**State Library Courses**

**Spring 2018**

**Adult 2018 Summer Reading Workshop**

*Description*: This half day workshop will include information on the 2018 Adult Summer Reading theme “Libraries Rock.” A more detailed agenda will be available closer to the workshop.

*Trainer*: Charlotte Bourg, Library Development

*Maximum Class Size*: 30

*Cost*: $25.00 per participant

*Dates/Times/Locations*:

*Tuesday, January 30, 2018, 1 to 4pm, Ouachita Parish Public Library, Main Branch, Monroe*

*Tuesday, February 6, 2018, 1 to 4pm, State Library, Baton Rouge*

*Friday, March 2, 2018, 1 to 4pm, Lafayette Parish Library, South Regional Branch, Lafayette*

**Cataloging and Classification  (10 week series online)**

*Description*:  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 Diane Brown, Administration

*Maximum Class Size*: 20

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

*Dates/Times*:

*Tuesday, March 13, 2018, 9am to 10:30am*

*Tuesday, March 20, 2018, 9am to 10:30am*

*Tuesday, March 27, 2018, 9am to 10:30am*

*Tuesday, April 3, 2018, 9am to 10:30am*

*Tuesday, April 10, 2018, 9am to 10:30am*

*Tuesday, April 17, 2018, 9am to 10:30am*

*Tuesday, April 24, 2018, 9am to 10:30am*

*Tuesday, May 1, 2018, 9am to 10:30am*

*Tuesday, May 8, 2018, 9am to 10:30am*

*Tuesday, May 15, 2018, 9am to 10:30am*

*Tuesday, May 22, 2018, 9am to 10:30am (Final Exam)*

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

**Collection Development for Children’s Services (Online)**

*Description*: Learn the basics of collection development for your children’s collection in this online session.

*Trainer*: Angela Germany, Library Development

*Maximum Class Size*: 20

*Cost*: $15.00 per participant

*Date/Time: Tuesday, April 17, 2018, 9 to 10:30am*

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

**Conflict Resolution (Online)**

*Description:* Think conflict is always a bad thing, well think again! In this online class learn to understand what conflict is and how it can escalate. Gain an understanding of the types of conflict, and the stages of conflict. Learn to increase positive information flow through non-verbal and verbal communication skills. Become more confident in your ability to manage conflicts so that you enhance productivity and performance.

*Trainer*: Charlotte Bourg, Library Development

*Maximum Class Size*: 20

*Cost*: $15.00 per participant

*Date/Time: Tuesday, March 13, 2018, 9 to 10:30am*

\**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*: Charlotte Bourg, Library Development

*Maximum Class Size*: 20

*Cost*: $15.00 per participant

*Date/Time*: *Thursday, March 15, 2018, 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*: Charlotte Bourg, Library Development

*Maximum Class Size*: 20

*Cost*: $15.00 per participant

*Date/Time*: *Tuesday, March 20, 2018, 9 to 10:30am*

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

**Disability Options in Operating Systems (Online)**

*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 both the Windows and iOS operating systems.

*Trainer*: Annie Robinson, IT Department

*Maximum Class Size*: 20

*Cost*: $15.00 per participant

*Date/Time*: *Wednesday, May 2, 2018, 9 to 10:30am*

\**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/GED/SAT)
* Locating FAFSA & applying for TOPS
* Filing and paying state taxes online

*Trainer*: Ellen Jenkins, Louisiana Section

*Maximum Class Size*: 20

*Cost*: $15.00 per participant

*Date/Time*: *Monday, March 12, 2018, 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:* Ellen Jenkins, Louisiana Section

*Maximum Class Size*: 20

*Cost*: $15.00 per participant

*Date/Time: Monday, March 26, 2018, 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:* Ellen Jenkins, Louisiana Section

*Maximum Class Size*: 20

*Cost*: $15.00 per participant

*Date/Time: Monday, March 19, 2018, 9 to 10:30am*

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

**Every Child Ready to Read (Online)**

*Description*: The State Library has 10 ECRR kits that can be borrowed through ILL. This informational webinar is a brief introduction to Every Child Ready to Read and the materials contained in the kits.

