

Personnel Management

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Course Catalog

Proposal for MSL Commission Approval



How You Can Handle Challenging Conversations

Course Description

In this workshop, we will learn how to manage challenging conversations with confidence. There are numerous reasons that people could be frustrated or angry in or around your library, and all staff members need to understand how to approach these potential situations. This workshop will offer effective strategies for maintaining your composure, managing disagreement or conflict, and fostering positive as well as supportive environments.

Topic

Personnel Management: Supervise library staff and volunteers

Presenter Name

Dr. Stevie Munz

Presenter Credentials

PhD in Communication Studies from Ohio University Currently Associate Professor - Utah Valley University, Dept of Communication

Presenter Association

This webinar was presented in conjunction with Summit Communication Consulting, LLC.

Cost

\$0-\$300

Performance Management Training for Library Directors and Supervisors

Course Description

Join us for this extended workshop on performance management with Cindy Carpenter SHRM-SCP, SPHR. Performance management is: The ongoing process in which managers and employees regularly communicate to assess and review job responsibilities, expectations, performance and development strategies. We'll discuss common pitfalls that get in the way of making the exercise meaningful and useful. You will leave with examples of performance management documentation and tools to use to enhance the process, so you and your employees will be eager to engage in conversations and grow from the experience.

Topic

Personnel Management: Supervise library staff and volunteers

Presenter Name

Cindy Carpenter SHRM-SCP, SPHR.

Presenter Credentials

Cindy Carpenter holds the two top Human Resource certifications – the SPHR (Senior Professional in Human Resources) and SHRM – SCP (Society of Human Resource Management – Senior Certified Professional). With a degree in Business Education from the University of Montana, she has over 25 years of training experience primarily focused on human resource and people topics. To compliment her training background, she has been a practicing Human Resource professional since 1996 in the banking, insurance and manufacturing industries. Cindy's background includes work experiences beyond Human Resources, within the banking industry and as a business owner. Cindy is also an adjunct faculty member with the Continuing Education Center at FVCC. Cindy believes in giving back to the community and supports a number of community events including the annual Samaritan House fundraiser and has served as a past Board Member of United Way. You will find that Cindy provides a valuable combination of training, education, business ownership and real life work experience.

Presenter Association

Carpenter Resources, LLC

Course Catalog

Proposal for MSL Commission Approval



Cost

\$0-\$300

Course Catalog

Proposal for MSL Commission Approval



Performance Management with Cindy Carpenter

Course Description

Join us for this extended workshop on performance management with Cindy Carpenter SHRM-SCP, SPHR. Performance management is: The ongoing process in which managers and employees regularly communicate to assess and review job responsibilities, expectations, performance and development strategies.

Topic

Personnel Management: Supervise library staff and volunteers

Presenter Name

Cindy Carpenter

Presenter Credentials

SHRM-SCP, SPHR.

Presenter Association

Carpenter Business Resources, LLC

Cost

\$301-\$500

Navigating the Elective Roadmap to Excellence - Staff Development

Course Description

When it comes to Staff Development, here are some best practices and advice you will learn about in the webinar. Make expectations explicit to avoid confusion and promote collegiality. Celebrate achievements to boost morale and public awareness. Centralize resources for consistency and easy access. Prioritize customer service as a core competency. Adapt training to your library's size and capacity.

Topic

Personnel Management: Supervise library staff and volunteers

Presenter Name

MSL Statewide Consultants

Presenter Credentials

MSL Statewide Consultants

Presenter Association

Montana State Library

Cost

None

Course Catalog

Proposal for MSL Commission Approval



Navigating performance conversations with grace

Course Description

It's easy to give positive feedback. Challenges arise when you need to discuss a performance or behavioral issue that is negatively impacting you, the library, or other people. This session will discuss why we avoid hard conversations, the consequences, and how we can be more successful when we need to give someone negative feedback. This session is available face-to-face or virtually. Please contact Tracy Cook (tcook2@mt.gov) to schedule.

Topic

Personnel Management: Supervise library staff and volunteers

Presenter Name

Tracy Cook

Presenter Credentials

Tracy Cook is the Lead Consulting & Learning Librarian at the Montana State Library. She oversees consulting, continuing education, and lifelong learning services and assist public and tribal college libraries. When not working, Tracy can be found outside - hiking, camping, cross country skiing, and volunteering for state and national parks.

Presenter Association

Montana State Library

Cost

None

Course Catalog

Proposal for MSL Commission Approval



Hiring Well and Getting Your New Employee Off to a Good Start

Course Description

In this webinar geared specifically toward public libraries, former University of Vermont Extension Community Development Specialist and Society of Human Resources Certified Professional Gary Deziel goes through the steps of advertising job openings, the hiring process, and onboarding best practices. Specific topics covered include job titles and descriptions, posting openings in a compelling and inclusive way, interviews. Orientation and onboarding steps and more.

