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| logo_forms | Wisconsin Department of Public Instruction**CONTINUING EDUCATION ACTIVITY REPORT**PI-2453 (Rev. 09-11) | **INSTRUCTIONS:** Complete and submit annually to your library system validator along with the Annual Summation of Continuing Education Activities, Form PI-2454. Refer to the *Certification Manual for Wisconsin Public Library Directors* for assistance. |
| Name *Last, First, Middle*      |
| Mailing Address *Street / PO Box, City, State, ZIP*      |
|  | I. CONTINUING EDUCATION ACTIVITY DESCRIPTION |  |
| Title of ProgramWhen the Library Makes Mistakes |
| Description of ProgramSome mistakes are easy to fix, like giving someone the wrong change when they’re paying a fine, or mispronouncing the name of an author. What’s harder is when a library user feels they have been insulted or abused by a staff member, when they see or hear other library users receiving deferential treatment denied to them, when they experience incompetent assistance, or when they are given wrong information. When they are accused, wrongly of course, of stealing from the library. When they are made fun of because of the way they speak or dress, or when the library fails to ensure their physical and emotional safety. |
| Relationship of Program to Present Position or Career Advancement      |
| Activity Dates | Location | Number of Contact Hours |
| From *Mo./Day/Yr.*4/15/2020 | To *Mo./Day/Yr.*4/15/2020 | online | Technology *If any*      | Total1.0 |
| Provider *If applicable*WVLS, NWLS, SWLS |
| Category *Check one, attach written summary if applicable*[ ]  A. Credit Continuing Education *Attach formal documentation from the sponsoring agency.*[x]  B. Noncredit Continuing Education[ ]  C. Self-directed Continuing Education |
|  | II. SIGNATURE |  |
| **I HEREBY CERTIFY** that the information provided is true and correct to the best of my knowledge. |
| Signature of Participant⮚ | Date Signed *Mo./Day/Yr.* |