**State Library Courses**

**Fall 2020**

To register for courses please follow the link below:

<https://slol.adobeconnect.com/admin/show-event-catalog>

You must register for classes **using an individual email** – our system will not allow for shared emails. Please cancel registrations **two weeks** in advance to avoid being invoiced. Library systems will be invoiced the month following the class. Individuals doing self-pay will need to submit payment in advance before registration will be approved. For more information, contact John Lovelace, (225)342-4931 or [jlovelace@slol.lib.la.us](mailto:jlovelace@slol.lib.la.us).

**Accessibility Options at Your Fingertips: Using Windows 10**

*Description*: Did you know you already have online tools at your fingertips to assist users with visual or physical disabilities? In this webinar, learn the accessibility features in the Windows 10.

*Trainer*: Annie Robinson, IT Department

*Maximum Class Size*: 40

*Cost*: $15.00 per participant

*Date/Time*: *Wednesday, November 18, 2020, 9 to 10:30am*

\**Special Note*: Instructions to join the webinar will be sent prior to the session.

**Business Reference 101 (Online)**

*Description*: Participants will learn about several print and online reference sources covering topics like business plans, vocational guidance, business statistics, and corporate directories.

*Trainer*: Errin Levingston, Reference Department

*Maximum Class Size*: 40

*Cost*: $15.00 per participant

*Date/Time: Thursday, August 27, 2020, 9 to 10:30am*

\**Special Note*: Instructions to join the webinar will be sent prior to the session.

**Children’s Summer Reading Wrap-Up (Online)**

*Description*: How was your 2020 Children’s Summer Reading Program? What worked for your library? What didn’t?  In this online sharing session, we will discuss our summer reading experiences, successful programs, favorite performers, and get a sneak peek at the 2021 Summer Reading resources. We are offering two sessions, select one for your library system to attend. We would like each participating library system to share something from their summer.  Please contact John Lovelace by 8/18/20 to indicate that you would like to share something and to receive details for sharing in the Adobe Connect online environment.

*Maximum Class Size: 40*

*Cost:* Free of Charge

*Tuesday, August 25, 2020, 2 to 4pm*

*Thursday, August 27, 2020, 10 to 12 pm*

*\*Special Note*:Instructions to join the webinar will be sent prior to the session.

**Customer Service (Online)**

*Description*:In this webinar, you will learn how to understand the direct impact of customer service on the success of the library. After this course, you will be able to recognize customer needs and be able to adapt to various communication styles. You will also learn how to apply effective and appropriate communication skills, establishing a balance between policy adherence and customer service.

*Trainer*: John Lovelace, Library Development

*Maximum Class Size*: 40

*Cost*: $15.00 per participant

*Date/Time*: *Tuesday, November 10, 2020, 9 to 10:30am*

\**Special Note*: Instructions to join the webinar will be sent prior to the session.

**Dealing with Angry Patrons (Online)**

*Description*: This webinar will guide you in dealing with your angry patrons. Learn to understand the importance of dealing with angry patrons effectively and positively as well as identify techniques for handling angry patrons individually.

*Trainer*: John Lovelace, Library Development

*Maximum Class Size*: 40

*Cost*: $15.00 per participant

*Date/Time*: *Tuesday, December 1, 2020, 10 to 11:30 am*

\**Special Note*: Instructions to join the webinar will be sent prior to the session.

**E-government: Family Resources (Online)**

*Description*: This webinar will help you to assist your patrons in identifying online resources that are beneficial to the growth, development and well-being of children and young families. Topics covered in this session are the following:

* Applying for food stamps & WIC assistance
* Information on housing
* Applying for child support
* Obtaining medical assistance
* Academic testing (LEAP/ACT/HiSET/SAT)
* Locating FAFSA & applying for TOPS
* Filing and paying state taxes online

*Trainer*: Samuel Ayers, Louisiana Section

*Maximum Class Size*: 40

*Cost*: $15.00 per participant

*Date/Time*: *Tuesday, September 1, 2020, 9 to 10:30am*

\**Special Note*: Instructions to join the webinar will be sent prior to the session.

