



SparkNotes® Guide to the
2009 Pennsylvania
Library Association
South Central Chapter
Annual Meeting & Workshop

Who:

This workshop is designed for people from all types of Libraries serving in any position.

Location:

HACC C Ted Lick Wildwood Conference Center
Industrial Drive, off Cameron St., Harrisburg
[Click here for directions](#)

Schedule:

8:30 Registration & Continental Breakfast
9:00 Morning Concurrent Sessions
Processes for People Problems
Resilience & Stress Management
11:30 Lunch
12:15 Annual Meeting
1:15 Afternoon Concurrent Sessions
Swine Flu & You
Nonverbal Behaviors & Practices
2:45 Announcements & Evaluations

Cost:

PaLA Members: \$22 per person
Non-Members: \$32 per person

Special Offer:

Through the rest of 2009 PaLA is offering new members 50% off membership! Check out the PaLA website at www.palibraries.org for more information, including [membership](#) benefits.

More Information:

Do you need more information about the South Central Chapter of PaLA? Do you want to know more about this event? Please contact the leadership team by emailing PaLASCC@yahoo.com - We are here for you!

We Want to Hear From YOU!

How can the SCC serve you better?

In what kinds of events would
you like to participate?

If you're not a member, why not?

**Join us on August 27th and chat
with a member of the SCC
Leadership Team.**

**Can't attend? Send us an
email so we can connect.**



This workshop has been partially funded with Federal Library Services and Technology Act (LSTA) funds administered by the Office of Commonwealth Libraries and would not have been possible without the help of the College and Research Division of PaLA. Show your appreciation by becoming a member of PaLA and if you are a member – thank you!

**You Don't Have
to be a Firefighter
to Put Out the Fire:
PaLA SCC is
Prepared for Service**

*South Central Chapter
Pennsylvania Library Association
2009 Annual Meeting & Workshop*

*Thursday, August 27, 2009
8:30 am - 3:30 pm
Harrisburg Area Community College*



Celebrate the End of Summer Reading!

Fulfill Your CEU Requirements!

Network with Your Colleagues!

Have a Great Time - Enjoy a Lollipop or Two!

Learn Concepts You Can Use Right Away in Your Life and at Your Job!

Be Resilient and Better Manage Stress - These are difficult days for many people and the Libraries they use and in which we work. Participants will understand how to acknowledge and support greater demands placed on employees and how to remain resilient in the midst of the turmoil and change. Attendees will also learn how to identify what information is important to communicate to clients and how to manage the emotions of clients while also managing their own emotions. This program will be presented by Philhaven's Service to Business and Industry. [Click here for more information.](#)

Swine Flu & You - This topic has attracted more attention than the movie UP and is more destructive than the ZYZZYX Road flick boasting the worst box office sales in the history of the world. You've heard a lot about it - what do you really know about swine flu? Join Dr. Wallace Greene for an introduction to swine flu. You will gain insight in how "the flu" evolves and what is currently known about swine flu. You will receive an update on what swine flu is doing in America and throughout the world and finally, insight on how to prepare for the next influenza season. [Click here for more information.](#)

Nonverbal Patterns to Maximize Experience - Did you know that furniture can manipulate people? Landscape can engage conversation and color has the power to soothe? This presentation will show you how to make the Library furniture and fixtures do your talking. During this presentation participants will be encouraged to rethink Libraries from the user's perspective. To accomplish this goal, the Library requires a new organizational framework and a recognition of nonverbal behavior. These topics will be emphasized during the presentation. [Click here for more information.](#)

Processes for Dealing with People Problems - If you work at the front line of Library service, you've seen it all. From disconnected parents with screaming children to people irrationally irate over materials held in the collection. "People problems" are our most unique challenge. They encompass a wide range of issues that we must plan and prepare for. The goal of this interactive training session is developing processes to meet this challenge. Presented by Patrick Shull. [Click here for more information.](#)

Please complete your registration, enclose payment and C Ted Lick the envelope closed, then mail to:



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

Name _____

Library _____

Address _____

Email _____

Phone (_____) _____ - _____

[Click Here to Register Multiple People on One Form](#)

PaLA Member Rate \$22.00 Enclosed

PaLA Non-Member Rate \$32.00 Enclosed

Check it out - if you're not a member, you can change all that for half off the regular membership price, *as little as \$7.50!* It's just through the end of this year & you get all kinds of great benefits.

[Click here and Join PaLA today!](#)

Lunch will include vegetarian options. Please let us know if you have additional restrictions:

Gluten Free Vegan Diabetic

Please Select Your Sessions (one each AM & PM)

Morning

Afternoon

People

Nonverbal

Resilience

Swine Flu

PaLA will not issue refunds for cancellations or no-shows to the workshop. Replacement attendees will be permitted with proper notice. Any unused fee will be designated as support for the South Central Chapter.