

Laconi Administrators Section  
Best Practices for Staff Development  
April 20, 2007

**In Services Topic Ideas**

How to deal with different ethnic groups  
How to help handicapped patrons  
Web 2.0  
Internal communication  
Customer service  
Safety for staff  
State of the library  
Multi-library in-service and trustee training  
How does staff like to receive information (written, verbal, blogs etc)  
Take staff to ILA and ALA when local and let them visit exhibits  
CPR certification for staff  
System wide staff in-service – advantages is that everyone gets same message and training  
How to deal with patrons who live in poverty  
New technology  
Building maintenance training  
Rotate staff to different departments  
Improv comedy – how to think on your feet  
Take tour of community library serves