



# **Staff Development Workshops**

## **Presented by the Intellectual Freedom/Social Responsibilities Committee**

Are you looking for a low-cost, reality-based training for your front-line staff? Consider hiring an MLA trainer from the Intellectual Freedom & Social Responsibilities Committee. Training is \$300 for a half-day program, plus mileage for trainer(s). We offer two workshop options, both based on ALA training modules. These programs are introductory programs, focused on preparing your staff to better face the challenges of working with the public.

### **Workshop 1: CUSTOMER SERVICE: Balancing Rights & Responsibilities**



This Workshop covers basic customer service issues in libraries. Discussions include the differences between customer service and patron behavior concerns, where staff behaviors intersect with your library's policies, and help participants understand their responsibilities and those of their customers. Participants work through scenarios and try to solve problems together using their experiences and those of their colleagues. If time allows, the Trainer will go over some tips for dealing with patrons with problems.

### **Workshop 2: DEFENDING ACCESS WITH CONFIDENCE: A Practical Workshop on Intellectual Freedom**



This Workshop is intended for front-line staff who may not have an academic or practical background in Intellectual Freedom in public libraries. Topics include the history and development of thinking about the First Amendment rights related to public libraries, how to handle patrons who may express concerns related to controversial materials in the library, and concerns about censorship today. The emphasis is on practical applications, understanding your library's policies, and developing on-going dialogue among staff and administrators on related concerns.

**For more information or to book a Workshop, contact Krista McLeod at [kmcleod@nevinslibrary.org](mailto:kmcleod@nevinslibrary.org) or 1-978-686-4080 ext 10.** (Available dates limited.)

All proceeds from this workshop benefit the Advocacy and Education efforts of the MA Library Association.