

## Yes, I Can Help You!

### Proactive Preparation for Public Service



Elizabethtown College

October 1, 2008

8:30 am – 3 pm



## Wednesday, October 1, 2008

### Agenda

- 8:30 am Registration & Refreshments
- 9:00 am Morning Session (1)
- 11:30 am Lunch
- 12:15 pm Business Meeting
- 1:15 pm Concurrent Afternoon Sessions (2 & 3)
- 2:45 pm Announcements/Evaluations

This workshop is appropriate for all types of Librarians: Academic, School, Special and Public. It is also geared to the needs of front-line as well as managerial staff.

This program has been partially funded with Federal Library Services and Technology (LSTA) funds administered by the Office of Commonwealth Libraries.

### Challenges of the Problem Patron Rev. Bob Marks

Marks is a registered nurse with over 30 years' experience in Medical Social work in the Pittsburgh area. He is also a librarian (served for 2 years as the Director of Lebanon Public Library) and an ordained Lutheran minister. His expertise is teaching audiences how to recognize signs of mental and emotional illness. This session will assist attendees in learning to identify and manage such symptoms when evidenced by difficult patrons.

### The Cyber Smorgasbord Stephanie Zimmerman

What new technologies are libraries using to build community with their patrons? Come hear about Web2.0 tools such as blogs, podcasts, and video and photo sharing. Support risk-taking and creativity among staff by forging ahead and implementing ideas out of the best practices to be shared.

Zimmerman is the Training Coordinator for the Library System of Lancaster County. In addition, she has 15 years of experience as a software trainer in various fields, and is a member of the American Society for Training and Development.

### Playing it Safe @ your Library George Zimmerman

Are you prepared for a myriad of real-life situations which may occur in your Library? How would you handle a patron seizure, a building evacuation, or many other emergency procedures? Arm yourself to calmly face a variety of health and safety issues; and come prepared to ask questions about scenarios you or your coworkers have faced in the past.

Zimmerman is Manager of the Preparedness Department for the Susquehanna Valley Chapter of the American Red Cross.

Due Sept 17

# Registration Form

## Directions

## An Invitation

### Yes, I Can Help You!

Please send check (payable to **PaLA**) to:

Attn: PaLA-SCC Registration  
Hershey Public Library  
701 Cocoa Ave  
Hershey, PA 17033

Name .....

Library .....

Address .....

Phone .....

Email .....

#### Note

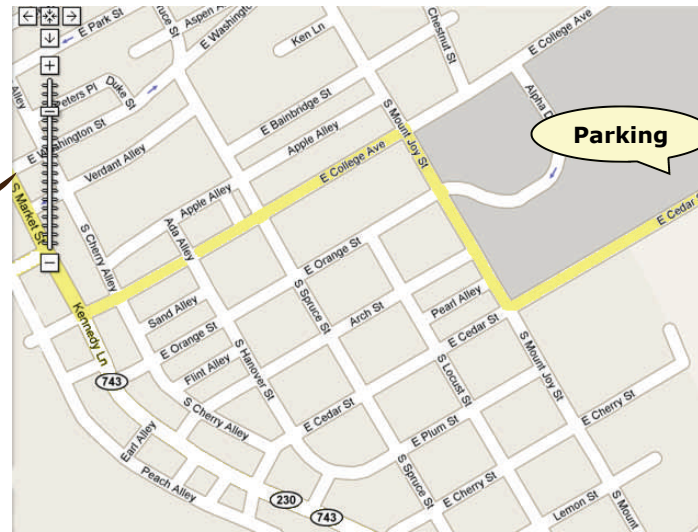
*PaLA will not issue refunds for cancellations or no-shows to the workshop. Replacement attendees will be permitted with proper notice to the organizer. Any unused fee will be designated as support for the sponsoring unit (i.e., South Central Chapter).*

#### Payment Enclosed

(Includes lunch; a vegetarian option will be available):

PaLA member	\$17	_____
Non-Member	\$22	_____
Total Enclosed	\$	_____

I would like to attend this afternoon session:  # 2, Cyber Smorgasbord  #3, Playing it Safe



### Elizabethtown College Campus 1 Alpha Dr

**From I-81S:** Take I-81 South to Exit 80. Take a Left off exit & proceed S on Route 743. Carefully follow signs for Route 743 through Hershey. Then follow directions from Route 743.

**Other:** Find alternate routes on the College website: [etown.edu/Public.aspx?topic=directions](http://etown.edu/Public.aspx?topic=directions)

**From Route 743:** Travel south on Route 743 to Elizabethtown. Turn left on Market Street (Route 230). Travel east through three traffic lights until you reach College Avenue. Turn left and proceed to the stop sign at Mt. Joy St. Turn right. At the Cedar stop sign, turn left. Parking is allowed in the lot to the right at Elizabethtown Church of the Brethren. Enter the lot and park to the left in undesignated spots, furthest from the church building.

## 4<sup>th</sup> annual Ice Cream Social

Thursday, August 21  
2-4 pm

Current, new & prospective members are invited to PaLA's Mechanicsburg headquarters to:

- Gorge yourself on ice cream.
- Meet PaLA staff and tour the facilities.
- Laugh with fellow members who have sprinkles stuck in their teeth!

