

## **MALA Library Espresso Shot Training Tutorials:**

## **Length**

- 1. 1440 Minutes in a Day** **0:08:11**  
In this short tutorial, our presenter will discuss: What demands our 1440; Tips for time management; Identify your obstacles; Commit your resources; Think about the future. **Presenter: Marya Welch** is an organizing and productivity consultant. She is the owner of Organized with Design and MW Library Solutions; a consulting firm that specializes in working with libraries. Marya helps library staff simplify and organize their offices and workspaces and she enjoys being behind the scenes in this ever-changing industry.
- 2. 20 Children's Books All About the Library** **0:08:17**  
In this tutorial, our presenter will discuss some books that will teach children what libraries do and what they can provide. Age levels are listed for each book. **Presentation:** This webcast was developed by MALA Staff.
- 3. Addressing Gender Identity and Expression** **0:06:44**  
In this short tutorial, we will look at one of the most recent trends in equal employment policy and the workplace -- gender identity and expression. Creating an inclusive culture in the library for transgender staff, vendors, and patrons shows that an organization values equality and effectively serves diverse communities. Included are some best practices. **Presentation:** This webcast was developed by MALA Staff.
- 4. Afterschool Programming in the Public Library** **0:11:32**  
In this tutorial, our presenter will discuss: Positive benefits / The Need for Afterschool Programming / Promotion of Reading and Literacy / Technology Literacy / Evaluation / and more. **Presentation:** Wendi Reinwald developed this tutorial. Wendi is with the Kansas City Public Library (MO). She is the KC-LSP Training and Support Specialist for the library.
- 5. Avoiding Email Phishing Scams!** **0:08:10**  
Learn tips for identifying a phishing scam, the consequences of opening that email and what to do with suspicious emails. Don't get hooked by an email scam! **Presentation:** This webcast was developed by MALA Staff.
- 6. Beyond-the-Box Library Outreach Ideas** **0:09:10**  
You know you want to implement an outreach program, but you're not sure what to do. In this short tutorial, we will introduce some ideas to spark your imagination! This Library Espresso Shot Training has been adapted and updated from a full-length webcast on outreach efforts developed a few years ago by librarian Dan Brower. **Presentation:** This webcast was developed by MALA Staff.
- 7. Book Munch for Lunch Bunch** **0:05:20**  
In this tutorial, the presenter will discuss: An alternative approach to book discussion groups, Book discussions with no assigned title, A new audience, Communication, and more! **Presentation:** Lorie Hyten developed this tutorial. Lorie is with the Olathe Public Library (KS).
- 8. Career Mobility** **0:05:21**  
In this tutorial, our presenter will discuss: Being flexible and responsive; Knowing your organization and your community; Staying relevant; Take initiative; Build a reputation; Look for ways to contribute; and much more! **Presenter: Presentation:** This webcast was developed by MALA Staff. Also contributing are Sarah Gamble and Claire Rust, both with the Mid-Continent Public Library.
- 9. Children's Books on Unity.Kindness.Peace** **0:07:25**  
In this tutorial our presenter will talk about the a few children's books on unity, kindness and peace. Credit for the booklist goes to the Quicklists Consulting committee of the Association for Library Service to Children, a division of the American Library Association for creating the list. **Presentation:** This webcast was developed by MALA Staff.
- 10. Clever Strides to Improve Library Team Effectiveness** **0:06:11**  
What makes a successful team? In this short 6 minute Library Espresso Shot, learn some tips and tricks for getting to know your library team and build stronger bonds. Our presenter will discuss effective methods of working together and setting expectations. **Presentation:** This webcast was developed by MALA Staff.

