

Facility Management

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Course Catalog

Proposal for MSL Commission Approval



ADA and Libraries Webinar

Course Description

This training introduces the core requirements of the Americans with Disabilities Act (ADA) and how they apply to public libraries.

Topic

Facility Management: Manage the library facility and ensure community members can safely access and use the building

Presenter Name

Emily Shuman

Presenter Credentials

Emily Shuman leads the Rocky Mountain ADA Center, overseeing strategy, operations, and a six-state service region. Since joining the Center in 2018, she has become a trusted consultant on the Americans with Disabilities Act, known for her clear, compelling education on complex ADA issues. Drawing on her lived experience with non-apparent disabilities, Emily brings both insight and leadership to the national accessibility landscape.

Presenter Association

Rocky Mountain ADA Center

Cost

\$301-\$500

Course Catalog

Proposal for MSL Commission Approval



Access and Usability: Universal Design and ADA

Course Description

Corey Sloan, MSL Consultant, reviews principle of universal design and the ADA. She is joined by Thompson-Hickman Library Director Christina Koch to highlight examples from her library in Virginia City, Montana.

Topic

Facility Management: Manage the library facility and ensure community members can safely access and use the building

Presenter Name

Corey Sloan and Christina Koch

Presenter Credentials

MSL Statewide Library Consultant Thompson-Hickman Library Director

Presenter Association

Montana State Library and Thompson-Hickman Library

Cost

None

Course Catalog

Proposal for MSL Commission Approval



Universal Design at Your Library

Course Description

As we work to ensure that our library spaces, services, and programs are welcoming to all members of the community, it is important to know how to design for inclusion. The principles of Universal Design offer guidance on how to design in ways that prioritize usability and accessibility for all. This presentation will introduce the concept of Universal Design, explain how it contrasts with accessibility, and offer concrete advice for how to apply each of the principles of Universal Design at any library. The examples and ideas provided will focus on high-impact changes that can be done within a range of budgets from low (or even no) cost ideas to advice for planning for large-scale renovation projects.

Topic

Facility Management: Manage the library facility and ensure community members can safely access and use the building

Presenter Name

Carli Spina

Presenter Credentials

Associate Professor and Head of Research & Instructional Services, Fashion Institute of Technology, and Author, *Creating Inclusive Libraries by Applying Universal Design*

Presenter Association

WebJunction

Cost

None

Accidental Facilities Manager

Course Description

Now more than ever, the care and feeding of library buildings, from historic to new, demands greater attention. With occupant health and safety in mind, common issues, such as cleaning, plumbing, or HVAC systems, take on new urgency. Many library directors and staff become facilities managers by default, with no formal training. This webinar offers a primer on building systems and issues, along with tools for preventive maintenance, energy assessments, optimizing ventilation and filtration, and more. Presenters share what they learned the hard way, in large and small libraries, so that you can be more prepared and self-assured.

Topic

Facility Management: Manage the library facility and ensure community members can safely access and use the building

Presenter Name

Lauren Stara and Andrea Bunker

Presenter Credentials

Lauren Stara, Library Building Specialist, Massachusetts Board of Library Commissioners
Andrea Bunker, Library Building Specialist, Massachusetts Board of Library Commissioners

Presenter Association

WebJunction

Cost

None

Crisis Communications Planning for Libraries, Archives, and Museums

Course Description

In a crisis, you must be prepared to communicate clearly and quickly. This course for leaders of libraries, archives, and museums will guide you in preparing to communicate in the event of a crisis. You will identify stakeholders and potential responses, create a roster for your crisis communications team, and use a template to build your own customized Crisis Communications Plan.

Topic

Facility Management: Manage the library facility and ensure community members can safely access and use the building

Presenter Name

WebJunction

Presenter Credentials

WebJunction equips library staff with the knowledge, skills, and confidence to power strong libraries that are the heart of vibrant communities. A program of OCLC Research, WebJunction is free and open for all libraries to use, regardless of size, type, or location. Since our launch in 2003, WebJunction has helped more than 215,000 learners to grow their expertise and deliver meaningful, transformative services to the people they serve, building a stronger, more connected library field along the way.

Presenter Association

WebJunction

Cost

None

Navigating New Building Projects

Course Description

Public library building and renovation projects are often once-in-a-generation events. Staff and leaders may never have done a similar project and may never do one again, making it imperative for libraries to learn from one another. Newton Public Library opened the doors to its new building on April 1, 2024, after raising more than \$3.3 million to help fund construction. After a brief overview of design goals and features of the new library, this webinar will focus on lessons learned through a successful fundraising campaign and practical suggestions for how to manage input and expectations during the building process.

