



MARYLAND STATE
LIBRARY RESOURCE CENTER
ENOCH PRATT *free* LIBRARY



SLRC Training for Library Staff

400 Cathedral St. • Baltimore, MD 21201 • slrc.info

Rev. 3/12/2025. To schedule a session, please contact slrcprogramsandtraining@prattlibrary.org.

Training for Librarians

The State Library Resource Center offers a variety of professional development training opportunities to support Maryland library staff.

SLRC subject specialists deliver instruction in traditional face-to-face classroom settings, as well as through online webinars.

Available classes are listed by subject. They can be customized in length and content to meet the needs of library staff.

To schedule a session, request a training class you do not see listed here, or discuss your library's training needs, please contact slrcprogramsandtraining@prattlibrary.org.

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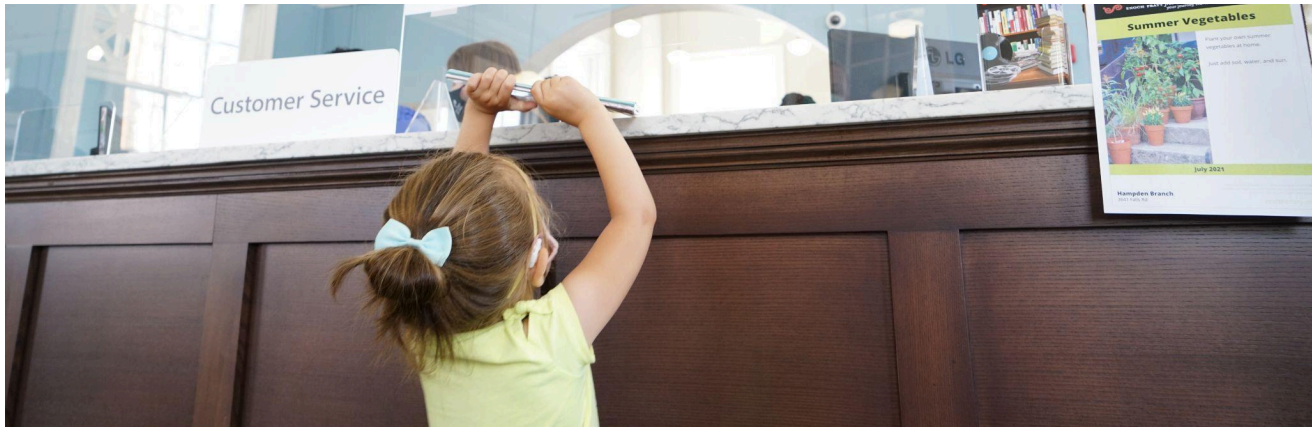
Children's and Teen Services

Sensory Programming 101

Explore strategies for developing and implementing Sensory Play activities in Children's Programming. What is sensory programming? Who is it for? Why should libraries do sensory programming? If you've ever found yourself asking these questions, this session is for you. Join us for Sensory Programming 101 to get answers and an introduction to the basics and the important role of sensory programming in libraries.

Teen Readers Advisory: It's Not Just About the Books!

Learn tips and tricks to provide great reader's advisory to teens even when they "hate reading," and/or it's their parent/guardian asking for them! Tools including the "10 Books in 10 Minutes" book-talk, the right questions to ask (and not to ask), body language, and genre topics are discussed.



Customer Service

Assistive Technology Overview

Learn about different types of assistive technology and how they are used by people with disabilities. Discover software for screen reading and screen enlargement, built-in accessibility features of computers, and other assistive devices, available at your library and beyond.

Creating Canned Messages

Canned messages compliment the free text that we use to communicate with our online customers in live chat services. In this training session, we will learn how to create and strategically use canned messages when communicating with our online customers to provide a high quality of service.

Customer Service and Model Reference Behaviors

Libraries and their staff strive concertedly to provide exceptional customer service. They learn how to provide it from the most up-to-date ALA guidelines. Libraries and their staff also learn how to provide exceptional customer service based on what works for other successful nonprofits and agencies, along with businesses. In this webinar, learn how to apply the best customer service strategies to our internal and external customer service experiences.