- | <b>MALA Library Espresso Shot Training Tutorials:</b>   | <b>Length</b>  |
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| <b>11. Colorful Displays</b>  | <b>0:01:44</b> |
| In this short tutorial, our presenter will give a few ideas for doing colorful displays!!! <b>Presenter:</b> Monica Duffield is with the Johnson County Library (KS). She is the Manager of the Central Branch.   |                |
| <b>12. Co-Mentoring in Your Library</b>   | <b>0:02:42</b> |
| In this short tutorial, our presenter will discuss: The difference between a mentor and co-mentor, Benefits of co-mentoring, Getting started. <b>Presenter:</b> Monica Duffield is with the Johnson County Library (KS). She is the Manager of the Central Branch.  |                |
| <b>13. Conflict Avoidance</b>   | <b>0:07:13</b> |
| In this short tutorial, our presenter will touch on the following topics: Conflict Avoidance, Unhealthy Conflict, What Works, Practice. <b>Presenter:</b> Pat Wagner has been a library consultant and trainer since 1978, having worked with clients in 48 states and Canada. She is a featured speaker at state and national library conferences. Pat presents on day-to-day practical library issues and uses ideas from many disciplines. She is an educator with Siera: Learn. Teach. Inspire.™  |                |
| <b>14. Designing A Library Employee Dress Code</b>  | <b>0:04:58</b> |
| In this tutorial, we will cover the do's and don'ts of dressing professionally at work. Review a sample employee dress code policy, general guidelines, cultural exceptions and more. <b>Presentation:</b> This webcast was developed by MALA Staff.  |                |
| <b>15. Do A Display...OK!</b>   | <b>0:01:51</b> |
| In this short tutorial, our presenter will give a few ideas for doing displays!!! <b>Presenter:</b> Monica Duffield is with the Johnson County Library (KS). She is the Manager of the Central Branch.  |                |
| <b>16. Duty to Act: Harassment Awareness for Supervisors &amp; Managers</b>   | <b>0:06:32</b> |
| In this tutorial, our presenter will discuss a supervisor/manager's duty to act when a harassment complaint or allegation is made and the responsibilities of handling that claim. <b>Presenter:</b> Tiffany Hentschel, SPHR, is the Employee Relations Manager for Johnson County Government. She has worked in Human Resources in the public sector for over 20 years, serving more than nine years at the Johnson County Library. Tiffany earned a Master's Degree in Human Resources Development and a Bachelor's Degree in Human Resources Management from Webster University. |                |
| <b>17. Exploring RFID in Your Library...Just the Basics</b>   | <b>0:06:40</b> |
| As budget shortages continue to impact library staffing, libraries are looking for more efficient ways to operate. RFID has been one of the technologies libraries have embraced that streamlines most circulation and shelving functions. In turn, this frees up staff for other patron service functions. RFID also has the ability to protect the library's collection. Is RFID in your library's future? This Espresso Shot provides you with the basic concept behind moving your library to RFID. <b>Presentation:</b> This webcast was developed by MALA Staff.              |                |
| <b>18. First Impressions – Customer Service</b>   | <b>0:05:18</b> |
| Our presenter will be discussing tips and tools for making a good first impression on customers in their first 6 seconds in your library. <b>Presenter:</b> Megan Garrett is the Branch Manager of the Westport Branch of the Kansas City Public Library.   |                |
| <b>19. Fit Some Fitness Into Your Workday</b>   | <b>0:04:49</b> |
| In this short tutorial, our presenter will touch on the following topics: Physically Fit - At A Desk Job, If the Shoe Fits, Squeeze Please, Thirst First, The 20.20.20 Method, Yoga Yeah!!!, Raise It Up. <b>Presentation:</b> This webcast was developed by MALA Staff.  |                |
| <b>20. Getting Along with People You Dislike – Managing Personality Conflicts</b>   | <b>0:06:41</b> |
| In this short tutorial, our presenter will discuss tips to use with personality conflicts in the library workplace. <b>Presenter:</b> Rachel Crowe is an Information Specialist at the Johnson County (KS) Central Resource Library.  |                |

