On Demand Training Available for Arkansas Public Libraries

Arkansas State Library staff are available to provide customized training on demand for public libraries in Arkansas. Topics include: Adult Programming, Customer Service, Foundations of Librarianship, Myers-Briggs Personality Type Workshops, Patron Privacy, Preservation Basics, and Weeding. Need something that the State Library doesn't currently offer? Contact Janine Miller to discuss customization options.

Adult Programming

Adult Programming training is designed to help library staff develop and deliver engaging, relevant, and relatable programs for adult patrons. This training focuses on understanding the diverse interests and needs of adult patrons, while fostering a positive, community-driven library experience.

After this session, participants will:

- Utilize community resources and partnerships to enhance programming and offer valuable, relevant content
- Design and plan adult programs that cater to a variety of interests, including educational, recreational, cultural, and social activities
- Evaluate and assess the impact of programs to continuously improve offerings and meet the evolving needs of adult patrons

This is a one-two hour session delivered in-person.

Contact Janine Miller to request Adult Programming Training.

Basic Reference Training for Frontline Staff

The Basic Reference Training for Frontline Staff workshop is a one-hour training session that is available in-person or via Zoom. This workshop will provide frontline staff with the ability to conduct basic reference services for library patrons to provide more seamless service.

After this session, participants will:

- Be able to conduct a basic reference interview
- Better understand patron needs
- Better understand the resources that are available to them
- Improve their communication skills with patrons

Contact Britni McGuire to request Basic Reference Training for Frontline Staff.

Customer Service
The Customer Service workshop is designed to equip library staff with the essential skills and knowledge to provide exceptional customer service to library patrons. This training focuses on creating a welcoming and helpful environment while addressing the needs of library users.

After this session, participants will:
- Build strong relationships with patrons by understanding their needs
- Communicate effectively with patrons, through active listening, clear explanations, and non-verbal communication skills
- Manage challenging situations and resolve conflicts with patience, empathy, and problem-solving techniques

This is a one-two hour session delivered in-person.

Contact Janine Miller to request Customer Service Training.

Foundations of Librarianship
Foundations of Librarianship is designed to expose paraprofessional and new library employees to the history and ethics of the profession of librarianship. This session can be offered as a three hour session, or presented as two separate sessions: 1) History of Librarianship or 2) Ethics of Librarianship.

After this session, participants will:
- Be familiar with the long history of the practice of librarianship from ancient time through the present
- Learn about Arkansas library law and governance
- Explore the cultural and ethical framework of librarianship

Contact Jenn Wann to request Foundations of Librarianship training.

Myers-Briggs Personality Type Workshops
The Myers-Briggs Type Indicator® (MBTI®) assessment is one of the world's most widely used and popular personality tools. The MBTI® can be used in the workplace to improve communication, motivate employees, and reduce conflict by helping users develop self-awareness and understanding of others.

After this session, participants will:
- Be able to differentiate between behavior and personality
- Discover their own personality preferences
- Identify ways that personality and natural differences between people affect our communication, the ways we approach work, and our perceptions of the world

The MBTI training session must be booked six weeks in advance for the trainer to administer the MBTI assessment to staff. The training session itself lasts four full hours and is conducted in-person.

Contact Jenn Wann to request MBTI training.

Patron Privacy
Patron Privacy training is designed to educate library staff on the importance of maintaining the privacy and confidentiality of library patrons. It covers best practices for safeguarding personal information, understanding legal and ethical obligations, and implementing secure systems and procedures to protect patron data.

After this session, participants will:
- Be able to identify and respect the privacy rights of library users
- Recognize and respond to potential privacy risks, including data breaches or unauthorized access
- Establish a culture of trust and respect within the library environment

This is a one-two hour session delivered in-person.

Contact Janine Miller to request Patron Privacy Training.

Preservation Basics
This session provides the fundamentals of preservation planning, particularly for libraries without access to trained preservation librarians. This training presents a birds-eye view of preservation programming elements including preservation decision making and responsibility, library environments and disaster planning, general versus special collections, care and repair, reformatting, and a discussion of preserving digital content.

After this session, participants will:
- Understand what library preservation is and how it applies to your library
- Recognize and respond to potential collections risks
- Develop pragmatic approaches to preservation that fit your library's context

This is a two-hour session that can be delivered online or in-person.

Contact Karen O'Connell to request Preservation Basics training.

Weeding
Weeding training is designed to equip library staff with the knowledge and skills to effectively manage and maintain library collections through weeding. This training focuses on strategies for keeping the collection relevant, accessible, and aligned with the needs of the community.

After this session, participants will:
- Understand the purpose and importance of weeding in maintaining an up-to-date library collection
- Develop and implement a weeding policy that reflects library goals and community needs
- Be able to use tools and resources such as circulation data and patron feedback to guide the weeding process

This is a one-two hour session delivered in-person.

Contact Janine Miller to request Patron Privacy Training.