There is also an opportunity to learn more about the most up-to-date RUSA Guidelines for Behavioral Performance of Reference and Information Service Providers.

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Improving Library Accessibility

Learn how to better serve library customers with physical and mental disabilities. Discuss potential barriers to service—including accessing the library's resources, navigating the library's physical space, and communicating with staff—and review best practices for providing high quality customer service to all. Discover resources that will help staff expand their knowledge and promote accessibility in library spaces.

Improving Library Service to Customers with Mental Health Conditions

Learn how to better serve library customers with mental health conditions, 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.

Planning Accessible Library Events

Explore ways to make your in-person and virtual library events more accessible to people with disabilities. Understand how to assess your program spaces, address accessibility needs, and fulfill requests for accommodations. Gain skills in creating accessible slides and other materials, and learn other strategies for ensuring access for all participants.

Virtual Reference Behaviors

Does your library currently have a live chat service? Or are you considering it? Learn more about virtual reference behaviors and how they can be applied to all live chat experiences with our public library customers.

Virtual Reference Behaviors 2.0

Does your library currently have a live chat service? Or are you considering it? Learn more about virtual reference behaviors and how they can be applied to all live chat experiences with our public library customers. This session expands upon [Virtual Reference Behaviors](#).

Working with the Most Challenging Behaviors of Customers

What do we do when the answer that has been given to 99% percent of customers does not work

for the 1%? What do we do when the best way to help a customer is to instruct them on how to do something; yet, they refuse those instructions? What are the best and worst customer behaviors, and how can it be challenging to help them in both cases? In this webinar, learn how to help customers with their access, research, or related types of service questions based on some

of the most challenging behaviors experienced in customer and reference services.



Information Literacy

“Can I Use This?” Copyright and Fair Use in Libraries

Have you ever wondered what pictures you’re allowed to post or use in a display? Maybe you aren’t sure if a customer can copy that much of a book? Or if you’re allowed to use a particular image in a public presentation? This session is designed to help you become more comfortable with these practical questions and determine what you and your customers can and can’t do with copyrighted material.

Current Topics in Copyright: Libraries, Fair Use, and Technology

What are the implications when libraries don’t own, but rather purchase access to ebooks and other digital content? How does digital rights management (DRM) affect libraries and our customers? What does fair use have to do with large scale digitization projects like Google Books? Explore current trends and challenges related to libraries, technology, and copyright, and consider how libraries and other professional communities are adapting and advocating for change.

Google Mostly

Explore how to best use Google and other online services and resources. Gain a basic understanding of how Google and other search engines work. Learn basic strategies for online searching, with a special emphasis on Google's advanced search features. Review when search strategies should include search engines vs. databases, library guides, directories, and other resources.

Introduction to Copyright for Librarians

Learn the basics of copyright and how it affects libraries. Discuss what can and can't be copyrighted, how long copyright terms last, what can be used without permission, and the special consideration afforded to libraries under copyright law. Practice how to determine Fair Use, and look briefly at how new technologies like Digital Rights Management (DRM) are impacting libraries and consumer products and services. This is an introductory session for those with little experience dealing with copyright questions.

Privacy Issues: An Overview for Librarians

Review best practices for protecting patron privacy, discuss emerging library technologies that pose privacy concerns, and briefly explore broader privacy issues in the news including government surveillance and online tracking. This session is heavy on discussion so come prepared to participate and share your ideas and experiences.



Subject Reference

African American Genealogy

Discover resources for researching African American genealogy. Explore SLRC's digital resources, popular genealogical databases such as Ancestry.com, independent record repositories such as the Freedman's Bureau, and federal and state government websites. Learn how slave narratives, census records, historic photographs, and other rich sources of information can help provide both the broader context and specific details relating to African American family histories.

African American History Resources

Gain an overview of resources available to customers interested in researching African American history, politics, and culture. Discover print and online resources that cover popular topics such as famous African American biographies, the history of American slavery, the Civil War and Reconstruction, black literary and arts movements, and the Civil Rights Movement. Review relevant SAILOR databases and digital collections available remotely to all Maryland library customers.