Topic

Personnel Management: Supervise library staff and volunteers

Presenter Name

Gary Deziel, UVM Extension

Presenter Credentials

University of Vermont Extension Community Development Specialist and Society of Human Resources Certified Professional

Presenter Association

WebJunction, University of Vermont Extension Community Development Specialist and Society of Human Resources Certified Professional

Cost

None

Course Catalog

Proposal for MSL Commission Approval



Providing Constructive Employee Feedback

Course Description

Giving feedback to staff is one of the most important parts of being a manager or supervisor, yet we often avoid giving feedback, especially to those who need it most. This course will help you improve your skills in providing constructive feedback to your staff.

Topic

Personnel Management: Supervise library staff and volunteers

Presenter Name

Tiffany Hayes, Kelly Woodside, Meredith Lowe, Christine Kreger

Presenter Credentials

State continuing education directors and human resources experts

Presenter Association

WebJunction

Cost

None

Successful Supervising in Libraries of All Sizes Part 1

Course Description

Librarians often seem to find themselves in unexpected supervisory roles, sometimes from a promotion or a move to a new library, sometimes because they are new to the field and did not expect to have this responsibility. Or maybe they have a lot of experience managing full-time staff but are now in a position where they supervise part-time staff or volunteers. This webinar offers tips and best practices on how to approach these situations in a positive way that helps staff, the library, and the supervisor thrive! In addition to library directors and managers, trustees are encouraged to attend this webinar in support of their role as supervisors of the library's director.

Topic

Personnel Management: Supervise library staff and volunteers

Presenter Name

Joy Worland, Consultant for Continuing Education and Small and Rural Libraries, and Kevin Unrath, Consultant for Library Operations

Presenter Credentials

Joy Worland, Consultant for Continuing Education and Small and Rural Libraries, and Kevin Unrath, Consultant for Library Operations

Presenter Association

Vermont State Library and WebJunction

Cost

None

Successful Supervising in Libraries of All Sizes Part 2

Course Description

This follow-up to Successful Supervising in Libraries of All Sizes – Part 1 covers managing conflict, job descriptions, hiring and evaluation best practices, and personnel policies. The previous webinar is not a prerequisite to this one. Topics are related, but also stand on their own. This webinar is recommended for library directors, trustees, and any who supervise full or part-time staff or volunteers

Topic

Personnel Management: Supervise library staff and volunteers

Presenter Name

Joy Worland, Consultant for Continuing Education and Small and Rural Libraries, and Kevin Unrath, Consultant for Library Operations

Presenter Credentials

Joy Worland, Consultant for Continuing Education and Small and Rural Libraries, and Kevin Unrath, Consultant for Library Operations

Presenter Association

Vermont State Library and WebJunction

Cost

None

Proactive Planning for Library Staff Transitions

Course Description

Libraries, like all organizations, need to plan for both anticipated and unexpected staff transitions. This webinar will introduce practical approaches to preserve organizational knowledge, clarify processes for current staff and trustees, and ease the learning curve for new employees. With higher turnover rates and the ever-changing nature of our work in libraries, procedures and policies should be updated and adapted proactively, instead of reactively, to ensure that work is accomplished by well-prepared staff, ready to meet changing community and organizational needs. From payroll to password management, and from job evaluations to janitorial, the various facets and functions of the library can be clarified to better support all staff transitions. Learn how both short- and long-term transitions can be navigated effectively and purposefully with a “transition readiness checklist,” moving both library staff and trustees toward a shared understanding of roles and expectations across the organization.

Topic

Personnel Management: Supervise library staff and volunteers

Presenter Name

Bonnie McKewon, Northwest District Consultant, State Library of Iowa

Presenter Credentials

Bonnie McKewon, Northwest District Consultant, State Library of Iowa

Presenter Association

WebJunction

Cost

None

Course Catalog

Proposal for MSL Commission Approval



Public Library Directors 101

Course Description

Are you new to the public library director role? Or considering becoming a director in the future? This series will introduce you to the many and unique facets of public library directorship. Each of the four on-demand recordings provide a broad overview that both informs and inspires. Overview Public Library Directors 101 is an introduction to some of the key concepts every new public library director needs to know on the day they start their new job. This four-part video series was designed by state librarians, library development directors, and CE coordinators around the question: "What do public library directors tell us they wish they had known when they started their job?" The videos are under ½ hour each and apply to any library director in any size of library in any state. It is recommended that new library directors view all of the videos within the first month they begin their job.

Topic

Personnel Management: Supervise library staff and volunteers

Presenter Name

Produced through the Chief Officers of State Library Agencies (COSLA) Continuing Education Connector project.

Presenter Credentials

Produced through the Chief Officers of State Library Agencies (COSLA) Continuing Education Connector project.

