

Topics brainstormed during the session

Training Categories – Big Picture

- Readers advisory
- Reference services, information literacy
- databases, legit sources for information
- Library ethics and copyright
- Reference services
- Information and media literacy
- Technology support
- customer service
- customer service, empathy
- equity, diversity, and inclusion
- Patron Privacy
- Ryan Dowd, guide to homelessness

Technology

- Patron privacy
- Office 365
- databases
- Wireless Printing
- older patrons (senior citizens) and technology
- variety of devices
- social media
- virtual meetings

Reference

- Where to find quality information
- How to evaluate info
- How to use resources the library has - ILS, etc
- Novelist/Databases
- Reference Interview
- When to use resource sharing
- Readers' advisory
- Library ILS - how to use the system the best, also how to show patrons how to use it.

Information/Media Literacy

- CRAAP - 'good' news source

- Evaluating information
- Teaching information literacy to the public
- Copyright

Customer Service

- Unhoused people
- families with rambunctious children
- Patron privacy
- Empathy
- Upset people
- agree with beth!
- Pets vs. Service animals in the library
- disability awareness/etiquette
- Being the resources or connecting to the resource
- behavior intervention
- Library ethics
- accessibility
- digital inclusion