

Professional Development Resources for Library Staff & Board Members

July 2024

Welcome to the Professional Development Resources Newsletter!

Inside, you will find a round-up of free or affordable professional development and training opportunities, including live or recorded webinars, in-person training sessions, articles, and more, on topics relevant to library managers, staff, and board members.

All webinar times indicated below are Mountain Time. Opportunities with a cost associated will be indicated with this symbol: ☐

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Advocacy





Redefining the Library Experience: Trends in Demonstrating Impact

IFLA

Webinar | July 10 | 9:00 AM - 10:00 AM

"Libraries are continually evolving how they engage with users to make the most impact within their communities. Recently, this has included a renewed emphasis on proactively shaping experiences around library spaces, programming, collections, and staff development." - *Redefining the library experience: Findings from the 2023 OCLC Global Council Survey* (Connaway et al., 2023)

The findings from this report are based on a global survey of those in the library community, and included all library types. In total, over 1600 responses were collected and respondents were located in over 77 countries/territories. Dr. Connaway will discuss the findings and implications. Please join us for this insightful and thought-provoking presentation.

Grantseeking: eLearning Course for Nonprofit Professionals **Charity Village**

Asynchronous Online Course | ☐ \$99

Implement an effective process for seeking and researching grants for your organization.

Grantseeking can be a time-consuming and time-sensitive process. This course will equip you with essential planning tools, tracking systems, and submission schedules, while helping you understand funders' motivations and assess your capacity to meet their expectations.

By the end, you'll be able to research and seek grants effectively, understand various trusts and foundations, and ethically accept and steward gifts from grant-makers. This course provides the framework needed to secure grants and maintain strong relationships with funders.

Board Topics



A Collaborative Approach to the Board-ED Relationship **Alberta Community Development** **Online Interactive Course**

Many organizations have an executive director or CEO to help manage operations of the non-profit. This course looks at how the board and the executive director can work together to create an effective working relationship that furthers the organization's vision and mission.



Navigating the Library Director Hiring Process: A Guide for Trustees and Boards **WebJunction** **Recorded Webinar**

Hiring a new library director is the single most important decision of the library board. Finding and retaining a good library director is vital to creating excellent library service for your community. This presentation will provide you with step-by-step instructions for this significant hiring process.

From forming a committee to board approval, we'll navigate each crucial step together. Gain invaluable insights on job descriptions, reviewing applications, and conducting interviews. You will learn how to avoid common pitfalls and ensure a seamless transition to a new director. Empower your board to make informed decisions and secure the visionary leadership your library deserves.

Communications & Marketing



Finding the Perfect Name for a Library Program: A Checklist and Tips for Using AI

Angela Hursh, Library Marketing Expert

Blog Post

One of the hardest tasks in library marketing is naming programs and events. The name of a program can significantly impact attendance. The name must capture attention. It needs to be clear and memorable. And it needs to be discoverable for community members searching online.

This article involves a checklist with examples of how to use AI tools like ChatGPT, CoPilot, Perplexity, and Gemini to check that your library program name meets the criteria.




The One Thing Your Library Needs to do to Ensure Your Library Emails are Reaching the Right People

Angela Hursh, Library Marketing Expert

YouTube Video

Library Marketing Expert, Angela Hursh, provides a list of tips to help set up library marketing success with her videos. In this video she's only going to share one task, to be done once a year, to ensure that your library's email marketing continues to be successful.

Diversity, Equity & Inclusion





Cultural Humility in Library Work

WebJunction

Webinar | July 17 | 1:00 PM

Cultural humility offers a renewing and transformative framework for navigating interpersonal interactions in libraries, whether between patrons and staff or staff members with one another. But what is cultural humility, and what does it look like in practice?

Join the editors of *Hopeful visions, practical actions: Cultural humility in library work*, (ALA Editions 2023) as they define and explore the concept of cultural humility, its strengths and limitations, and strategies for applying more inclusive practices to library customer service, policies, and collection development.