Arts Programming in the Library

Public libraries share a natural intersection with the arts as essential resources for successful community life. Learn how innovative arts programming in the library can satisfy a taste for passive arts enjoyment or fill a need for active arts engagement that benefits patrons of all ages, local artists and arts organizations, and the public library itself.

Caring For Your Family Treasures

Learn to preserve and protect your family's rare books, scrapbooks, photographs, and other personal treasures. Discuss where to store items, what boxes and other storage options are best, and what environments and other factors are most damaging to your materials. We'll explore some common damage, and discuss recommended fixes. Gain the knowledge to help your fragile and valuable family treasures last for years to come.

Critical Race Theory

Join librarian Christine Iko as she teaches the major tenets of Critical Race Theory, highlights the core writings of Critical Race theory, introduces you to writers associated with the discipline, shows you where it is being banned by state legislatures, and helps you to make assessments of it when it is being discussed in the media.

Edgar Allan Poe

Experience the mysterious life and literary legacy of Edgar Allan Poe through the Enoch Pratt Free Library's collections. You will learn about Poe's personal life and family, his writings, as well as his mysterious death in Baltimore in 1849. You will also get the chance to see examples of Poe's manuscripts, letters, and personal items from the Library's collections. Discover ways that the Enoch Pratt Free Library Special Collections can help you, including exhibit loans and programming possibilities, and Poe resources in Maryland.

Greatest Hits of the Fine Arts & Music Department: “I’m Looking for A Song...” and “How Much Are My Antiques & Collectibles Worth?”

Popular songs and antiques are two subjects frequently asked about in the Fine Arts Department at SLRC. In part one of this talk we’ll discuss songbooks, fakebooks, sheet music, and other unique resources about popular music available through SLRC. In part two we’ll explore common customer questions about antiques, collectibles, and ‘vintage’ items, the criteria used to assess their value, and useful online resources for antiques, price guides, and appraisal sites.

The Harlem Renaissance

Join staff from the African American Department in an exploration of the Harlem Renaissance. View significant items from SLRC’s print collection and explore topical websites and databases. Gain a basic introduction to the writers, musicians, visual artists, and places that played a part in this significant cultural movement of the 1920s.

Health Resources

Discuss how to best provide consumer health information at the reference desk. Explore reliable online sources for health information relating to: diseases and medical conditions, drugs, healthcare practitioner information, and complementary and alternative medicine.

Hooray for RA!

A crash course in one of the most rewarding parts of librarianship--readers' advisory. We'll cover appeal factors, genres, interview and booktalk strategies, and the best support on the Web. Reconnect with the joy of matching readers to books.

How We Know What We See (& Hear): How to “Read” an Oral History

Explore the unique characteristics of history that speaks. Various oral history interview audio and video recordings are shown for discussion on the trustworthiness, charm, and meaning of interviews compared to the effects of history books. Attendees “read” various narratives by well-known and little-known narrators (Supreme Court Justice Thurgood Marshall, author Ring Lardner Jr., comedian Richard Pryor, and others). Through active give-and-take, participants develop literacy in assessing primary sources, media, and American history.

Integrating the Arts with STEM Programming in the Library

Discover why the arts are a natural and important addition to science, technology, engineering, and math (STEM) education, and why libraries should be involved in STEAM (Science, Technology, Engineering, ARTS, Math) programming. We'll explore great online resources for programming ideas and see examples of fun, easy-to-do STEAM activities that libraries can use to engage patrons of all ages in lifelong learning.

Integrating the Arts with STEM Programming in the Library 2.0

Discover why the arts are a natural and important addition to science, technology, engineering, and math (STEM) education, and why libraries should be involved in STEAM (Science, Technology, Engineering, ARTS, Math) programming. We'll explore great online resources for programming ideas and see examples of fun, easy-to-do STEAM activities that libraries can use to engage patrons of all ages in lifelong learning. This session expands upon [Integrating the Arts with STEM Programming in the Library](#).

Legal Resources

Explore resources to answer frequently-asked legal questions. Learn how to track a bill through Congress, look up legal terms for your customers, track the activity of the Supreme Court and hear oral arguments, and find specific Maryland Law resources. Gain confidence in handling legal questions, and know where to refer your customers when you're asked for legal advice.

