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Libraries as Partners in Natural Disasters: Meeting the Civil Legal Reference Needs of Communities in Crisis

My presentation will be One Hour with time for Q and A

The Department of Land Conservation and Development has identified six natural hazards common to Oregon – floods, landslides, earthquakes, tsunamis, coastal erosion, and wildfires. Your library may have plans to secure its facilities and collections for these events, but are you prepared to support your patrons' need for information about civil legal issues that will arise? This area of reference gets too little attention in an environment with an increasing frequency and intensity of natural disasters, and preparation is critical for any size library. Learn how you can increase your reference skills to support your community members through this civil legal turmoil and guide them toward positive outcomes, all while applying trauma-informed approaches to the emotional intensity of disaster. A host of urgent needs can emerge around Federal Emergency Management Agency applications, landlord-tenant disputes, property issues, required documentation, and more. When library staff know what to expect in a crisis and have some training in providing natural disaster-based reference and referrals, their informed reference services will be a beacon to those in the community who need it most.

Learners will be able to:

Identify the short-term, medium-term, and long-term civil legal reference issues that arise following a disaster

Recognize the nature and effects of community trauma and the value of a trauma-informed approach to civil legal reference

Discover the benefit of developing a portable, hard-copy collection of information and resources that is crucial for library staff to support their communities when power and Internet service are unavailable.

Build an action plan to enroll in these courses and utilize the learner and group activity guides to build your disaster legal reference collection.

Carolyn Martin, Network of the National Library of Medicine Region 5 (part of the University of Washington Health Sciences Library), martinc4@uw.edu

Consumer Health Reference: An Introduction to Best Practices

My presentation could work with either option

With health topics often in the news, when family or friends are experiencing poor health, or when communities experience disease outbreaks, people need good health information. Your library can be a trusted source for quality health information. You and your library staff may lack confidence as health reference can be challenging and intimidating. This session from the Network of the National Library of Medicine (NNLM) will provide some tips and best practices to help you be better prepared to address health questions ethically and confidently.

1.) Learn and apply effective communication tips to use during a health reference interview, 2.) How to protect patron privacy during the health reference interview, 3.) Differentiate between providing health information versus providing healthcare, 4.) Identify teachable moments with patrons to effectively integrate educational tips to increase knowledge of health information resources

I am open to either of these options for presenting. If the 1 hour option is selected for this session, it would include some information about health collections and addressing health misinformation.

Emily Donnellan, State of Oregon Law Library, Emily.s.donnellan@ojd.state.or.us

Melissa Beer, State of Oregon Law Library, Melissa.a.beer@ojd.state.or.us

My presentation could work with either option

Empowering Pro Se Litigants

There is a Pro Se Justice Gap in Oregon. More people than ever before are representing themselves in Court proceedings. The problem is the legal system is tough to navigate and uses language that is difficult to understand. This presentation, hosted by Melissa Beer and Emily Donnellan with the State of Oregon Law Library, will share the structure of the Oregon Legal System discussing the differences between federal and state courts. Additionally, we will analyze the free and

low-cost legal research websites available online as well as the databases available through the State of Oregon Law Library. Participants will be able to help provide free and low cost legal resources to patrons. They will also learn about the State Law Library as a contact for referring patrons to when they ask where to find law resources.

Public libraries, Academic libraries, Schools (K-12), Support staff, Front-line staff

Jean Gritter, Oregon Association of School Libraries, jean.gritter@albany.k12.or.us

Oregon School Library Information System Online Resources

My presentation will be 20-30 minutes with time for Q and A

The Oregon School Library Information System (OSLIS) is a collection of online resources for K-12 library instruction, including short instructional videos and related activities, as well as an accurate and ad-free online citation tool, to help students learn research steps and how to use library resources. This session will provide an overview of these resources so that both school and public library staff will be able to share them with students.

Participants will be able to navigate the OSLIS website in order to access and share the resources there.

Public libraries, Schools (K-12), Support staff, Front-line staff, Children and/or teens services

Erica Jensen, Lewis & Clark College, ejensen@lclark.edu

Robin Anderson, Lewis & Clark College, randerson@lclark.edu

'Sure, I Can Definitely...Probably...Possibly Help You With That': Think-Aloud-Based Referral Training for Student Employees

My presentation will be 20-30 minutes with time for Q and A

Referrals are a critical part of any tiered reference model, but the knack of making deft and appropriate referrals is easily taken for granted. At Watzek Library (Lewis & Clark College), student employees are frequently the first point of contact for patrons approaching a combined service desk, with Access Services supervisors nearby, and subject librarians potentially on call during normal business hours. Training for these student Circulation Assistants has long included a segment on referring questions to subject librarians. In 2019 two staff members in Access Services and Research Services, respectively, began to question the sufficiency of that unit on referrals, and to develop additional activities and training. After experimenting with several rounds of an activity that gave students a chance to practice simulated referrals, they have found more success with the think-aloud-based approach that they will share in this presentation. This new activity preserves much of the messiness and nuance of real questions asked at the desk, encourages students to reflect on their confidence and uncertainty in receiving questions, and gives the trainer insight into how students understand their role in the library.