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| <b>21. Helping the Homeless @ Your Library</b>   | <b>0:07:56</b> |
| In this short tutorial, our presenter will discuss: Poor vs Homeless Statistics / ALA Policy Statement to the Poor / Policies: Help or Hinder / Examples of Public Libraries Helping / Other Ways to Reach Out / Resources.<br><b>Presentation:</b> Monica Duffield developed this tutorial. Monica is with the Johnson County Library (KS). She is the Manager of the Central Branch.   |                |
| <b>22. Ice Breakers for Public Library Staff Days</b>  | <b>0:09:04</b> |
| In this short tutorial, our presenter will discuss various "ice breakers" that you can use for your library staff day.<br><b>Presentation:</b> This webcast was developed by MALA Staff.   |                |
| <b>23. Introduction to New Adult Fiction</b>   | <b>0:09:23</b> |
| New Adult fiction encompasses books that feature protagonists in the 18-25-year-old age range. This new genre is a result of the onslaught of published novels featuring characters in a post-adolescent but not quite adult phase of life, as well as the growing trend of young adult "crossovers," or YA novels that also appeal to an adult audience. These novels aim to bring the emotionally-intense story lines and fast-paced plotting of young adult fiction to stories that focus on a new range of experiences in life beyond the teenage years.<br><b>Presentation:</b> This webcast was developed by MALA Staff. |                |
| <b>24. Libraries in the Cloud</b>  | <b>0:12:19</b> |
| In this tutorial, our presenter will discuss: What is the Cloud?; Where is your data stored; What software do you need; Customer Relation Management (CRM); File sharing; advantages & disadvantages and much more!<br><b>Presentation:</b> This webcast was developed by MALA Staff.  |                |
| <b>25. Library Peer To Peer Recognition</b>  | <b>0:06:03</b> |
| This short 6 minute tutorial will address peer-to-peer recognition in the library: Peer Acknowledgement / Cultivating Team Spirit / Pride in Contributions to Team Efforts / And more! <b>Presenter:</b> MALA Staff  |                |
| <b>26. Library Policies For Computer Use</b>   | <b>0:04:14</b> |
| Do you know your company's policy for acceptable computer use at work? What about the email policy? In this tutorial, we'll cover privacy, inappropriate sites and the consequences of visiting them and more.<br><b>Presentation:</b> This webcast was developed by MALA Staff.   |                |
| <b>27. Library Staff Individual Growth Plans</b>   | <b>0:07:00</b> |
| In this short tutorial, our presenter will discuss: Growing their skills / Take on new risks / Develop better focus / Expand their scope / Think about the future. <b>Presenter:</b> Pat Wagner has been a library consultant and trainer since 1978, having worked with clients in 48 states and Canada. She is a featured speaker at state and national library conferences. Pat presents on day-to-day practical library issues and uses ideas from many disciplines. She is an educator with Siera: Learn. Teach. Inspire.™  |                |
| <b>28. Library / Legislator Relationship Building</b>  | <b>0:13:32</b> |
| In this tutorial, our presenter will discuss ideas for building a relationship with your state and federal legislators: Start a conversation, Local Government's role, Do Your Research, Making the Contact, Media, And much more!<br><b>Presentation:</b> This webcast was developed by MALA Staff.   |                |
| <b>29. Lower the Drama Factor in Your Library</b>  | <b>0:05:15</b> |
| In this short tutorial, our presenter will touch on the following topics: More Action, Less Talking, Avoid the "Greek Choir", Avoid "Consensual Mythology", Share Positive Feedback As Well. <b>Presentation:</b> This webcast was developed by MALA Staff.  |                |
| <b>30. Measuring Library Outreach Success</b>  | <b>0:08:31</b> |
| When you provide an outreach event, how do you determine that the program is a success? That's where measurement comes in. In this short tutorial, we will look at the importance of measuring your efforts and some suggestions on how to do that. This Library Espresso Shot Training has been adapted and updated from a full-length webcast on outreach efforts developed a few years ago by librarian Dan Brower. <b>Presentation:</b> This webcast was developed by MALA Staff.  |                |

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### **31. Microsoft Excel – Shading Alternate Rows**

**0:04:49**

In this short tutorial, our presenter will discuss how to shade alternate rows of data in Microsoft Excel. This is especially helpful for those large spreadsheets. Adding color to alternating rows adds visual clarity to dense text. **Presenter:** Jessica Zellers was formerly the Collection Development Librarian for the Mid-Continent Public Library. She now is the Collection Development Librarian with Western Carolina University in Cullowhee, NC.

