

A closer look at all five training sessions.

Each of the five sessions is a pre-recorded training with an expert in the field. At the conclusion of each session, participants will take a quiz to test their knowledge on the concepts discussed in the training and assess their understanding of the key concepts.

Session 1: Creating a Welcoming Environment for Patrons with Disabilities

50-Minute Training

Libraries have an obligation to ensure equal access to materials for all patrons, and this includes those with disabilities. There are a variety of skills, strategies, and technologies that can help us fulfill this professional and legal obligation, but training in this area is often difficult to find. In this session, Brenda Hough, on behalf of the Association for Specialized and Cooperative Library Agencies (ASCLA), shows your employees the basics.

After participating in this training, you will know

- The wide range of types of disabilities and how it might impact how someone is able or not able to use the library
- Tips for interacting with people with disabilities
- Ways in which you can create a culture that fosters an empowering and welcoming environment for people with disabilities

Session 2: Customer Service

1-Hour Training

The way you relate to your patrons reflects not only on you, but on your library and your community as a whole. This training session shows you how to create a welcoming, friendly experience for your patrons. You will enhance your listening and communications skills to make difficult conversations with angry, chatty, or overly-demanding individuals as graceful as possible.

After participating in this training, you will learn

- How to provide the best customer service to your patrons and the qualities that make up great customer service
- The top eight tips for greeting your patrons
- What not to say to patrons and how best to approach difficult conversations

ALA ESSENTIALS for LIBRARY WORKERS

Session 3: Diversity and Libraries

30-Minute Training

Learn how to address diversity, equity, and inclusion at your library.

In this training session, the director of the ALA Office for Diversity, Literacy, and Outreach Services (ODLOS) Jody Gray provides advice for how to make your library more welcoming and all-inclusive, so you can better serve and represent your entire community.

After participating in this training, you will

- Have a foundation in the principles of equity, diversity, and inclusion
- Be able to identify frameworks for addressing equity, diversity, and inclusion
- Be aware of the resources available to you from ODLOS

Session 4: Intellectual Freedom

50-Minute Training

A core value of librarianship is providing equitable access to all materials and services to all of our community members.

As a library employee, you are in a role to support this mission, and this training session will help you do just that. In this 50-minute session, the director of ALA's Office for Intellectual Freedom James LaRue teaches you how you can support your library's mission to provide information and enlightenment to your community.

After participating in this training, you will

- Better understand what intellectual freedom is and how to support intellectual freedom
- Understand the library bill of rights and code of ethics
- Know the key activities and role of the Office for Intellectual Freedom
- Know the core policies related to intellectual freedom that your institution should follow

Session 5: Library Security

1-Hour Training

Security is essential in any facility, and libraries are no exception. Everyone in the library faces the responsibility of dealing with both routine security problems and emergencies. In this training, security expert Dr. Steve Albrecht, author of *Library Security: Better Communication, Safer Facilities*, helps you prepare for all sorts of different security situations, including theft, misuse of restrooms, medical emergencies, weather incidents, workplace violence, active shooter scenarios, and more. You'll learn important strategies that will help keep you, your patrons, and your colleagues safe.

After participating in this training, you will know how to

- Address and respond to security incidents
- Create a culture of safety and security in your library
- Create library security incident reports and know the value of them