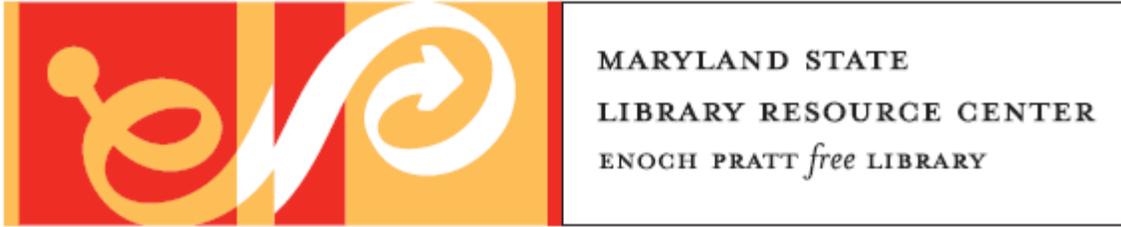






## Maryland Statewide Circulation Conference SESSION DESCRIPTIONS (**MORNING**)

- **Customer Service for Underserved Populations:** A guided conversation about what an "underserved population" looks like and how to best deal with the various reoccurring issues that are experienced at circulation. These include patrons without ID, lost and damaged materials, and computer illiterate patrons. Participants will also discuss how views of your environment effect how you deal with patrons, how to identify your own biases, examining your verbal and non-verbal language, protecting yourself with policy, and how to manage challenging behaviors. Participants will gain a different point of view of their specific locations and new ways to work with the communities they serve.
- **Improving Library Service to Customers with Mental Health Issues:** Learn how to better serve library customers with mental health issues drawing on interactions with both external and internal customers. Learn about different mental health diagnoses, discuss modeling good interactions, and explore strategies for improving customers' library experience, particularly in the area of communication and behavior. Discover resources that will help staff expand their knowledge and connect with local organizations.
- **Let's Talk Circulation:** A discussion based session where topics are controlled by you. Put up any circulation or customer service-related questions up for discussion. The session is a great opportunity to explore solutions with staff from other libraries and find new ideas to bring back to your system!



## Maryland Statewide Circulation Conference SESSION DESCRIPTIONS (AFTERNOON)

- **Contaminated Materials:** It is a reality of public libraries that the materials are not always returned to us in the same condition as when they were checked out. Materials can be physically damaged (torn, spine broken) and this is easily seen when the materials are returned. However, there are other ways that materials can be damaged, including bedbugs and mold. This session will be a discussion of contaminated materials, how they affect libraries and customers, and how everyone can safely and calmly be prepared to deal with these issues as they arise.
- **Removing Barriers to Service (Panel):** Take a peek into the process of going fine free – a growing trend in public libraries. Learn about the positive outcomes and adjustments that come along with making this change. See how Pratt is continuing to remove barriers after going fine free to improve interactions between staff and customers (and how you can apply similar tactics in your system even if you aren't looking to go fine free). The panel will include a Q&A.
- **Self-Care Isn't Selfish:** Mindfulness might seem like just hot trend on social media, like magically tidying up, but in fact, it has been around for centuries. It can enhance concentration, improve emotional intelligence, and promote well-being. There are potential benefits of mindfulness practices in the workplace, not only for the individual employee but for the institution. The presentation adapts business, psychology, and higher education research to a library context, and presents positive outcomes as well as practical ways to try mindfulness in a library workplace. A mindful state also enhances the service encounter—increased focus, being less likely to rely on automatic assumptions/biases, and being mentally present. With increasing attention on quality of worklife topics such as emotional labor, low morale experience, and burnout, this conversation about mindfulness is timely.