How to Build a Library Culture of Belonging

Library Journal & School Library Journal

Two-week online course + workshop | September 17 and 24

11:00 AM - 2:00 PM | ☐ \$219-\$261 - Discounts available

Through this 2-week online course, you'll learn about the concrete actions library experts are taking to help cultivate belonging in their libraries. You will also be guided through sensitivity training to help better equip you to serve your local community with cultural humility and compassion.

This course will be relevant for all librarians generally, and will be most specifically relevant for those who are newer to concepts of belonging and inclusion.

Discussing Diversity, Equity and Inclusion in the Workplace

Xpert Learning

Online Course | ☐ \$199

Learn how to create a safe workplace that respects diversity, equity and inclusion in this free online DEI course.

In today's global economy, many organizations uphold the values of diversity, equity and inclusion (DEI) and aim to foster a corporate culture of empathy and mutual respect. This DEI course outlines the role of corporate policy in promoting cultural, racial, gender or any other differences based on identity in the workforce. Sign up to learn how to participate in constructive conversations on diversity and frame meaningful DEI strategies.

Human Resources



Occupational Hygiene Reports: Requirements & Tips **Government of Alberta** **PDF**

This resource describes what Alberta OHS expects to see in an occupational hygiene report. The bulletin also addresses competency requirements and necessary qualifications.

Sexual Harassment: Managing the Critical Business, **Financial, and Human Resources Issues** **S2M Training**

Webinar | July 23 | 11:00 AM | ☐ \$149 - \$299

While the financial liabilities of sexual harassment can be substantial, they represent only a part of the total cost.

Areas Covered in the Session:

- Discuss the impact of sexual harassment within your organization
- Define the definition and types of sexual harassment
- Describe how sexual harassment affects the achieve of organizational goals

- Discuss the financial impact of sexual harassment on your organization's bottom line
- Discuss the human resources impact on the planning and managing of your work force
- Play a leadership role in reducing and managing sexual harassment

Indigenous Resources



What No Means: Indigenous Sovereignty & Library Collection Practices

North/Nord

Webinar | July 10 | 12:00 PM

Please join North/Nord for a presentation about Indigenous feminist practices of refusal, community consultations, and how they guided University of Toronto Libraries through the removal of *The Sacred Scrolls of the Southern Ojibway*. We will discuss what we have learned from Indigenous communities refusing the basis of library collaboration requests.

In this session, we will cover:

1. What practices of refusal and requests from Indigenous communities are
2. How refusal is an invitation for libraries to reconsider collections practices and relationality
3. Why common assumptions of collections practice violate Indigenous sovereignty
4. How institutions can respond to problematic items

This important session will be led by Mikayla Redden, Information Services and Instruction Librarian at New College Library, University of Toronto and Desmond Wong, Outreach Librarian, OISE Library, University of Toronto.

Grow Your Competitive Employment Edge in a New Era of Indigenous Inclusion

Indigenous Works

Webinar Series | July 25 | 11:00 AM | ☐ \$40.95

Please join North/Nord for a presentation about Indigenous feminist practices of refusal, community consultations, and how they guided University of Toronto Libraries through the removal of *The Sacred Scrolls of the Southern Ojibway*. We will discuss what we have learned from Indigenous communities refusing the basis of library collaboration requests.

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Intellectual Freedom & Censorship



Unite Against Book Bans and ALA's Policy Corps:

Challenging Book Bans in Critical Times

ALA Office for Intellectual Freedom

Youtube

Kent Oliver, Senior Fellow with the ALA Public Policy and Advocacy

Keith Oliver, Senior Fellow with the ALA Public Policy and Advocacy Office, facilitates discussion with members of the ALA Policy Corps Cadre on Book Banning. The discussion addresses what's happening on the ground in school and public libraries, communication and organizing tactics that have led to more productive conversations about book bans, collection development policies at a time when multi-title challenges have become common, and recent legislative developments and achievements. Resources for advocacy to fight back against book bans in libraries and schools are provided.

Leadership & Management



To Delegate...or Not to Delegate?