Topic

Facility Management: Manage the library facility and ensure community members can safely access and use the building

Presenter Name

Cari Cusick, Executive Director, Newton Public Library

Presenter Credentials

Cari Cusick, Executive Director, Newton Public Library

Presenter Association

WebJunction

Cost

None

Course Catalog

Proposal for MSL Commission Approval



De-Escalation

Course Description

Mistake #1: Saying the wrong thing...with your body - First of four Mistake videos that share how to avoid saying the wrong thing with your body. Mistake #2: Violating "The 5 Second Rule" - Second of four Mistake videos that shares how to use the five second rule. Mistake #3: Ignoring "The Bully Trap" - Third of four Mistake videos that shares how to ignore the bully trap. Mistake #4: Having an "Audience" - Fourth of four Mistake videos that shares how to avoid having an audience. How to Backup Your Coworkers - Teaches you how to back up your coworkers and builds on the four Mistake videos. Backup: How coworkers SHOULD provide backup during a conflict - You will learn: How most people do backup (and why it is wrong!), The three things a coworker providing backup should do (and one they should NOT do!), How and when to switch roles (e.g., the situation is escalating) How to Get Someone to Leave Safely - video provides a three step approach to asking someone to leave How to Handle Someone Who Is Intoxicated - Video that will show how to handle someone who is intoxicated - builds on Mistakes #1-4, How to Backup Your Coworkers, and How to Get Someone to Leave Safely Drunk or High: How to De-Escalate Someone Who Is Under The Influence - Which substances are linked to aggressive behavior (and which is the worst!), What you should ALWAYS do when dealing with someone under the influence., The two types of drunk/high persons and how to handle each. Mental Illness Part 1 - How do deal with GOOD days and BAD days, What to do when someone is disruptive or potentially dangerous, How to respond to someone with delusions (and the two types of delusions you should be concerned about) Mental Illness Part 2 - Basic overview of the major mental health conditions, Special focus on schizophrenia, bipolar disorder and personality disorders Advanced Body Language - Why nonverbal matters more than word choice, Advice for "reading" body language, Advice for "speaking" body language These trainings range in length from 15 minutes to more than one hour. They are available via Montana Library Association annual membership at no additional cost to the MLA member. This grouping is meant to be part of a discussion forum for July 2026. Membership to the Homeless Training Academy through the MLA membership will remain active until the end of March 2027. After that time, these trainings will no longer be available via standard MLA membership.

Topic

Facility Management: Manage the library facility and ensure community members can safely access and use the building

Presenter Name

Ryan Dowd

Course Catalog

Proposal for MSL Commission Approval



Presenter Credentials

Ryan Dowd has spent most of his career as executive director of a large homeless shelter near Chicago. In addition, he trains organizations around the globe (libraries, homeless shelters, security guards, hospitals, police departments, businesses, etc.) on how to use empathy-driven enforcement with homeless individuals. He is a licensed attorney and has a master's degree in public administration. He is the author of *The Librarian's Guide to Homelessness*.

Presenter Association

Homeless Training

Cost

None

Course Catalog

Proposal for MSL Commission Approval



De-Escalation and Safety

Course Description

How to De-Escalate Someone Who Is Angry Pt. 1 Basic De-Escalation - In Part 1, we cover the basic de-escalation steps that will calm down most people (and keep you safe!). How to De-Escalate Someone Who Is Angry Pt. 2 The Biggest Mistake - In Part 2, we cover the "biggest mistake" which is making conflict personal and tools you can use to avoid that mistake. How to De-Escalate Someone Who Is Angry Pt. 3 Advanced Techniques - In Part 3, we cover three advanced techniques you should use when de-escalating an angry customer. Police Talk: A Conversation with Chief Kristen Ziman - What it is like to be police chief of a city during a mass shooting., The future of law enforcement after #BLM., Her new book, "Reimagining Blue.", Practical tips for how your organization can utilize law enforcement better. Police: How to reduce police calls and keep everyone safe in your organization - The two times you should call the police (and the two times you should never call the police), How to place a police call safely, How to work with the police when there isn't a crisis so that everything goes smoother Repeat Offenders - teaches you how deal with repeat offenders (individuals who continue to break your rules after being asked not to). How to Coach Your Staff on De-Escalation - This training will teach you how to coach your staff on de-escalation. It references these shorter, "Essentials" trainings that are also available in your academy: Mistake #1: Saying the wrong things...with your body, Mistake #2: Violating "the 5-second rule", Mistake #3: Ignoring "the bully trap", Mistake #4: Having an audience, How to backup your coworkers, How to get someone to leave safely, Mental Illness 1: High risk situations, Mental Illness 2: Low risk situations, How to handle someone who is intoxicated These trainings range in length from 15 minutes to more than one hour. They are available via Montana Library Association annual membership at no additional cost to the MLA member. This grouping is meant to be part of a discussion forum for August 2026. Membership to the Homeless Training Academy through the MLA membership will remain active until the end of March 2027. After that time, these trainings will no longer be available via standard MLA membership.

