

Continuing Ed

Development Opportunities and Continuing Education in LLAMA

“A Person of Interest: Safety and Security in the Library”

Sponsored by LLAMA's Systems and Services Section (SASS)

November 16, 2011, 1:30 pm – 3:00 pm

Just when everything in your library is running smoothly, along comes an unruly patron who seems strangely threatening. The Library Leadership and Management Association (LLAMA) presents “A Person of Interest: Safety and Security in the Library” on Wed., Nov. 16, 2011, from 1:30 – 3:00 pm Central Time.

This webinar will demonstrate effective ways to deal with patrons in the library who are breaking library policy, displaying behavioral problems or breaking the law. Hear about strategies for effectively addressing difficult situations as they arise and what you can do to minimize disruptions to library service.

At the end of this program participants will:

- be more aware of training methods that can be used to prepare staff for disruptive patron behavior
- have a better understanding of how to deal with a variety of specific patron behavioral problems that often occur in a library
- have strategies for increasing the safety and security of their work environment and facility
- have increased understanding of how to deal more effectively with teen and tween patrons

Presenters: Michael Daly, Director of Logistics and Security Management, Queens Borough Public Library; Stevan Layne, Principal Consultant, Layne Consultants International; and Nancy Relaford, Director, Safety and Security, UC San Diego Libraries

This program is sponsored by LLAMA's Systems and Services Section (SASS). It was originally presented as a live program at the 2011 Annual Conference of the American Library Association (ALA) in New Orleans.

Fees:

- LLAMA member: \$49

- Non-LLAMA member \$59
- LLAMA group rate (5 or more people at one site) \$199
- Non-LLAMA group rate (5 or more people at one site) \$239

Register online at <http://tinyurl.com/3zh tecm>. For questions about registration, contact ALA Registration at 1-800-545-2433 (press 5) or email registration@ala.org. For all other questions about this webinar or other LLAMA programs, contact Fred Reuland, freuland@ala.org

Register at: <http://www.ala.org/ala/mgrps/divs/llama/conted/index.cfm>

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