Northeast Florida Library Information Network

Webinar | July 10 | 8:00 AM

Effective delegation is one of the most valuable skills a supervisor can master. It reduces your workload and more importantly develops employee skills. Delegating prepares employees who work for you to be able to handle more difficult responsibilities and simultaneously allows you to work on other important activities and/or advance to other career opportunities within your library or organization.

This informative session will explore many of the facets of delegation, including when to delegate and how to delegate. We will also go through the delegation process step by step and learn about techniques to overcome possible problems.



Climate Change: Workplace Impacts

Canadian Centre for Occupational Health & Safety (CCOHS)

Online Course

Keep your workers safe and healthy this summer!

Climate change can impact many things such as temperature, precipitation, and the frequency or intensity of extreme weather events. It can also impact workplaces and workers, and the jobs they do. Workplaces that prepare and plan for climate change effects will be better able to adapt.

We can help you educate your employees and prepare for the effects of climate change. This 30-minute course introduces and explores the effects climate change has on the workplace and how workplaces can navigate through climate-related challenges.



Build a Needs Assessment Strategy

Niche Academy

Webinar | July 17 | 12:00 PM

Join Jody Lumsden for this timely presentation on needs assessment in learning and development.

A needs assessment is a critical first step in creating a focused, relevant, and strategic approach to learning and development. It ensures that effort and resources are directed where they can have the most impact.

Conducting a needs assessment ensures that the efforts and resources your organization invests in training and development are both effective and efficient. Join Jody as she provides what you need to build your own needs assessment strategy.

Library & Workplace Skills



Why Do We Fall For Misinformation?

WebJunction

Webinar | July 10 | 1:00 PM

From falling for cheap fakes to trusting the credibility of AI-generated references, we can all be vulnerable to online misinformation. In this webinar, learn about several research-based strategies that can supplement and expand on your existing information literacy approaches with patrons. Researchers from the University of Washington's [Center for an Informed Public](#) (CIP) will unpack how online information environments influence what we see and believe online. Come explore opportunities to increase capacity for public library staff and community members to address and navigate problematic information.



Surprise! You're a Cataloger

Niche Academy

Webinar | July 24 | 12:00 PM

Have you found yourself responsible for cataloging with little or no previous experience? Is "cataloger" only one of many hats you wear at your library? This session will help you get started.

Teresa Keenan will cover the basics of cataloging (focusing on books), what information you need to include, where to get that information, and how to format it. Teresa will also include some tips & free tools to make your life easier and get your library's materials out to your users!





Cool Trends & Hot Topics: Using metadata to enhance efficiency and effectiveness for library services

OCLC

Webinar | July 31 | 12:00 PM

A 30-minute webinar about how WorldShare Management Services (WMS)—OCLC’s cloud-based library services platform—leverages the world’s most comprehensive database of information about library collections to enhance the efficiency and effectiveness of library services for your library staff and your library users

Join us for a 30-minute webinar to learn how WorldCat metadata in WMS:

- Allows librarians to use linked data to create richer, interconnected resource environments that enhance resource discovery, support interoperability, and enrich the overall user experience
- Empowers librarians to effectively manage, discover, access, integrate, and evaluate open content, boosting the value and usability of library collections for users
- Serves as a powerful tool for librarians to advance DEI work in the library, facilitating more inclusive collections and increasing access to resources
- Enables librarians to use Artificial Intelligence to enhance user experiences, optimize collection management processes, and support informed decision-making



Work it out @ Your Library with the Wombats!

WebJunction

Webinar | August 8 | 1:00 PM

This webinar will introduce you to [*Work It Out @ Your Library!*](#) a new

program for families in your community, built around [*Work it Out Wombats!*](#), a national PBS KIDS television series for 4- to 6-year-olds. Through hands-on activities, library storytime sessions, animated videos, and a family app, this flexible program helps library staff guide families through the exploration of computational thinking.

Library staff are uniquely suited to promote this learning with their library families. The webinar will cover why computational thinking skills are important for young children, how the free resources have been used to run fun and engaging programs in libraries, and how you can, too.

