

## **SAFETY, SECURITY AND SELF DEFENSE**

**“SAFETY = PROTECT SELF”**

**“SECURITY = PROTECT YOUR STUFF”**

**“GREAT CUSTOMER SERVICE IS YOUR BEST DEFENSE!”**

**“USE: EYE CONTACT, BODY LANGUAGE, CLEAR SPECIFIC LANGUAGE”**

## *Rural Libraries as Community Centers*

*“Programs are community driven”*

*“Know your small town – what are people interested in?”*

*Geocaching, Coffee Chats, Art Shows, Farmer’s Market, Family Story Nights, Parenting Workshops, Skills for Job Seekers, 1<sup>st</sup> Time Home Buyer’s Workshop, Summer Reading, Drum Circle, Seed Exchange, Movie Nights and more!*

*“Be the “place to be” in your town!”*

## **We Hope You Had an Amazing Experience**

*“Community defines innovation”*

*“Hellos & High Fives (positive & uplifting)”*

*“FREE COFFEE!”*

*“Create a pot for patron requests”*

Check out: <http://www.Justinthelibrarian.com>

## ***Small Library Gauntlet***

*“Be the heart of the community”*

*Small libraries take a special kind of person to work in them. Not just anybody can do this job!*

*“Know your people - staff and patrons!”*

*Work with your staff – turn their gifts into library assets*

*Listen to your staff – they deal with the patrons – they know what’s up!*

*What I learned – turn negatives into positives! Complaining gets you nowhere...*

## **HIGHLIGHTS FROM NYLA 2015 ~ Beth List, Walworth Library**

### *3D's of Stress*

*"Self-Experimentation"*

*"Attitude – Empathy & Forgiveness"*

*Know your boundaries*

*Have a Professional Network*

*Practice Progressive Discipline*

*TRY: declutter, comfy clothes, mindfulness, information diet, physical exercise, eat healthy, get more sleep, read, change your opinions*

Check out: [www.Tinyhabits.com](http://www.Tinyhabits.com)

<http://www.inthelibrarywiththeleadpipe.org/>

## **Mentoring & Coaching Demystified**

"Collaborative and mutual"

MOST MOTIVATING = job contributes to big picture

SINGLE BIGGEST DE-MOTIVATOR = MICROMANAGING

Create a learning environment: Open Door, give attention, trust, mistakes okay, share ideas, inclusive environment, emotional intelligence

- Don't Tell - ASK
- LISTEN to staff
- Self REFLECTION
- FOLLOW up
- Give CONTROL away

Check out: <https://goo.gl/dp69YX>

**COMMON DENOMINATOR = PATRON-FOCUSED SERVICE**

**HIGHLIGHTS FROM NYLA 2015 ~ Beth List, Walworth Library**