### **32. Mobile Circulation**

**0:04:04**

In this tutorial, our presenter will discuss: What is mobile circulation, How does it work, Why was it created, Who does it serve, and more! **Presenter:** Emma Claudius-Tapp is the Business/Careers Librarian with the Kansas City Kansas Public Library's Main Branch.

### **33. Motivating Different Generations in the Workforce**

**0:12:07**

How do you motivate your staff when dealing with different generations and their expectations? In this tutorial, our presenter will discuss each generation and what motivates them to be their best and what do all generations have in common. **Presenter:** Tiffany Hentschel, SPHR, is the Employee Relations Manager for Johnson County Government. She has worked in Human Resources in the public sector for over 20 years, serving more than nine years at the Johnson County Library. Tiffany earned a Master's Degree in Human Resources Development and a Bachelor's Degree in Human Resources Management from Webster University.

### **34. Motivating the Underachiever**

**0:12:20**

In this short tutorial, our presenter will provide ideas for encouraging that "underachiever". She'll discuss the impact on the organization, short term goals, feedback and rewards. **Presenter:** Tiffany Hentschel, SPHR, is the Employee Relations Manager for Johnson County Government. She has worked in Human Resources in the public sector for over 20 years, serving more than nine years at the Johnson County Library. Tiffany earned a Master's Degree in Human Resources Development and a Bachelor's Degree in Human Resources Management from Webster University.

### **35. New Overtime Guide**

**0:07:26**

In this tutorial, our presenter will discuss the changes from the Labor Standards Bureau regarding overtime, exempt and non-exempt employees, adjusting pay and much more. **Presentation:** This webcast was developed by MALA Staff.

### **36. Onboarding Tips & Tricks**

**0:11:51**

In this tutorial, you'll get a better understanding of the new term "Onboarding" new staff. Our presenter will discuss what knowledge, skills and behaviors enable success in the workplace. How to prepare your new hire for their first day by giving them the basics every new employee needs to know. Learn how to integrate them into your organization and the give them the tools to make the transition smoother. **Presenter:** Tiffany Hentschel, SPHR, is the Employee Relations Manager for Johnson County Government. She has worked in Human Resources in the public sector for over 15 years, serving more than nine years at the Johnson County Library.

### **37. Online Reader's Advisory**

**0:06:33**

In this short tutorial, our presenter will discuss some of the different online resources for Reader's Advisory such as Novelist, Earlyword, Fantastic Fiction and more. **Presenter:** Carmen Hannon-Patton is Reader's Services Librarian for the Kansas City, Kansas Public Library.

### **38. Pitfalls of Transitioning From Buddy to Boss**

**0:10:54**

While looking at the positives will certainly help ease your transition into your new supervisory role, you can't afford to overlook the pitfalls which could come back to trip you up. In this short tutorial, we will look at some of the pitfalls that can happen when taking a supervisory role after you have been part of peer group. **Presenter:** Tiffany Hentschel, SPHR, is the Employee Relations Manager for Johnson County Government. She has worked in Human Resources in the public sector for over 15 years, serving more than nine years at the Johnson County Library.

### **39. Planning Library Outreach Events**

**0:07:33**

So you have a great idea for an outreach event, but how do you turn your idea into reality? In this short tutorial, we will look at some of the elements and considerations that go into planning a successful library outreach event. This Library Espresso Shot Training has been adapted and updated from a full-length webcast on outreach efforts developed a few years ago by librarian Dan Brower. **Presentation:** This webcast was developed by MALA Staff.