Customer Service Training for Frontline Staff

Library Journal & School Library Journal

Half-day online course | September 25

10:00 AM - 2:00 PM | ☐ \$199-\$237- Discounts available

This half-day, online course explores the art of providing exceptional customer service tailored to diverse patron needs. Learn effective communication techniques to engage with patrons courteously and empathetically, fostering positive interactions and building lasting relationships. Discover best practices for handling inquiries, resolving complaints, and addressing challenging situations with confidence, compassion, and professionalism.

Safety and De-Escalation Foundations for Frontline Staff

Library Journal and School Library Journal

Live session

October 29 | 10 AM to 3 PM | ☐ \$199-237 Discounts available

Safety concerns are on the rise at libraries, and it can be difficult to know your options for managing these challenges. This course, intended for public-facing librarians and frontline staff, will teach you how to manage conflict and safety concerns proactively by learning strategies and tactics for conflict resolution, de-escalation, and long-term safety in your library. We'll discuss trauma-informed practices for engaging with safety concerns, and give you tools to help you respond to security issues, file incident reports, and more in order to promote safety in your library and classroom.

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You will leave this half-day intensive with new and innovative strategies to prioritize safety in your library.



Libraries and Doing Less

Cordelia Anderson Consulting Article

Libraries are almost always willing to take on more. They see a need, and they step in with a program or service or partnership to meet that need. This is a great impulse, and can lead to positive outcomes. But the practice of continually adding more, without taking anything away, is not sustainable, and can lead to overwork, inefficiency and burnout.

So, in the face of all this pressure to add, how can we approach the idea of taking things away without creating problems for our libraries and our users?

Programming & Services



Summer in the City: Programming Activities, Books for Metropolitan Kids

School Library Journal Article

Sidewalk chalk murals, scavenger hunts, and skyline-themed art projects are just some ways to celebrate life in the city. Karen Jensen found it difficult to find books about summer in the city, so she created her own list.



Neal Shusterman, Dystopian Optimist

School Library Journal

Article

The 2024 Margaret A. Edwards Award winner talks about hope, collaboration, and the school librarian who changed his life.



Seasonal Selection: Summer reading list and book display roundup

WebJunction

Article

Libraries in the northern hemisphere are diving into a vibrant season of summer reading, and here are some creative book displays, reading lists, and other reading initiatives. Check out how other libraries are commemorating Audiobook Appreciation Month, Juneteenth, Pride Month, the anniversary of D-Day, and more events—plus creating fun and whimsical themed displays to help their communities get excited about reading. Whether you're featuring captivating beach reads, timeless classics, or new releases, our guide to summer reading lists and book displays can help inspire your next display or even your own next personal book pick.

Reader's Advisory & Collection Development



Be In the Know with ECW Press & Annick Press
OverDrive

Webinar | July 9 | 11:00 AM

Join ECW and Annick Press for an exciting preview of some of the best debuts coming from Canadian indie presses in 2024! With special guests, author features, and a chance to win an amazing prize pack, let us celebrate the newest voices coming out of indie Can lit.



Graphic Jam: Graphic Novels Book Buzz Part 1

BookList

Webinar | July 9 | 12:00 PM

July is Graphic Novels month. Booklist is celebrating with a special two-part series. Join us Tuesday, July 9 at 1 p.m. CT as we kick off our series with "Graphic Jam!" a free, one-hour webinar showcasing upcoming #ReadGraphic titles from Andrews McMeel, Oni Press, Tundra Books and DC Comics! Hosted by Sarah Hunter, Booklist's Graphic Novels and Books for Youth Editor.



Fall Series Nonfiction

BookList

Webinar | July 16 | 12:00 PM

This heatwave has us looking towards fall for relief, and with the cooler weather we'll also find out what new series nonfiction titles publishers have in store! Catch up with us and representatives from Rourke Educational Media, The Child's World, Scholastic and The Creative Company as they tell us all about their latest upcoming series nonfiction titles!

Developing the Youth Collection

ALA eLearning

Webinar | July 18 | 12:30 PM | ☐\$79 (US)

In this webinar, you'll learn the basics of collection development for kids and teens. You'll also learn about how to prepare for and handle material challenges and how to make sure your collection development policy provides adequate support for these situations.