**E-government: Louisiana Job Resources (Online)**

*Description:* This webinar covers resources that will help your teen and adult patrons further their careers and/or obtain employment in Louisiana.  Topics include:

* Resume Building, Cover Letters, Job Applications, and Interviews
* Applying to State Civil Service positions
* Utilizing Louisiana Workforce Commission resources
* Employment Aid for Persons with Disabilities
* Career Resources for Veterans
* Unemployment Information
* Career Development tools

*Trainer:* Samuel Ayers, Louisiana Section

*Maximum Class Size*: 40

*Cost*: $15.00 per participant

*Date/Time: Tuesday, September 8, 2020, 9 to 10:30am*

*\*Special Note*:Instructions to join the webinar will be sent prior to the session.

**E-government: Special Services (Online)**

*Description:* This session is designed to aid patrons in utilizing online resources that are most relevant to adulthood and beyond. Topics covered in this session include the following:

* Applying for Selective Service
* Government grants
* Obtaining assistance with utilities
* Applying for disability assistance
* Applying for VA benefits
* Applying for Medicare and Medicaid
* Social Security benefits & acquiring Social Security cards
* Locating services for the hearing impaired

*Trainer:* Samuel Ayers, Louisiana Section

*Maximum Class Size*: 40

*Cost*: $15.00 per participant

*Date/Time: Tuesday, September 15, 2020, 9 to 10:30am*

*\*Special Note*:Instructions to join the webinar will be sent prior to the session.

**Fall Administrative Librarians’ Conference**

*Description:* This is a 1-day conference for administrators to explore solutions to problems in Louisiana public library management. Depending on what phase of opening we will be in at the time the conference could be in person or online. If the conference is in person there may be a 60-person limit as we adhere to social distancing standards. Please plan to send only one person from your library system to the conference.

*\*Cost*: $75.00 per participant

*Date/Time/Location*: *Friday, November 6, 2020, 9am to 4pm, East Baton Rouge Parish Library, Main Library, Baton Rouge*

\*Price depending on workshop format (online vs in-person).

**Genealogy (Online)**

*Description*: The Internet has become an indispensable resource for researching family history with millions of records being added each year. In this session participants will tour and learn how to search Internet sites that will help your patrons with their research.

*Trainer*: Charlene Bonnette, Louisiana Section

*Maximum Class Size*: 40

*Cost*: $15.00 per participant

*Date/Time: Thursday, September 10, 2020, 9 to 10:30am*

*\*Special Note*: Instructions to join the webinar will be sent prior to the session.

**Genealogy Part 2 (Online)**

*Description*: So much more information is available for family history research. This course takes a more in-depth look at print and online resources you can use to assist your patrons with their genealogical research. This webinar is for those who have taken the Genealogy webinar or already have a basic knowledge of genealogical research.

*Trainer*: Charlene Bonnette, Louisiana Section

*Maximum Class Size*: 40

*Cost*: $15.00 per participant

*Date/Time*: *Wednesday, September 16, 2020, 9 to 10:30am*

\**Special Note*: Instructions to join the webinar will be sent prior to the session.

**Guide to LaLibCon Databases (Online)**

*Description*: The State Library provides access to subscription databases statewide by way of the Louisiana Library Connection Database page (lalibcon.state.lib.la.us).  This session will be a brief overview of each of the databases.

*Trainer*: Errin Levingston, Reference Department

*Maximum Class Size*: 40

*Cost*: $15.00 per participant

*Date/Time: Thursday, September 10, 2020, 9 to 10:30 am*

\**Special Note*: Instructions to join the webinar will be sent prior to the session.

**\*HomeworkLA taught by Tutor.com (Online)**

*Description:* These are webinars to demonstrate the many features of Homework Louisiana and anyone (educators, librarians, parents, councilors, etc.) may attend. The sessions will be recorded and a link to the recording will be emailed to anyone who registers. Click on the link next to the desired participation date below to register:

After registering, you will receive a confirmation email containing information about joining the webinar.

