



Fall 2018 State Library Resource Center Conference

October 23, 2018, 9:00 a.m. - 4:00 p.m.

8.30 a.m. - 9 a.m. Registration and Breakfast - LBPH, 415 Park Ave, Baltimore, MD 21201

9 a.m. - 10 a.m. Keynote Address - LBPH

Empowering Mental Health Communication - Dan Berstein

Mental illness is confusing, and it is easy to fall into the traps of paternalism, assumptions, and stigma. Learn conflict-resolution techniques to help you say the right things, support diverse choices, and have fruitful conversations about mental health.

-- 15 minute break --

10.15 a.m. - 11.30 p.m. All Conference Session - LBPH

- **Being Prepared for Challenging Behaviors - Dan Berstein**

Too often, people end up improvising when they encounter challenging client and employee behaviors. Planning ahead for emergencies, disruptions, and disconnects enables us to feel comfortable, be consistent, and achieve better outcomes. Learn a framework to help you be ready for these challenges when they occur.

12.00 p.m. - 1.00 p.m. Lunch - SLRC Staff Lounge, 4th Floor

1.15 p.m. - 2.30 p.m. Afternoon Session 1 (*Choose one option*)

- **Literacy Kits: Making Reading a Multi-Sensory Experience - LaShawn Myles
LBPH Meeting Room**

Literacy kits are designed to allow a child to actively participate and communicate during book reading activities. Find out how libraries can support curriculum and provide children with multi-sensory experiences through the use of accessible literacy kits.

- **Personal Advancement for Career Development - Lisa Kenyon**
2nd Floor Shared Conference Room

Professional development is more than a state-mandated requirement; it's also the key to planning your career path. How can you prepare for upcoming opportunities, and be ready when the perfect job comes along? This workshop will provide ideas for things you can start doing right now to be the best candidate for your next job.

- **Tour of SLRC - Ryan O'Grady**

Join us for an express tour of SLRC subject departments. See the highlights of the collection, and learn about the support that SLRC librarians can provide to you and your customers.

2.45 p.m. - 4.00 p.m. Afternoon Session 2 (Choose one option)

- **Making Your Marketing Materials Accessible - Ashley Biggs**
LBPH Meeting Room

Making your printed materials accessible to the VI community is very easy; using MS Word and Adobe Reader, you will learn how to create documents that can be navigated via Screen Readers and easily seen by those with Low-to-Moderate Vision. This is an introduction only and will cover general office documents and typical library flyers.

- **A Customer Service Culture - Chelsea Shockley**
2nd Floor Shared Conference Room

Learn the importance of relationship-focused customer service and how to develop a strong customer service philosophy. Explore applying similar approaches in your library system to ensure an excellent customer experience.

- **The Library of Things: Tool Library and DIY Education Center - Phil Lord**
Institutional Advancement Offices

Imagine visiting your local library branch and borrowing a bicycle repair stand, a miter saw, a set of crochet hooks, or an embroidery sewing machine. Now imagine that you have never used any of these "things" but want to learn. Free classes are offered to instruct you in the use of the equipment that you've just checked out. Find out about Howard County Library System's DIY Education Center, opened in March 10, 2018, as part of the expanded Elkridge branch.