*Trainer:* Angela Germany, Library Development

*Maximum Class Size:* 20

*Cost:* Free of Charge

*Date/Time: Tuesday, May 1, 2018, 9 to 10:30am*

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

**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*: 20

*Cost*: $15.00 per participant

*Date/Time: Tuesday, May 8, 2018, 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*: 20

*Cost*: $15.00 per participant

*Date/Time*: *Thursday, May 10, 2018, 9 to 10:30am*

\**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

*Maximum Class Size*: 20

*Cost*: Free of Charge

*Date/Time: Thursday, January 25, 2018, 9 to 10:30am*

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

**Library Foundations: A Basic Introduction to Libraries (10 week series online)**

*Description*: 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 Diane Brown, Administration

*Maximum Class Size*: 20

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

*Dates/Times*:

*Wednesday, January 10, 2018, 9am to 10:30am*

*Wednesday, January 17, 2018, 9am to 10:30am*

*Wednesday, January 24, 2018, 9am to 10:30am*

*Wednesday, January 31, 2018, 9am to 10:30am*

*Wednesday, February 7, 2018, 9am to 10:30am*

*Wednesday, February 14, 2018, 9am to 10:30am*

*Wednesday, February 21, 2018, 9am to 10:30am*

*Wednesday, February 28, 2018, 9am to 10:30am*

*Wednesday, March 14, 2018, 9am to 10:30am*

*Wednesday, March 21, 2018, 9am to 10:30am*

*Wednesday, March 28, 2018, 9am to 10:30am*

*Wednesday, April 4, 2018, 9am to 10:30am (Final Exam)*

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

**Library Security (Online)**

*Description*: Learn to recognize security threats within the library and methods to increase safety in your work environment.

*Trainer*: Charlotte Bourg, Library Development

*Maximum Class Size*: 20

*Cost*: $15.00 per participant

*Dates/Times*: *Thursday, March 22, 2018, 9 to 10:30am*

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

**Louisiana Reference Resources: Louisiana Legal (Online)**

*Description:* This session will help you assist your patrons with routine legal inquiries. Some of the topics covered in this session are the following:

* Researching LA Revised Statutes
* Locating a notary
* Applying for a marriage license,
* Obtaining birth and death certificates

*Trainer:* Charlene Bonnette, Louisiana Section

*Maximum Class Size*: 15

*Cost*: $15.00 per participant

*Date/Time: Wednesday, March 14, 2018, 9 to 10:30am*

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

**Louisiana Reference Resources: People (Online)**

*Description:* Have you ever wondered who our eighth governor was? When the first Secretary of State was elected? How to locate historical information on past legislators? What is the best resource to locate biographical information on noted Louisianans? If the answer is yes, then please join Charlene Bonnette for this webinar to tour books and websites used for locating people.  
*Trainer:* Charlene Bonnette, Louisiana Section

*Maximum Class Size*: 15

*Cost*: $15.00 per participant

*Date/Time: Friday, March 16, 2018, 9 to 10:30am*

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

**Louisiana Reference Resources: Places (Online)**  
*Description:* Have you ever wondered how Dry Prong got its name? Where Louisiana cities that no longer exist were located? The best place to find parish histories? If the answer is yes, then please join

Charlene Bonnette for this webinar to tour books and websites used for locating places.  
*Trainer:* Charlene Bonnette, Louisiana Section

*Maximum Class Size*: 15

*Cost*: $15.00 per participant

*Date/Time: Wednesday, March 21, 2018, 9 to 10:30am*

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

**Louisiana Reference Resources: Statistics (Online)**  
*Description:* Millions of statistics are gathered every year. Do you need to know the population of a city? The best place to locate statistics at the college level? How many accidents occurred in Louisiana due to rain? What parishes grow pecans? If the answer is yes, then please join Charlene Bonnette for this webinar to tour books and websites containing useful statistical information.  
*Trainer:* Charlene Bonnette, Louisiana Section

*Maximum Class Size*: 15

*Cost*: $15.00 per participant

*Date/Time: Tuesday, March 27, 2018, 9 to 10:30am*

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

**Louisiana Reference Resources: Students (Online)**  
*Description:* Do you have lots of students visiting your library needing information? Looking for photographs? Printable parish maps? Biographical information? If the answer is yes, then please join Charlene Bonnette for this webinar to tour books and websites students can use to locate information.  
*Trainer*: Charlene Bonnette, Louisiana Section

*Maximum Class Size*: 15

*Cost*: $15.00 per participant

*Date/Time: Friday, March 23, 2018, 9 to10:30am*

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

**New Directors’ Bootcamp**

*Description:* The New Directors’ Bootcamp will be an intense, 2 day workshop valuable to both new directors and those who need a refresher course. Topics will include library laws and governance, budgeting, policies and procedures, planning, collection management, human resources, staffing, and facilities and building maintenance. A detailed agenda will be available closer to the event.