Participants will learn about the benefits and shortcomings of different approaches to training student employees on referring questions.

Participants will have the opportunity to reflect on how the model presented might translate into their own setting.

I will NOT be available for the May 19 conference but would like to submit for a future presentation

Jamie Martin, Jamie Martin Coaching, jamie@jamiemartincoaching.com

How to Make Time For Your Goals, When You're Drowning in To-Do's

My presentation will be One Hour with time for Q and A

Time is the most important resource we have... but many people find themselves strapped for it. You've tried it all before - calendar blocking, to-do lists, Trello and every other system under the sun to break out of the "no time" cycle. You end up overwhelmed and exhausted with nothing left to give to our own goals.

It doesn't have to be that way. Come and learn some simple solutions so you can find the time and the energy to go after YOUR goals.

The importance of being honest with yourself.

An exercise that will provide a new perspective on time management.

7 Key Principles to finding time to go after your goals

Public libraries, Academic libraries, Support staff, Front-line staff, Programming

Adam Mendler, Thirty Minute Mentors, adam@adammendler.com

Superpower to Success: How to Unlock Your Leadership Potential

My presentation will be One Hour with time for Q and A

Every leader and emerging leader aspires to reach their potential in order to be as effective as possible in the workplace; to live a happy, successful, and fulfilled life; and to make a positive impact on others. But how can you become your best self without understanding the process of how to become your best self? And how can you best lead and motivate others without understanding the strategies employed by the most successful leaders? After interviewing more than 500 of America's top leaders - from Fortune 500 CEOs to founders of household name companies to four-star generals and admirals - what was once only understood by a few has now been codified. The solution lies not in focusing on your skills, but in harnessing your superpower. But what is a leadership superpower? And how do you discover and activate it?

In this perspective-shifting presentation, attendees will learn:

- A three-step process to understand and unlock their leadership superpower
- The most misunderstood but integral principles essential to effective leadership
- The secret to excelling in not only one vocation, but in multiple roles, jobs, and careers

After this session, attendees will have a better understanding of what makes them unique and how they can apply their distinguishing leadership superpower in leading their own lives and in leading others.

- 1 Understand and unlock your leadership superpower
2. Learn the most misunderstood but integral principles essential to effective leadership
3. Understand how to excel in not only one vocation, but in multiple roles, jobs, and careers

John Chen

Turn On The Damn Camera Now – The Secrets of Virtual Psychological Safety

When you complete Turn on the Damn Cameras Now, you will master:

- How to get your attendees to start engaging before your meeting starts
- How to increase your odds that your attendees will engage from the beginning of the meeting
- How to ask questions that attendees want to answer

- How to get even the quietest attendees to chat, share and turn on their camera
- How to get attendees to turn on their cameras without saying a word
- How to get attendees to want to come back again and again to your virtual programs

Turn on the Damn Cameras Now is facilitated by John Chen, author of the #1 Amazon Hot Release, Engaging Virtual Meetings. Engaging Virtual Meetings is the most definitive book for meeting online. John distills 35 years of virtual knowledge and delivers proven best practices, helping you to avoid the painful mistakes.

When you register for Turn on the Damn Cameras Now, you will learn the invisible secret that will inspire your attendees to chat in the chat box, raise their hand, answer your questions and turn on their camera. Your virtual courses will be known as the most engaging. They will give YOU rave reviews.

Ambika Devi

Change your Stinkin' Thinkin'!

Do you doubt whether you can really change thought patterns? Ambika gives your audience three effective tools that prove through full-bodily-felt-sensations that everyone has the superpower of mind-taming. This demonstrates instantly that a mind can be smooth and glassy—like a peaceful lake. How we create new neural-pathways, what neural-plasticity is, and that new directions of thinking and inner peace are attainable for everyone.

The knowing of what a peaceful quiet mind feels like.

*A greater understanding of Thought Loops and Neuroplasticity.

*How to back up from thought to observe it rather than continue to react and become caught in a thought-loop.

Anyone seeking better communication, connection, and concentration.

am open to either of these options for presenting

I invite you to visit my speaker page here: <https://speaker.innovationwomen.com/user/9581>