*Trainer:* Susan Del Rosario, Tutor.com

*Maximum Class Size:* None

*Cost:* Free of Charge

*Date/Time:*

*Tuesday, September 22, from 10-11:30 am* [*https://attendee.gotowebinar.com/register/7972815407534676751*](https://attendee.gotowebinar.com/register/7972815407534676751)

*Thursday, September 24, from 2-3:30 pm* [*https://attendee.gotowebinar.com/register/2401454749663476495*](https://attendee.gotowebinar.com/register/2401454749663476495)

**ILL 101: Just the Basics (Online)**

*Description*: Do you have new ILL staff members who could benefit from a session on the basic borrowing and lending functions in LoanSHARK? If so, this 90 minute session is what you are seeking. The LoanSHARK administrator from the State Library will present a crash course that will help staffers create requests in LoanSHARK, as well as process incoming requests in the system.

*Trainer*: Kytara Christophe, Access Services Department

*Maximum Class Size*: 40

*Cost*: $15.00 per participant

*Date/Time: Thursday, August 20, 2020, 9 to 10:30 am*

\**Special Note*: Instructions to join the webinar will be sent prior to the session.

**ILL Update (Online)**

*Description*: Join us for this brief update on ILL services including Q & A about recent updates to LoanSHARK

*Trainer*: Kytara Christophe, Access Services Department

*Maximum Class Size*: 40

*Cost*: Free

*Date/Time: Thursday, September 24, 2020, 9 to 10:30 am*

\**Special Note*: Instructions to join the webinar will be sent prior to the session.

**LSSC Communication and Teamwork (10 Week Series Online)**

*Description*: This course introduces the basics of interpersonal relations, communication and teamwork.  Emphasis is on providing excellence in customer service and effective communication in real life library situations.  The course will consist of 10 weekly webinars with homework assignments, readings, a team project, and a final exam.  All activity will be online.  This meets the requirements for LSSCP certification and is a core course.

*Trainer*: John Lovelace, Library Development and Jessica Styons, Library Development

*Maximum Class Size*: 15

*Cost*: $200.00 per participant for Louisiana public library staff/ $300.00 for others

*Dates/Times*:

*Tuesday, August 11, 2020, 9 to 10:30am*

*Tuesday, August 18, 2020, 9 to 10:30am*

*Tuesday, August 25, 2020, 9 to 10:30am*

*Tuesday, September 1, 2020, 9 to 10:30am*

*Tuesday, September 8, 2020, 9 to 10:30am*

*Tuesday, September, 15, 2020, 9 to 10:30am*

*Tuesday, September 22, 2020, 9 to 10:30am*

*Tuesday, September 29, 2020, 9 to 10:30am*

*Tuesday, October 6, 2020, 9 to 10:30am*

*Final Exam will be Tuesday, October 13, 2020.*

\**Special Note*: Instructions to join the webinar will be sent prior to the session.

**LSSC Introduction to Library Technology (10 Week Series Online)**

*Description*: This course introduces the basics of library technology. General technology concepts will be explained in relation to their use and applicability to the library field. The course will consist of 10 weekly 90-minute webinars with homework assignments, readings, a project and a final exam. This fulfills a required competency for the LSSCP program, although anyone can take the course.  All activity will be online.  It is required that the student have basic computer skills including the ability to use email, search the Web, save a file, open a file, attach a file, use MS Word, and search a library catalog.

*Trainer*: Michael Golrick, Reference Department and Riley Bordelon, IT

*Maximum Class Size*: 15

*Cost*: $200.00 per participant for Louisiana public library staff/ $300.00 for others

*Dates/Times*:

*Thursday, September 17, 2020, 9 to 10:30am*

*Thursday, September 24, 2020, 9 to 10:30am*

*Thursday, October 1, 2020, 9 to 10:30am*

*Thursday, October 8, 2020, 9 to 10:30am*

*Thursday, October 15, 2020, 9 to 10:30am*

*Thursday, October 22, 2020, 9 to 10:30am*

*Thursday, October 29, 2020, 9 to 10:30am*

*Thursday, November 05, 2020, 9 to 10:30am*

*Thursday, November 12, 2020, 9 to 10:30am*

*Thursday, November 19, 2020, 9 to 10:30 am*

*Final Exam will be on Thursday, December 10, 2020.*

\**Special Note*: Instructions to join the webinar will be sent prior to the session.