*Cost*: $100.00 per participant (includes breakfast, lunch and snacks for both days)

*Dates/Times/Locations*:

*Wednesday, April 25, 2018, 8am to 5pm, State Library, Baton Rouge*

*Thursday, April 26, 2018, 8am to 5pm, State Library, Baton Rouge*

**Reference and Information Services (10 week series online)**

*Description:* 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*: 20

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

*Dates/Times*:

*Thursday, February 15, 2018, 9am to 10:30am*

*Thursday, February 22, 2018, 9am to 10:30am*

*Thursday, March 1, 2018, 9am to 10:30am*

*Thursday, March 15, 2018, 9am to 10:30am*

*Thursday, March 22, 2018, 9am to 10:30am*

*Thursday, March 29, 2018, 9am to 10:30am*

*Thursday, April 5, 2018, 9am to 10:30am*

*Thursday, April 12, 2018, 9am to 10:30am*

*Thursday, April 19, 2018, 9am to 10:30am*

*Thursday, April 26, 2018, 9am to 10:30am*

*Thursday, May 3, 2018, 9am to 10:30am (Final Exam)*

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

**Staff Day 2018**

*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*:

*Thursday, February 8, 2018, 9am to 4pm, Lincoln Parish Library, Events Center, Ruston*

*Tuesday, February 20, 2018, 9am to 4pm, East Baton Rouge Parish Library, Main Library, Baton Rouge*

**State Annual Report and Data Entry Training and Update (Online)**

*Description*: This is a review of the process for entering public library statistics using the online data entry system for the Public Library Annual Report. Changes in the form from last year will be covered.

*Trainer*: Michael Golrick, Reference Department

*Maximum Class Size*: 20

*Cost*: Free of Charge

*Date/Time: Tuesday, January 9, 2018, 9 to 10:30am*

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

**Statistics and You: Bibliostat and Library Statistics (Online)**

*Description*: The web session will focus on the process for gathering the statistics, the definition of the items, and what happens after the State Library gathers them. There will be a brief discussion and demonstration of the federal sites comparative statistics features, and suggestions about how to best present statistics.

*Trainer*: Michael Golrick, Reference Department

*Maximum Class Size*: 20

*Cost*: $15.00 per participant

*Date/Time: Tuesday, January 23, 2018, 9 to 10:30am*

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

**TBBL 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*: 20

*Cost*: Free of Charge

*Date/Time: Tuesday, February 27, 2018, 9 to 10:30am*

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

**Tech Fest 2018**

*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)

*Date/Time/Location*: *Friday, April, 20, 2018, 9am to 3:30pm, State Library, Baton Rouge*

**Time Management (Online)**

*Description*: In this webinar you will learn to better organize yourself, understand the importance of setting goals, and take control of your workplace productivity. Get tips for managing your time more effectively.

*Trainer*: Charlotte Bourg, Library Development

*Maximum Class Size*: 20

*Cost*: $15.00 per participant

*Date/Time*: *Monday, March 5, 2018, 9 to 10:30am*

\**Special Note*: Instructions to join the webinar will be sent 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:* 20

*Cost:* $15.00 per participant

*Date/Time: Wednesday, May 9, 2018, 9 to 10:30am*

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

**Youth 2018 Summer Reading Program Workshop**

*Description:* This presentation will include materials, activities, and information relating to the children’s and teen 2018 Summer Reading Program “Libraries Rock.” This two-part workshop will include the teen presentation in the morning from 9-12 and the children’s presentation in the afternoon from 1-4. Attendees are encouraged to attend both parts. A detailed agenda is available upon request closer to the workshop.

*Trainer:* Angela Germany, Library Development

*Maximum Class Size: 95*

*Cost:* $45.00 per participant

*Dates/Times/Locations*:

*Thursday, February 1, 2018, 9am to 4pm, State Library, Baton Rouge*

*Monday, February 5, 2018, 9am to 4pm, State Library, Baton Rouge*

*Wednesday, February 7, 2018, 9am to 4pm, Lafayette Parish Library, South Regional Branch, Lafayette*

*Thursday, February 22, 2018, 9am to 4pm, Ouachita Parish Public Library, Main Branch, Monroe*

*Wednesday, February 28, 2018, 9am to 4pm, New Orleans Public Library, Algiers Regional Library, New Orleans*

*Friday, March 2, 2018, 9am to 4pm, Lafayette Parish Library, South Regional Branch, Lafayette*