



# Treat them with Kindness:

## Coordinating and Managing Volunteers

Category:  
Leadership & Management

Many libraries wouldn't be able to provide such excellent services to the public without volunteers. Working with volunteers can be tricky though; what are the best ways to communicate with them? What if they aren't a good fit for your organization? How can you recruit them?

After this session, you'll be able to

- Create a library volunteer recruitment and onboarding program
- Maintain communication and contact information with volunteers
- Identify library services that can be enhanced by volunteer work
- Utilize library volunteers with respect and gratitude
- Access volunteer work to promote the library's mission, goals, and programming

### Your Knowledge Expert

Date **January 4, 2023**

Time **2.00 PM - 3.00 PM EST**



**Maggie  
Rose**



# Comic Books, Coding, Cosplay, Crazes, and D&D:

## Making Libraries a Hub for the Inclusive Nerd Culture

Categories: Programming  
& Collection Development

Fandoms and other cultural trends bring people together in a nondiscriminatory way. Come learn how you can increase the diversity of your library through programming, MakerSpaces, and other nerd-based resources.

Be prepared to welcome the nerd contingent with:

- A short history of how the once marginalized "Nerd Culture" have now become one of the most inclusive communities in America
- Ideas on events, clubs, and activities to help make the library a welcoming destination for people of all interests in the community
- A list of specific resources and books to build a foundational nerdy collection that can be used by all ages, abilities, and interests
- Ways to discover what is popular with your patrons

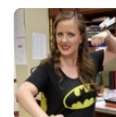
### Your Knowledge Experts

Date **January 11, 2023**

Time **2.00 PM - 3.00 PM EST**



**Sarah  
Hall**



**Gloria  
Larson**



# Can You Help Me?

## How Libraries Can Help Non-profits in Your Community Thrive

Categories: Outreach & Community Engagement

In your community are amazing people who are trying to make the world a little bit better for us, or the trees and plants, or for animals, or for the kids at the local skate park. There are many reasons why people start or become involved with nonprofit organizations.

They have passion for their community in common and are often cash-strapped. Sharpen your skills and see your library's resources with new eyes as you learn how you can help local non-profits thrive.

As a result of this program, attendees will:

- Discover how your library can help non-profit organizations increase their organizational capacity
- Apply your analytical skills to helping your patrons from non-profits access quality information to help them further their cause
- Learn how you can create a nonprofit support center within your library

### Your Knowledge Expert

Date **January 18, 2023**

Time **2.00 PM - 3.00 PM EST**



**Sam Passey**





# See Your Library Through Your Patron's Eyes

Category: Customer Service & Professional Development

The Library Land Project looks at public libraries from the patron's perspective. Since 2018, its founders have visited more than 400 public libraries across America.

This session will focus on the approach, experiences, and observations from the point of view of a user walking through the door for the first time.

As a result of this program, attendees will:

- Be introduced to a framework to evaluate their library from the patron perspective
- Understand how this approach can be used in different scenarios
- Be provided with real-world examples of great (and not so great) practices from library visits across the country

## Your Knowledge Experts

Date **January 25, 2023**

Time **2.00 PM - 3.00 PM EST**



**Greg Peverill-Conti**



**Adam Zand**