**MALA Library Espresso Shot Training Tutorials:****Length**

- 40. Protected Status – Harassment Prevention for Libraries** **0:05:32**  
In this short tutorial, our presenter will talk about the different protected statuses that cannot be discriminated against in the workplace. **Presenter:** Tiffany Hentschel, SPHR, is the Employee Relations Manager for Johnson County Government. She has worked in Human Resources in the public sector for over 15 years, serving more than nine years at the Johnson County Library.
- 41. Providing Constructive Feedback** **0:05:03**  
Our presenter will touch on the following topics: Capturing success / Behavior / Note Keeping / Sharing Successes / Effective Discipline / Feedback. **Presenter:** Pat Wagner has been a library consultant and trainer since 1978, having worked with clients in 48 states and Canada. She is a featured speaker at state and national library conferences. Pat presents on day-to-day practical library issues and uses ideas from many disciplines. She is an educator with Siera: Learn. Teach. Inspire.™
- 42. Pungent Personal Hygiene** **0:08:43**  
In this short tutorial, learn tips to address hygiene issues with library staff. **Presenter:** Tiffany Hentschel, SPHR, is the Employee Relations Manager for Johnson County Government. She has worked in Human Resources in the public sector for over 20 years, serving more than nine years at the Johnson County Library. Tiffany earned a Master's Degree in Human Resources Development and a Bachelor's Degree in Human Resources Management from Webster University.
- 43. Responding to Disruptive, Threatening and Violent Behavior in the Library** **0:06:50**  
In this tutorial, our presenter will discuss strategies for dealing with disruptive or threatening behavior. **Presentation:** This webcast was developed by MALA Staff.
- 44. Small Business Saturday** **0:05:06**  
In this tutorial, our presenter will explain what “Small Business Saturday” is and how your library can participate and encourage this in your community. **Presentation:** This webcast was developed by MALA Staff.
- 45. Strategies for Working with the Talkative Patron** **0:10:36**  
Do you have that one patron that just monopolizes you when they visit the library? In this tutorial, our presenter will discuss several strategies to “escape” from the talkative patron. **Presentation:** This webcast was developed by MALA Staff.
- 46. Stressed Out At Work!?! How I Can Manage Without Losing It** **0:08:34**  
In this short tutorial, our presenter will discuss: Stressed defined / Where does stress come from / How to manage general stress / Technostress / For the library profession / References. **Presentation:** Monica Duffield developed this tutorial and is with the Johnson County Library (KS). She is the Manager of the Central Branch.
- 47. Technology Reference Interview** **0:06:42**  
In this tutorial, our presenter will discuss "5 Steps in a Technology Interview" – Welcome / Gather Information / Confirm Actual Question / Find Information needed / Follow Up / plus more! **Presentation:** This webcast was developed by MALA Staff.
- 48. Telling Stories With Data** **0:11:32**  
In this tutorial, our presenter will discuss: What do public libraries offer / How we value public libraries in our communities / Library income sources / State Aid / and more! **FYI** – Although this tutorial is based on information pertaining to Missouri Libraries, you can probably find similar information for your state through your state library, the U.S. Census and Pew research studies on libraries. **Presenter: Ellie Kohler** is the Access and Learning Services Librarian for Rockhurst University, Greenlease Library.