Presenter Association

COSLA and WebJunction

Cost

None

Course Catalog

Proposal for MSL Commission Approval



Staffing Support

Course Description

Social Workers in Libraries: A Conversation with Beth Wahler & Sarah Johnson - Ryan will be interviewing Beth Wahler and Sarah Johnson, authors of the upcoming book "Creating a Person-Centered Library: Best Practices for Supporting High-Needs Patrons." During the interview, they will discuss: How libraries can partner for social services., Should your library have a social worker?, How can libraries best use social work interns. About the Guests: Elizabeth A. Wahler is professor and director of the School of Social Work at the University of North Carolina and founder of Beth Wahler Consulting. She has collaborated with libraries and library systems across the United States to conduct assessments of their patrons' psychosocial needs and staff challenges with these types of patron needs; provided training to library staff about trauma-informed librarianship and other approaches to addressing their patrons' needs; and created and piloted various interventions to address patron needs and support library staff. Sarah C. Johnson is an adjunct lecturer at the School of Information Studies at the University of Illinois Champaign-Urbana, USA. where she teaches a course on library social work and is helping to develop a dual LIS/MSW degree. She is also the adjunct reference and instruction librarian at Cincinnati State. She is a licensed social worker, and her research focuses on the impact of social work students conducting their field placements at public libraries. **Self-Care and Burnout Prevention Training with Gabrielle Juliano-Villani** - In this training we will discuss: The causes of burnout, vicarious trauma, and moral injury and how they uniquely affect people in helping professions, Practical tools for nervous system regulation (based on Polyvagal Theory) to stay grounded and calm, Essential self-care strategies that everyone needs (setting boundaries, managing compassion fatigue, caring without burning out) About the Guest: Gabrielle Juliano-Villani is a licensed clinical social worker, consultant, and educator based in Sarasota, Florida. With a background in child welfare, residential treatment, and crisis response, Gabrielle brings real solutions to burnout. After building and selling a successful group practice, Gabrielle now trains organizations, nonprofits, and care teams on nervous system regulation, workplace wellness, and sustainable service. **Beyond the Pizza Party: A Panel Discussion on How to Maintain Staff Morale** - In this training we will discuss: How to communicate during crises without causing panic, from navigating politics, layoffs, funding cuts, etc., Why recognition and connection matter more than pizza for staff morale (and how to do that) The importance of being authentic and transparent as a leader (and what that looks like) **Burnout & Stress** - In this training we will discuss: How burnout changes the brain (some parts shrink while other parts grow!), The six areas that influence burnout, What you and your team can do to prevent burnout **Course 101: The Science of Conflict** - This training will cover: How your actions change the brain of someone you talk to., How trauma and traumatic brain injury can change the brain's

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response to conflict, The three stages of conflict — and why you’re probably worried about the wrong stage These trainings range in length from one hour to one hour and 36 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 March 2027. 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

Personnel Management: Supervise library staff and volunteers

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 Trainings

Cost

None

Course Catalog

Proposal for MSL Commission Approval



HR Series: Hiring: the most important step

Course Description

Hiring the right person for a position goes a long way towards reducing personnel challenges. Spending extra time to make sure you have the right person in the right job is a wise investment. It leads to better performance, better services, and fewer problems.

Topic

Personnel Management: Supervise library staff and volunteers

Presenter Name

Tracy Cook

Presenter Credentials

MSL Lead Consulting and Learning Librarian

Presenter Association

Montana State Library

Cost

None

Course Catalog

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HR Series: Onboarding: helping new employees succeed

Course Description

Once you have found the right person for the job help them be more successful by training them and introducing them to the culture of your library. Onboarding should go beyond completing the necessary paperwork and basic training. Consider what people need to know to be successful and make an effort to welcome them to the organization.

Topic

Personnel Management: Supervise library staff and volunteers

Presenter Name

Tracy Cook

Presenter Credentials

MSL Lead Consulting and Learning Librarian

Presenter Association

Montana State Library

Cost

None

Course Catalog

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HR Series: Feedback: the art and heart of performance management

Course Description

Providing feedback is important. We know there should be no surprises in an annual performance review. We also know we shouldn't wait to give feedback. Yet, we often delay or never give performance feedback to our employees. Learn about best practices for providing feedback to your people.

Topic

Personnel Management: Supervise library staff and volunteers

Presenter Name

Tracy Cook

Presenter Credentials

MSL Lead Consulting and Learning Librarian

Presenter Association

Montana State Library

Cost

None

Course Catalog

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HR Series: Saying goodbye: when an employee leaves

Course Description

What do you do when an employee says they are retiring or taking a new position? We often jump straight to advertising the position, but using exit interviews and taking time to reflect gives us an opportunity to change things for the better.

Topic

Personnel Management: Supervise library staff and volunteers

Presenter Name

Tracy Cook

Presenter Credentials

MSL Lead Consulting and Learning Librarian

Presenter Association

Montana State Library

Cost

None