Developing the Adult Fiction Collection

ALA eLearning

Webinar | July 25 | 12:30 PM | ☐\$79 (US)

Diversity is the key to a strong adult fiction collection. In this webinar, collection development expert Lila Denning will cover how you can grow and diversify your collection to make better readers advisory choices and offer stronger materials to your patrons.



Picture Book Palooza

School Library Journal

Webinar | July 25 | All-day virtual event

The fourth annual *SLJ* Picture Book Palooza event is an all-day, free virtual celebration of authors and artists from around the world, who bring picture books to life with their extraordinary art.

The schedule includes keynotes, author panels, and illustrator spotlights with visionary creators. Visit the exhibit hall, chat with authors and publishing teams, download digital galleys & resources, and be prepared to be inspired as you build your collection, one picture book at a time.

Understanding Your Reader: How to Recommend the Right Book at the Right Time

NoveList

Online Course | ☐ \$199

This course will prepare all staff to recommend books by giving them an understanding of reader engagement. Learn strategies for providing excellent customer service to all readers, gain an understanding of the concepts of appeal, genre, and themes, and learn to value service to readers as a critical service to the overall mission of your library.

Participants will be introduced to the different types of readers we encounter, the varied roles all staff play in reader conversations, and the importance of diversity, equity, and inclusion when recommending books. By the end of this course, participants will feel confident matching readers to books in a variety of situations.

Learning outcomes include:

- Identifying effective strategies for talking with readers, including using reader-friendly language.
- Understanding the concepts of appeal, genre, and themes, and how they can be used to match readers to books.
- Understanding the role of diversity, equity, and inclusion in readers' advisory services.
- Valuing reader development as a critical service that is essential to every library's overall mission.

Everyone Can Recommend Books! Quick Tips for Creating Positive Reader Experiences at Your Library

NoveList

Online Course | ☐ \$99

By implementing a few quick tips, anyone working with readers can make meaningful reading recommendations and enhance customer service. In this course, you'll learn strategies for helping readers find books they love and customer service principles that will keep them coming back for more. You'll also hear from library staff addressing common reader scenarios and see how the power of NoveList can

save you time and build your confidence.

Learning objectives:

- How to provide exceptional customer service by focusing on the patron experience;
- How to recommend books when you're short on time;
- How to use NoveList to find books readers will enjoy.

April Mazza (MLS) is a Learning Engagement Specialist at NoveList. She previously worked in public, school, and special library settings and has reviewed youth materials for "School Library Journal", "Kirkus", "Booklist", and the "Horn Book Guide". She has served on both the Sibert Informational Book Medal and Newbery Medal committees. She also cohosts and coproduces the podcast "This Podcast is Overdue," which explores books and reading. As a kid, April loved reading folk and fairy tales. Today you'll find her reading all sorts of genres, especially if they are moving, culturally diverse, or illustrated.

Be Genre Confident: How to Recommend Books in the Eight Most Challenging Genres

NoveList

Online Course | ☐ \$199

Do you dread being asked to recommend books in certain genres? Maybe you personally don't like a particular genre or you're just not familiar with the authors and themes. Fear not! In this class, you'll learn how to confidently recommend books to readers of popular genres -- even the "scariest" ones like horror, romance, westerns, and more.

Learning Objectives:

Recognize the key elements that attract readers to certain genres. Learn strategies to help you recommend books to readers even when you are unfamiliar with the genre.

Identify current trends in popular genres and tools you can use to keep up with future trends.

Yaika Sabat (MLS) comes from a background in public libraries and is now the Manager of Reader Services at NoveList where she

is now the manager of Reader Services at Novelists, where she works on reader-focused services and trains library staff nationwide on recommending books. As a Horror Writers Association's Library Advisory Council member, she works to help librarians understand and embrace the horror genre. She is passionate about diverse representation in books and media and is always open to trying a new genre. Her other interests include writing, graphic novels, folklore, and baking.

Technology



Digital Safety and Privacy for Libraries

Niche Academy

Webinar | July 10 | 12:00 PM

Join Melody Karle for this webinar on digital safety and privacy from a librarian's perspective.