Let's Read about Maryland

From corporate capitalism's imprint in Baltimore's nineteenth century streetscape to the local impacts of globalism, this training will help you feel a little more confident when patrons request recommendations for books on local topics. Discover ten or so incisive and fascinating books on local history and take a deep dive into the issues that they raise. Library: Enoch Pratt Free Library State Library Resource Center.

LGBTQ History and Culture Through a Black Lens

Learn the history of the LGBTQ community with emphasis on highlighting the experiences and contributions of Black people. Program will conclude with tips on how to handle book challenges and be an effective ally.

National History Day Support

Find out what it takes to assist your teen customers with their National History Day (NHD) research. Learn about the annual theme, typical projects, and primary and secondary sources, including the History Reference Center database from SAILOR. Learn tips and tricks to help you to locate relevant resources for your customers, and explore strategies to support their research. Find out about the different types of NHD projects, the various levels of the competition, and the people and organizations who can help you to help your teen customers.

Readers' Advisories for LGBTQ+ Materials and LGBTQ+ Readers

Participants will learn of current titles, identify resources that can be used to learn of new titles, and be aware of important themes in several areas of LGBTQ+ fiction and nonfiction.

Researching the History of a House

Just because a house isn't a famous landmark, doesn't mean it doesn't have a rich history. Researching the history of a house can be as time consuming as genealogy, but can be an exciting exercise for both librarians and patrons. Learn how to use resources such as city directories, newspapers, maps, land records, historical registers, and architectural surveys to research the history of a house, even if it no longer exists.

Romance Fiction 101

Explore one of the most popular genres of all time! Review romance fiction's history, appeal, and subgenres, survey major authors and trends, and discover language and resources that can help you delight every romance reader.

Save a Story: DIY Oral History

Everyone can create oral histories. From start to finish, we'll talk you through the process, from planning an interview (research in advance) to recording it (use your cell phone, the web, or a Pratt Oral History Kit), from owning it (you don't) to storing recordings (the more places, the safer), and give you time and feedback to practice with other participants. Save a story of someone you love or a story you'd love to know.

Science and Technology Resources

Discover basic online sources for answering science and technology questions. Explore websites and databases that librarians can use to help customers with questions about topics including but not limited to math, animals, food, and cars. Discuss great places to look for science fair project ideas, biographies, and patent information.

The Shoulders We Stand On: Maryland Fighters for Women's Suffrage

Explore efforts to legalize the right of women to vote in and around Maryland, through the suffrage swag, documents, and ephemera in the Woman's Suffrage Collection, held by the Enoch Pratt Free Library's Special Collections Department. The program reviews the teamwork, strategy, and fight by suffragists in Maryland.

Uncovering Dirt: An Introduction to Historical Research

Learn how to support your customers' research into the "dirt" that is historical evidence. We will identify online primary sources in repositories such as public libraries, special collections, and archives around the world. We'll discuss promoting primary source literacy for customers through guidance on the perspective and "truth" of a source, and discuss the purpose of secondary sources in providing context. You'll be able to explore the who, what, where, when, and why of different historical events through practice questions to provide successful research support.

Using Federal and State Resources for Business and Marketing Plan Research

Gain a basic understanding of federal and state statistical resources relevant to business and marketing plan writers. Learn how to create search strategies for finding industry and demographic information. Discuss the kinds of information a business or marketing plan writer needs to develop a meaningful and persuasive plan.

Workforce Development

Explore the State Library Resource Center's Job Seeker's Toolkit and other resources designed to help job seekers. Learn to better assist library customers with finding open positions, completing online applications, and preparing for interviews. Discuss how to design specific library services (e.g., resume review, drop in job clinics) and programs that target job seekers.

Working with Genealogists

How do you help someone who has 30 years' worth of experience in an area you know very little about? Genealogists are an enthusiastic and passionate subset of our customer base, and levels of knowledge can vary. Created for non-genealogists, this session will include a discussion of how to work with customers from varying levels of experience, useful print and online resources, relevant SAILOR databases and digital collections, and appropriate institutions and organizations for referrals.