**MALA Library Espresso Shot Training Tutorials:****Length**

- 49. Tips for Managing Emails and Digital Clutter** **0:06:42**  
In this short tutorial, our presenter will discuss: How email steals time; 5 steps for what to do with emails; What to do with notifications; Plus, additional tips! **Presenter: Marya Welch** is an organizing and productivity consultant. She is the owner of Organized with Design and MW Library Solutions; a consulting firm that specializes in working with libraries. Marya helps library staff simplify and organize their offices and workspaces and she enjoys being behind the scenes in this ever-changing industry.
- 50. Trending....Aging Advances** **0:03:18**  
In this short tutorial, our presenter will discuss serving senior citizens in your library and give you ideas to ponder and how your library can respond to their needs. **Presentation: Monica Duffield** developed this tutorial and is with the Johnson County Library (KS). She is the Manager of the Central Branch.
- 51. Trending....Collective Impact** **0:03:18**  
In this short tutorial, our presenter will discuss the changing roles libraries have in communities. **Presentation: Monica Duffield** developed this tutorial and is with the Johnson County Library (KS). She is the Manager of the Central Branch.
- 52. Trending....Connected Learning** **0:02:51**  
Connected learning is learning that is "highly social, interest-driven, and oriented toward educational, economic, or civic opportunity." This concept encourages students to work together, learn together, increase digital skills and provide feedback to each other in order to produce a result. **Presentation: Monica Duffield** developed this tutorial and is with the Johnson County Library (KS). She is the Manager of the Central Branch.
- 53. Trending....Fast Casual** **0:03:18**  
In this short tutorial, our presenter will discuss how libraries are changing their layouts to promote the library experience and for example, the innovative use of technology and integrated technology. **Presentation: Monica Duffield** developed this tutorial and is with the Johnson County Library (KS). She is the Manager of the Central Branch.
- 54. Twitter – A Librarian’s Resource for Professional Development** **0:07:23**  
In this tutorial, our presenter will discuss some reasons why Twitter might be a useful tool for librarian's looking for professional development, programming ideas and more! Some of the topics discussed will be: Keep up and "eavesdrop" on professionals in the library field / Fast Access to Content / How To's / New technologies and library practices / Wide range of sources / Easy sign up. **Presenter:** This webcast is presented by Simone Briand. She is the library director at Cleveland University, formerly, Cleveland Chiropractic College, in Kansas City, MO.
- 55. Understanding Personality Styles** **0:06:32**  
In this tutorial, we will discuss personality vs. personality style and the impact of personality styles at work. We will also touch on several instruments/assessments that can help you determine personality styles, such as Myers Briggs Type Indicator (MBTI), Carl Jung’s Psychological Types, Strength Deployment Inventory and more. **Presenter:** Tiffany Hentschel, SPHR, is the Employee Relations Manager for Johnson County Government. She has worked in Human Resources in the public sector for over 15 years, serving more than nine years at the Johnson County Library.
- 56. Virtual Harassment – Harassment Prevention for Libraries** **0:07:11**  
In this tutorial, Virtual Harassment in the workplace will be addressed. Virtual Harassment is harassment through social media such as texting, email, Facebook, etc. **Presenter:** Tiffany Hentschel, SPHR, is the Employee Relations Manager for Johnson County Government. She has worked in Human Resources in the public sector for over 20 years, serving more than nine years at the Johnson County Library. Tiffany earned a Master's Degree in Human Resources Development and a Bachelor's Degree in Human Resources Management from Webster University.

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- 57. What Harassment is NOT – Harassment Prevention for Libraries** **0:05:21**  
Our presenter will address those things that are NOT considered harassment – complaints, disagreements, personality differences, etc. **Presenter:** Tiffany Hentschel, SPHR, is the Employee Relations Manager for Johnson County Government. She has worked in Human Resources in the public sector for over 20 years, serving more than nine years at the Johnson County Library. Tiffany earned a Master's Degree in Human Resources Development and a Bachelor's Degree in Human Resources Management from Webster University.
- 58. What is a MARC Record? MARC 21 Bibliographic Records** **0:08:09**  
In this tutorial, our presenter will discuss: What & Why, Library of Congress, History of MARC 21, Necessity, and more! **Presentation:** Wendi Reinwald developed this tutorial. Wendi is with the Kansas City Public Library (MO). She is the KC-LSP Training and Support Specialist for the library.
- 59. What You Should Say to an Angry Customer** **0:03:25**  
In this tutorial, our presenter will discuss tips to help change an angry customer into hopefully a happy customer! **Presentation:** Jacqueline Reed developed this tutorial. Jacqueline is with the Mid-Continent Public Library. She is Branch Manager at the Blue Springs South Branch.
- 60. Whistleblower Policies for Libraries** **0:10:08**  
In this tutorial, we will cover creating a whistleblower policy for your library and why it's important. A sample policy will be available for download. **Presentation:** This webcast was developed by MALA Staff.
- 61. Workplace Characteristics: Understanding the Generations** **0:10:48**  
In this tutorial, we will look at the generations in the workplace today and their workplace characteristics, such as work ethics, values and perspectives on work. Then we will address what motivates each of the generations in the workplace. **Presenter:** Tiffany Hentschel, SPHR, is the Employee Relations Manager for Johnson County Government. She has worked in Human Resources in the public sector for over 20 years, serving more than nine years at the Johnson County Library.
- 62. Your Game Plan To Tackle Workplace Bullying** **0:13:45**  
In this Library Espresso Shot tutorial, our presenter will discuss: Bullying Defined / Bullying Sources–Who Are the Bullies / What Bullying is Not / How It Affects the Library / Point Person & Reporting Procedures / Be A Part of the Change / and more. **Presentation:** This webcast was developed by MALA Staff.