**LSSC Supervision and Management (10 Week Series Online)**

*Description*: This course will focus on supervision and management themes including personnel employment laws, staff development planning, policies and procedures, short and long-range planning, managing interpersonal relationships, staff evaluation, basic marketing concepts, budgeting and team building. There will be assignments and opportunities for interaction. This is part of the ALA-APA Library Support Staff Certification Program, but participants need not be enrolled in the LSSC program to attend.

*Trainer*: Jessica Styons Library Development and Michael Golrick, Reference Department

*Maximum Class Size*: 15

*Cost*: $200.00 per participant for Louisiana public library staff/ $300.00 for others

*Dates/Times*:

*Wednesday, August 12, 2020, 9 to 10:30am*

*Wednesday, August 19, 2020, 9 to 10:30am*

*Wednesday, August 26, 2020, 9 to 10:30am*

*Wednesday, September, 2, 2020, 9 to 10:30am*

*Wednesday, September, 9, 2020, 9 to 10:30am*

*Wednesday, September, 16, 2020, 9 to 10:30am*

*Wednesday, September, 23, 2020, 9 to 10:30am*

*Wednesday, September, 30, 2020, 9 to 10:30am*

*Wednesday, October 7, 2020, 9 to 10:30am*

*Wednesday, October 14, 2020, 9 to 10:30am*

*Final Exam will be Wednesday, October 21, 2020.*

\**Special Note*: Instructions to join the webinar will be sent prior to the session.

**Medical Reference 101** **(Online)**

*Description*: The webinar will examine several standard print reference guides and directories. In addition, a number of trustworthy medical websites will be profiled. Both print and online sources will be reviewed covering topics such as drug information, disease diagnosis and treatment, medical tests, and alternative medicine.

*Trainer*: Errin Levingston, Reference Department

*Maximum Class Size*: 40

*Cost*: $15.00 per participant

*Date/Time*: *Thursday, October 1, 2020, 9 to 10:30am*

\**Special Note*: Instructions to join the webinar will be sent prior to the session.

**Preserving the Past: Preservation of Your Library Materials** **(Online)**

*Description:* Do you have historical items in your collection that need preservation? Join Charlene Bonnette, State Library of Louisiana, and learn methods and best practices that will help ensure your collections will be available to patrons for years to come. This webinar is designed for all library staff that deal with archives-related materials or assist patrons in the use of these materials. Class participation is via chat and polls.

*Trainer*: Charlene Bonnette, Louisiana Section

*Maximum Class Size*: 40

*Cost*: $15.00 per participant

*Date/Time: Thursday, September 3, 2020, 9 to 10:30am*

*\*Special Note*: Instructions to join the webinar will be sent prior to the session.

**Reader’s Advisory 101** **(Online)**

*Description*: This question can easily strike fear in the heart of the most intrepid reference staff member: “Can you recommend a good book?” Readers’ advisory is the service where a library staff member suggests titles to a reader through direct or indirect means. By the end of this session, you should be able to identify sources for different genres of literature and be able to find “read-a-likes.”

*Trainer*: Errin Levingston, Reference Department

*Maximum Class Size*: 40

*Cost*: $15.00 per participant

*Date/Time: Tuesday, October 22, 2020, 9 to 10:30am*

\**Special Note*: Instructions to join the webinar will be sent prior to the session.

**Talking Books and Braille Library Update** **(Online)**

*Description*: This free webinar will explain the services that the State Library provides to blind and physically-handicapped users. Maybe you have patrons that could benefit from this service? All TBBL materials are mailed at no cost directly to the homes of qualified users. Come to the webinar to find out the services provided and how to tell people to sign up.

*Trainer*: David Rainey, TBBL

*Maximum Class Size*: 40

*Cost*: Free of Charge

*Date/Time: Tuesday, October 7, 2020, 9 to 10:30 am*

\**Special Note*: Instructions to join the webinar will be sent prior to the session.

