presenters will offer sample sets and provide details about their programs. All participating presenters like working with libraries, are willing to travel AND understand our limited budgets. Attendees will receive a print directory of all the presenters, plus contact information for others who were unable to attend. This half-day session may be taken solo or paired with the afternoon portion, geared toward adults and families.

Moderator:

Jennifer Wooten, Teen Services Librarian, King County Library System

Sponsor: WLA & CAYAS

Morning Workshops Cont...

Title: *Innovative Leadership Boot Camp, Part 1*

IMPROVING WORKFLOW: Improve service and efficiency, and empower staff at every level to be problem solvers! Embrace improvement work as a series of experiments aimed at maximizing customer value using a step-by-step approach. Participants will learn “lean” philosophy and practical tools to optimize workflow processes, eliminate waste and help your library remain relevant and responsive to your community.

BUILDING INTERNAL PARTNERSHIPS: Improve teamwork and eliminate miscommunication by building customer/supplier partnerships within your library. Participants will learn how each staff member is both “customer” and “supplier of service” to other staff, and understand their responsibilities in each role in order to eliminate silos and communicate and collaborate effectively to best serve the end customer.

EMBRACING CHANGE: Libraries exist within a world of rapid change and information overload. Join us for a discussion of how libraries and staff are responding to the increasing complexity of change, and how our leaders can provide staff opportunities to build up resiliency and turn anxiety into excitement!

Speaker(s):

Georgia Lomax, Executive Director, Pierce County Library System

Catherine McHugh, PhD, McHugh Management Consulting

Leslie Boyter, Consultant, Essential Explorations

Jennifer Fenton, CE/Training Coordinator, Washington State Library

Sponsor: WLA

Afternoon Workshops

2:00pm – 5:00 pm

Title: *Using Improv for Creative Customer Service*

Library customer service is often an improvisation of unexpected interactions between people. Learn how to create successful customer and peer interactions using improv! Join Jet City Improv's master facilitator as he leads you in building these skills: Effective listening; Creative thinking and problem solving; Quickly and spontaneously acting in any situation; Arriving at unanticipated solutions; Collaboration and trust with colleagues. You will come away with a greater trust in yourself and viewing change as opportunity, plus you'll have a load of fun and laughs in the process!

Speaker(s):

Andrew McMasters, Artistic Director, Jet City Improv

Sponsor: WALT

Title: *Program Palooza -- Adults and Families*

Seeking new faces to entertain and enlighten your patrons of all ages? Join us for a showcase of presentations for Adults and Families from new and emerging Performers and Informers! Presenters will offer sample sets and provide details about their programs. All participating presenters like working with libraries, are willing to travel AND understand our limited budgets. Attendees will receive a print directory of all the presenters, plus contact information for others who were unable to attend. This half-day session may be taken solo or paired with the morning portion, geared toward children and teens.

Moderator:

Jennifer Wooten, Teen Services Librarian, King County Library System

Sponsor: WLA

Afternoon Workshops Cont...

Title: *Innovative Leadership Boot Camp, Part 2 (Part 1 participation is not required.)*

IDEA MANAGEMENT: Are staff empowered to share ideas for services and resources in your library? How are these ideas captured and used? Learn how to put an Idea Management Process (IMP) in place! You'll gain a clear understanding of the IMP concept and how it relates to innovation, the value of sharing specific goals within the IMP to make way for positive change, and how to implement an IMP that empowers staff to lead from any position by sharing their ideas.

SUPPORTING INNOVATION: Building a framework to support workflow, partnerships, change, ideas, and community engagement is essential to harnessing the potential of a culture of innovation. Discover some basic exercises, tools, and templates that you can use to plan, execute, monitor & control, and evaluate the change you create.

COMMUNITY ENGAGEMENT How and why should you and your library engage in your community? Learn about the opportunities for and challenges of civic engagement. You will leave with a better understanding of your city or county government and ready to apply what you've learned to establish effective partnerships in your community.

Speaker(s):

Christa Werle, Public Services Project Manager, Sno-Isle Libraries

Asheley Bryson, Public Service Assistant, Sno-Isle Libraries

Angelina Benedetti, Library Cluster Manager, King County Library System

Sponsor: WLA

Lunch & Learn Workshop | Thursday 4/16

11:45 am – 1:45 pm

Title: *Self-Directed Learning – Keeping Nimble and Fresh*

In our swiftly changing times, libraries must be nimble and ready to pursue new models of service, yet formal staff training is often a luxury libraries can't afford within their tight budgets and schedules. In this interactive workshop, learn how to take charge of your own rapid, self-directed learning! As individuals, online resources and collaboration tools offer many opportunities for us to make this shift. Libraries can use these flexible, cost-effective models to meet accelerated, evolving learning needs. Join us for this engaging workshop to discover easy and practical approaches to training through self-directed learning. *Lunch is included when you register for this workshop.*

Speaker(s):

Betha Gutsche, Program Manager, WebJunction

Darlene Pearsall, Computer Education Developer, King County Library System

Jeanne Fondrie, Learning Coordinator, Whatcom County Library System

Sponsor: WALT