How do we help patrons in this area and what guidance should and can we offer them in protecting themselves online? What are the best tools and resources? What privacy and digital safety issues might we be overlooking in our own library?

Melody will also discuss how AI and social media complicate these already challenging issues.

If you're interested but not able to attend the live webinar, go ahead and register. We'll send a recording to all registrants after the fact.



Artificial Intelligence and Its Impact On Workplace Culture

Great Place to Work

Webinar | July 24 | 9:00 AM

AI and automation are revolutionizing various aspects of HR, from recruitment and onboarding to performance management and employee engagement. In 2024, HR departments will increasingly adopt AI-powered tools and chatbots to streamline administrative tasks, enhance data analytics capabilities, and provide personalized employee experiences.

By automating repetitive tasks, HR professionals will have more time to focus on strategic initiatives and employee development. But what impact will this have on workplace culture? In this session, we'll explore the various ways you can leverage AI to advance your workplace culture, and understand some of the ways it can hinder your efforts.

Integrating Artificial Intelligence in Libraries

Library Journal and School Library Journal

Half-day online course + three-week workshop | Live session

October 17 | 10:00 AM - 2:00 PM | \$239-284 Discounts available

Artificial Intelligence (AI) has splashed into cultural awareness and usage, prompting librarians to question if and how to use AI in and for their libraries. This online course will focus on tangible ways to apply AI to your communication, programming, and workplace challenges.

The potential challenges regarding ethics and copyright will be discussed, as well as the opportunities to engage new users and streamline your work. You'll have a chance to get hands-on to play with commonly available tools and practice writing effective prompts. All live speaker presentations will be recorded and available on demand for six months.

This course includes one half-day (4 hours) of live, online presentations from an expert speaker, as well as three weeks of a guided asynchronous workshop with facilitated peer cohorts and assignments. In this workshop, you'll have the opportunity to practice what you've learned through prompted activities, share and crowdsource issues with peers, and get feedback from peers and your facilitator.

The workshop will culminate in you creating a “train the trainer” presentation to share your new knowledge with your colleagues at your organization.



Best Practices for Navigating Cybersecurity

BookNet Canada

Podcast

This month’s podcast episode includes a talk with Nick Maturo, Interim Executive Director at the English Language Arts Network (ELAN), to delve into the aftermath of a cybersecurity incident that ELAN faced a few years ago. Nick offers valuable insights into the incident’s repercussions, the invaluable lessons learned from the experience, as well as the implementation of best practices and procedures in response.

Upcoming Conferences

Stronger Together

The Alberta Library, Peace Library System, Yellowhead Regional Library, Northern Lights Library System, Library Association of Alberta and the Alberta Library Trustees' Association

October 3-4 | Edmonton | ☐ \$149.37

Join us at the DoubleTree by Hilton Hotel West Edmonton on **October 3-4** for an engaging and educational Stronger Together Library Conference.

You’ll be joined by 500 fellow attendees from all over central and northern Alberta to discuss vital topics, including advocacy, artificial intelligence and technology, workplace issues, intellectual freedom, governance, and programming.

This conference is a premier experience for librarians, staff and trustees who work in public, school, academic and special libraries across Alberta. The presenting partners represent all aspects of the library community, enabling a diverse group to come together to discuss important issues and opportunities.

Access 2024

October 21-23 | Montreal | ☐

Access is Canada's premier library technology conference bringing librarians, technicians, developers, programmers, and managers together to discuss cutting-edge library technologies.

Access is a single stream conference featuring in-depth analyses, panel discussions, lightning talks, hack-fest, and plenty of time for networking and social events.

This course will teach you how to manage conflict and safety concerns proactively by learning strategies and tactics for conflict resolution, de-escalation, and long-term safety in your library. We'll discuss trauma-informed practices for engaging with safety concerns, and give you tools to help you respond to security issues, file incident reports, and more in order to promote safety in your library and classroom.

Subscribe Now!



Marigold Library System

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www.marigold.ab.ca