**Self-Care for Library Staff (Online)**

*Description*: This year has been very challenging and many of us are feeling stress and anxiety related to our library work and at home. This course will help staff learn to take some time out of their day to focus on themselves and will look at some strategies, tips, and tools to prioritize self-care and well-being and to manage the feelings stress and uncertainty.  
*Trainer:* Jessica Styons, Library Development

*Maximum Class Size: 40*

*Cost:* $15.00 per participant

*Date/Time: Tuesday, November 17, 2020, 9-10:30am*

**Teen Summer Reading Wrap-Up (Online)**

*Description*: How was your 2019 Teen Summer Reading Program? What worked for your library? What didn’t?  In this online sharing session, we will discuss our summer reading experiences, successful programs, favorite performers, and get a sneak peek at the 2020 Summer Reading resources. We are offering two sessions, select one for your library system to attend. We would like each participating library system to share something from their summer.  Please contact John Lovelace by 8/15/20 to indicate that you would like to share something and to receive details for sharing in the Adobe Connect online environment.

*Maximum Class Size:* 50

*Cost:* Free of Charge

*Tuesday, September 1, 2020, 2 to 4pm*

*Thursday, September 3, 2020, 10to 12pm*

*\*Special Note*:Instructions to join the webinar will be sent prior to the session.

**Thriving in the Multigenerational Workplace**

*Description*: Tired of those young upstarts who are trying to change the way you’ve always done things? Tired of those old folks who won’t try anything new? Learn how to not only get along, but to thrive in the multigenerational workplace by fostering communication and understanding.

*Trainer*: Jessica Styons, Library Development

*Maximum Class Size*: 20

*Cost*: $15.00 per participant

*Dates/Times*: Thursday, September 17, 2020*, 9 to 10:30am*

\**Special Note*: Instructions to join the webinar will be sent by the instructor prior to the session.

**Weeding (Online)**

*Description*:  In addition to discussing common objections to weeding (de-selection) and the benefits of weeding, this workshop will also describe weeding criteria, explain the weeding process, and offer practice weeding exercises.  This workshop utilizes the "CREW" method of weeding.  
*Trainer:* Michael Golrick, Reference Department

*Maximum Class Size:* 40

*Cost:* $15.00 per participant

*Date/Time: Thursday, November 3, 2020, 9 to 10:30am*

\**Special Note*: Instructions to join the webinar will be sent prior to the session.

**SAVE THE DATE!**

**Registration for these events will not begin until December 2020!**

***LIBRARY SUPPORT STAFF COURSES***

**LSSC Cataloging and Classification**

This 10-week online course covers the basic activities in a technical services department, all the way from the item being ordered to getting it onto the shelf.  Specific topics include the purposes of cataloging and classification, Dewey Decimal and LC classification, building subject headings, RDA/AACR2, the MARC format, metadata concepts, and more.  All sessions are 90-minute webinars, with homework assignments, readings, and a final exam.  This course is being submitted to ALA/APA for national certification for the Library Support Staff Certification Program.  It would be an elective.  However, you need not be in the LSSC Program to participate.

*Trainer:* Lesli Gray, Technical Services and Errin Levingston, Reference

*Maximum Class Size*: 15

*Cost*:  $200.00 per participant for public library staff/ $300.00 for others

*Dates/Times*:

*Tuesday, March 2, 2021, 9 to 10:30 am*

*Tuesday, March 09, 2021, 9 to 10:30 am*

*Tuesday, March 16, 2021, 9 to 10:30 am*

*Tuesday, March 23, 2021, 9 to 10:30 am*

*Tuesday, March 30, 2021, 9 to 10:30 am*

*Tuesday, April 06, 2021, 9 to 10:30 am*

*Tuesday, April 13, 2021, 9 to 10:30 am*

*Tuesday, April 20, 2021, 9 to 10:30 am*

*Tuesday, April 27, 2021, 9 to 10:30 am*

*Tuesday, May 4, 2021, 9 to 10:30 am*

*Final Exam will be on Tuesday, May 11, 2021.*

\**Special Note*: Instructions to join the webinar will be sent prior to the session.

