

NCLPA Quarterly Workshop Program Information

Date: April 22, 2010

Location: Harnett County Public Library
601 Main Street / POB 1149
Lillington, NC 27546
910-893-3446
jfrye@harnett.org

9:30 Registration/Social

10:00-11:00 ***Helping Patrons with Résumés*** with Jackie Frye. A hands-on computer workshop designed to help front line staff assist patrons with creating a résumé. How often have you tried to help someone and they did not have an address or date from past employment or school? The first thing needed for a résumé is information. Handouts will include a check list of suggested items necessary to complete a résumé that can be copied and used in your library. When finished, attendees will have a packet of information and a sample résumé that they have created.

11:15-12:15 ***Quick Circ Desk PR*** with Susan Hobbs and Heather Giunta. A hands-on computer workshop including templates and ideas on how to create quality materials such as bookmarks, posters and tri-fold brochures. Use current topics to create PR that will grab the patron's attention. Olympics, new book releases, holidays, and movie releases are all examples of things you can use to create Quick Circ Desk PR. Attendees will leave with templates and an understanding of how to use current events and topics to create quality PR.

Lunch (included)

1:15-2:15 ***Customer Service*** with Jackie Frye. During these stressful times, everyone needs to recharge their customer service battery. Your attitude can make the difference in your patron's experience and your personal well being.

2:30-3:30 ***The Reference Interview*** with Melanie Collins. Have you ever found exactly what the patron asked for, then found out it was not what they really wanted? Conducting a successful reference interview saves you time and insures the patron receives exactly what they need.

Instructors:

Melanie Collins is the retired director of Harnett County Public Library. Melanie was an instructor for both *Computer Camp* and the *Maryland Model* reference interview. She received her MLS at NC Central and has always been a pioneer in library technology. Add her 35 years of library experience and her wit in the classroom then you are in for a real treat.

Jackie Frye is the *Computer Gal* of the Harnett County Public Library. As a former Circulation Manager she understands the challenges of working with limited time, resources and public service. As the Chair of the NCLPA Jackie hopes to see this group offer inexpensive one-day workshops across the state. Jackie graduated from the Master Trainer program last year and is looking forward to using these skills.

Susan Hobbs and Heather Giunta are PR heroes at the Harnett County Public Library. Having a bookmark or brochures has saved the day more than once. Both are Library Technicians at Harnett County Public Library; Susan in Circulation and Heather in Technical Services. They have developed templates to make it easy to produce bookmarks, fliers and brochures quickly for PR as well as instructional purposes.

NCLPA member \$20 - NCLA member \$25 - Non-Member \$30

Registration Open March 1—April 2
(Maximum 15)

Registration and workshop details will be on the NCLA website.
<http://www.nclaonline.org>