

I am grateful to have had the opportunity to attend-thank you for the scholarship!
The collaboration and sharing with other librarians was as worthwhile as the sessions.

St. George, Utah is similar to Eau Claire. The library I visited is in the historic district. It is an old 2-story with a basement. I visited Snow Canyon State Park and saw different vegetation and rock formations. The conference was held at the Dixie Center Convention Center. The Mormons wanted to replicate the "Land of Dixie" cotton farms of the southern states. The Dixie National Forest borders the town. Dixie University is located in St. George. Palm trees, tumbleweed, and sagebrush don't add much color.

SPEAKERS

Jill Nystull:

- Focus on one good thing each day.
- Overcame alcoholism and post-partum depression.
- List of 20 creative exercises and talked about finding one's passion. What would you try if you had no possibility of failing? What would you do for 5 years without being paid? What would you read 500 books about?
- Blogger/author of *One Good Life* (2015).

Clint Lewis:

- Motivational speaker born with glaucoma and went totally blind at age 13
- Wrestled and earned championships for high school. Now coaches wrestling.
- Grew up with a brother who helps him still today.
- He talked about how he overcame his disability and decided he would live his life regardless-he had/has super family support and is "paying it forward".
- He talked about his relationships with guide dogs.
- He was the singer for the welcome session the evening before the conference.

Brandon Mull:

- Author of *Fablehaven/Beyonders/Five Kingdoms* series.
- Spoke on how he became a writer and how he decides to pick a topic. His imagination is wild and is living his dream life.
- He gets paid to write books and think up stories. Good speaker!

SESSIONS

Nitty Gritty Policy Makeover

- Make the policy flexible enough to allow staff to do the job
- Word positively. Use "Child Safety" instead of "Unattended Child"
- Make sure the policies are legal and ethical and credible to the library
- Use 5th grade language for posted policies and avoid library lingo
- Efficiency = doing the right thing. Effective = doing things right
- The speaker recommended the book, *Creating Policies from Chaos* (2003)

Bursting at the Seams

- Smart to have shelves on wheels.
- Using bins for STEM, etc. use Velcro labels so they can be switched around and reused easily.
- Give statistics in visits per square foot- makes it seem like you are doing more in your small space. (?)
- Use bottom shelves for storage using bright opaque bins.
- Pinterest and “Storage space for tiny homes” for ideas
- Give up shelving for seating-people like to sit while in the library
- Bulletin boards and magnetic sheets for passive programming
- Consulted a Physical Therapist and installed a “space tunnel” for autistic children

Book, Line, and Sinker

- One of my favorite sessions. He gave TONS of ideas on how to get adults in the door... basically any freebie/giveaway/prize works!
- He held book challenges and those completing were invited to a red carpet event to be recognized
- He used book reviews on new authors and strategically placed books to get attention
- His display ideas are brilliant. Pictures with staff doing silly things/poses gets response
- He used odd holidays, news, and recommended Chase’s calendar of events published yearly

Managing Internet Speed

- IP address for hardwired, IP address for wireless is recommended.
- Reviewed terms: router, WAP, SSID, QoS, Firewall.
- There should be ways to limit what can be accessed on a guest wireless account.
- Recommended buying a second router for patron use.
- There are settings in the configuration of the QoS to limit games, etc.
- Segmentation resources were given.
- I would like to know if this is being done/or can be done in our library.

Solve the Riddles, Crack the Codes, Unlock the Candy!

- Planning and hosting a Breakout Box/Code Cracking Puzzle event
- Plan and practice the event before you open the door to the event!
- Plan for a specific age/group size and have extra staff/volunteers on hand
- Make a master of where you hide things
- Use different puzzles and code breaker activities
- Different types of locks and keys should be part of the puzzle. Have some keys that don’t fit anything.
- Don’t make the individual puzzles too time consuming
- Give time to reset for another group
- Add “leave this clue in this spot” on each clue or you have to track them down again
- It will likely take double the time you plan for so be ready
- Many examples of different themed games for different ages were given.
- Good group discussion here.

Creating Top Notch Service

- Prompt, Polite, Professional, Personalized
- Organized- have a board/notebook and prioritize
- No pointing, walk the patron to the place
- Accommodate, Anticipate, Apologize (only once!)
- Avoid NO, Can't do it, I don't know...
- Use: That's a great question, As much as I wish I could, May I ask why that is? Thanks for bringing that to my attention, Here's what we can do, I know your frustration; The reason for the policy is to ensure/protect/allow/prevent...
- Be aware of nonverbal body language (folded arms, eye contact)
- Answer the phone with a smile, be upbeat, minimize silence
- Email: Use a salutation. Don't use: Hopefully, Actually, Kind of, Sort of, emoticons

Getting Teens More Than 'In the Door' at Your Library

- Lock-in 7p-7a
 - Gaming – PS4, Xbox, depending on age— watch ratings
 - Gamer Magazine
 - Include a book talk (Book Riot, Net Gallery, Library Reads, Good Reads, Book List)
 - Plan 2-3 events to take place at certain times and give plenty of free time
 - Ice breaker
 - Participants bring a snack or drink to share / Buy pizza and breakfast for them
 - Let them make the rules respecting language, etc.
 - Liability form and Permission Slip
 - Sign up for movie/ game, etc. 1st signed up chooses movie/game. Have movies going all night.
- Other Ideas:
 - ComiCon
 - Community Service
 - Advisory Board
 - Reading Challenge
 - Gaming Tournaments
 - Battle of the Bands
- Communicate with Teens: Instagram, Text, Personal Calls

How to Become a Great Speaker: A Step by Step Guide

- Keep timer in view
- Acknowledge nervousness as adrenaline rush and realize it is normal
- Know your presentation and anticipate questions or reactions- be ready to defend
- No lectern- move-walk- motion-flow
- Dress for comfort – look polished – dress to audience
- Microphone-correct way to hold is below lip and straight up/down – if can do without- great
- Use circle graphs; no other graphics for statistics
- Photos full screen – not words – don't do the PowerPoint read the screen routine!
- Handouts at the end – or you lose your audience!
- Use humor / Anecdotes / Quotes / Varied voice tone / Look at your audience-brief eye contact
- Make it unforgettable / Deliver great content / Keep their attention / Get them on the 1st sentence
- Be confident
- No need to introduce yourself if the info has been given--- just start!
- Close with a repeated quote/ inspirational