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Ryan Dowd

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Presenter Credentials

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Presenter Association

Homeless Training

Cost

None

Course Catalog

Proposal for MSL Commission Approval



Homelessness - Peripherals

Course Description

Too Many Bags: How to address someone bringing in too much stuff- In this training we will discuss: Determining whether items are "trash" or "treasure", Considering if an accommodation is needed, Enforcing your policy, Reviewing/drafting policies Bed Bugs: How to Prevent and Handle Outbreaks - In this training we will discuss: How to do a complete visual inspection., The 6 steps for eradication (including when to steam, freeze, vacuum, or use the dryer)., Special tips for libraries, inspecting beds, receiving donations and how to not bring them home from work., A special bonus section on how to inspect your hotel rooms! Service Animals: Your Obligations Under the ADA - In this training we will discuss: Which types of animals are covered by the Americans with Disabilities Act (ADA), Which two questions you can legally ask (Yes, there are only two!), Whether you can legally exclude a service animal if it growls, poops, sets off someone's allergies, or scares someone with a phobia Encampments: Community-wide responses with Iain De Jong - In this training we will discuss: How to build a community-wide strategy for addressing encampments, Why direct engagement with people living in encampments leads to better solutions, The most common mistakes communities make in encampment responses and practical steps to avoid them. About the Guest: Iain De Jong is the President & CEO of OrgCode with over 20 years of experience in the housing and homelessness industry having held positions in the public, non-profit, and private sectors. Iain is a renowned international expert in ending homelessness as a consultant, author, researcher, and keynote speaker. Iain also spent 10 years teaching Community Planning in the Graduate Planning Program at York University. When not travelling, Iain calls Oakville, ON home. Fights: How to prevent and stop them (safely!) - In this training we will discuss: The four stages of a fight (and why "Stage 2" is the best place to stop it), How two staff (or one staff) should break up a fight, What the research says about bystanders and fights These trainings range in length from 45 minutes to one hour and 23 minutes. They are available via Montana Library Association annual membership at no additional cost to the MLA member. This grouping is meant to be part of a discussion forum for November 2026. Membership to the Homeless Training Academy through the MLA membership will remain active until the end of March 2027. After that time, these trainings will no longer be available via standard MLA membership.

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Presenter Name

Ryan Dowd

Presenter Credentials

Ryan Dowd has spent most of his career as executive director of a large homeless shelter near Chicago. In addition, he trains organizations around the globe (libraries, homeless shelters, security guards, hospitals, police departments, businesses, etc.) on how to use empathy-driven enforcement with homeless individuals. He is a licensed attorney and has a master's degree in public administration. He is the author of *The Librarian's Guide to Homelessness*.

Presenter Association

Homeless Training

Cost

None

Mental Health - Addictions, Dependencies, PTSD

Course Description

Understanding Addiction: A Conversation with Dr. Nicholas Christian - Nick is an internal medicine and addiction medicine clinician and researcher for the Office of Clinical Director for the NIDA Intramural Research Program. He completed his addiction medicine fellowship at the Yale Program in Addiction Medicine as well as postdoctoral research training through the Veterans Affairs Health Services Research and Development program. He completed internal medicine residency training at Dell Medical School at the University of Texas at Austin where he helped start the “B-Team,” a national model for expanding access to buprenorphine for hospitalized patients with opioid use disorder. Throughout residency he lived as a “missional” resident at Community First! Village, a master-planned community that provides affordable, permanent housing and a supportive community for people transitioning out of chronic homelessness where he has helped spearhead a community-based participatory research project to elevate the voice of his neighbors who use substances or are in recovery. His current clinical and research interests include improving care for people who use substances that are on the continuum of experiencing homelessness to being stably housed.

Understanding Post-Traumatic Stress in Veterans: A Conversation with Dr. Kathy Platoni - Dr. Kathy Platoni has been a practicing clinical psychologist for more than 40 years and maintains a private practice in Centerville, Ohio. In service of her country and as an Army Reserve clinical psychologist, she has deployed on four occasions in time of war. She specializes in the treatment of PTSD, behavioral medicine and the treatment of chronic pain and chronic, debilitating, and terminal illnesses.

Naloxone ("Narcan"): When and how to use it - How to identify an overdose, What Naloxone is, how it works in the body, and how to administer a dose, Protocols and best practices for storage and post-event support, Data and trends on the current opioid and fentanyl epidemic

Substance Abuse 101: An overview of the effects and risks of common drugs. - In this training we will discuss: Substances covered: crack/cocaine, methamphetamine, opioids/heroin/fentanyl, inhalants, alcohol and marijuana. For each substance: Warning signs someone is under the influence or in withdrawal, Drug paraphernalia to look for at your organization, Risk someone will overdose or become aggressive

Body Odor: How to Address Body Odor Without Awkwardness (Libraries and Other Public Organizations) - In this training we will discuss: When to have the “body odor” conversation, Two tools that make the conversation easier, Lawsuits around body odor and libraries (what the courts say!) These trainings range in length from 45 minutes to more than one hour and twenty minutes. They are available via Montana Library Association annual membership at no additional cost to the MLA member. This grouping is meant to be part of a discussion forum for January 2027. Membership to the Homeless Training Academy through the MLA membership will remain active until the end of

Course Catalog



Proposal for MSL Commission Approval

March 2027. After that time, these trainings will no longer be available via standard MLA membership.

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Presenter Name

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Presenter Association

Homeless Trainings

Cost

None