**LSSC Foundations of Library Science**

This 10-week online course provides the basic concepts and skills necessary to work in a library.  Sessions cover roles and missions of libraries, library ethics and philosophy, staff roles, library departments and basic functions, library governance, staff development, customer service, diversity and promoting library services.  All sessions are 90 minute webinars, with homework assignments, readings and a final exam. This course has been certified for the Library Support Staff Certification Program and is a core course. However, you need not be in the LSSC Program to participate.

*Trainer:* Michael Golrick, Reference and JD Lovelace, Library Development

*Maximum Class Size*: 15

*Cost*: $200.00 per participant for public library staff/ $300.00 for others

*Dates/Times*:

*Thursday, March 4, 2021, 9 to 10:30 am*

*Thursday, March 11, 2021, 9 to 10:30 am*

*Thursday, March 18, 2021, 9 to 10:30 am*

*Thursday, March 25, 2021, 9 to 10:30 am*

*Thursday, April 1, 2021, 9 to 10:30 am*

*Thursday, April 8, 2021, 9 to 10:30 am*

*Thursday, April 15, 2021, 9 to 10:30 am*

*Thursday, April 22, 2021, 9 to 10:30 am*

*Thursday, April 29, 2021, 9 to 10:30 am*

*Thursday, May 6, 2021, 9 to 10:30 am*

*Final Exam will be Thursday, May 06, 2021.*

*\*Special Note*: Instructions to join the webinar will be sent prior to the session.

**LSSC Reference and Information Services**

This course gives an overview of reference. Reference interview techniques, process and strategy are covered. The course also covers knowledge, use, and evaluation of basic reference tools and sources in all formats, basic search strategy, and referral and interlibrary loan procedures. Emphasis is placed on using this knowledge and skill to help library users locate needed information. Bibliographic and citation formats, legal issues, and ethics are also discussed. There are assignments between class sessions and a final exam. This course is certified as one of the optional courses for the Library Support Staff Certification Program. However, you need not be in the LSSC Program to participate.

*Trainer:* Michael Golrick, Reference and Errin Levingston, Reference Department

*Maximum Class Size*: 15

*Cost*: $200.00 per participant for public library staff/ $300.00 for others

*Dates/Times*:

*Wednesday, March 3, 2021, 9 to 10:30 am*

*Wednesday, March 10, 2021, 9 to 10:30 am*

*Wednesday, March 17, 2021, 9 to 10:30 am*

*Wednesday, March 24, 2021, 9 to 10:30 am*

*Wednesday, March 31, 2021, 9 to 10:30 am*

*Wednesday, April 7, 2021, 9 to 10:30 am*

*Wednesday, April 14, 2021, 9 to 10:30 am*

*Wednesday, April 21, 2021, 9 to 10:30 am*

*Wednesday, April 28, 2021, 9 to 10:30 am*

*Final Exam will be on Wednesday, May 5, 2021*.

*\*Special Note*: Instructions to join the webinar will be sent prior to the session.

***WORKSHOPS***

**Staff Day 2020**

*Description:* This event combines various training and user group sessions with the opportunity for staffs across Louisiana to network, share, and learn. The purpose is to bring together front-line staff in reference, ILL, technical services, youth services, and computer services.

*Cost*: $45.00 per participant (includes breakfast and lunch)

*Dates/Times/Locations*:

*\*Tuesday, February 9, 2021, 8:30am to 3:30pm, East Baton Rouge Parish Library Main Branch, Baton Rouge*

*\*Thursday, February 11, 2021, 8:30am to 3:30pm, Lincoln Parish Library Events Center, Ruston*

**\*Subject to change**

**Tech Fest 2020**

*Description:* Join us for a day of tech topics and networking with fellow IT staff.  There will be individual sessions from 15 minutes to 1 ½ hours in length, covering a wide array of topics, as well as time to find out what what’s happening around the state.

*Cost*: $45.00 per participant (includes breakfast and lunch)

*Dates/Times/Locations*:**TBA**