

# PCI Webinars Catalog

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## Academic Libraries

Academic Libraries and Community (Non-University) Patrons

Assessment and Evaluation in Academic Libraries

## Access & Equity

#OwnVoices for All Readers: Incorporating EDI Values into Readers' Advisory Service

Becoming a Dementia Friendly Library (September 2019)

Development Module: "I Need to Do What?" Recognizing Institutional Barriers to Access Libraries for All- Serving People with Disabilities at Your Library (July 2021)

Materials Challenges: Interacting with a Complaint about Library Materials

Memory Cafés and Libraries: How to Start and Sustain Dementia Inclusiveness

Neurodiversity: a Primer for Libraries (September 2021)

Pages Against Prejudice (April 2021)

PCI Actively Anti-Racist Library Service to Leisure Readers (September 2021)

PCI Assuring Library Materials Can Be Used by Your Community

PCI Bilingual Storytimes - The Basics (October 2023)

PCI Decreasing Barriers to Library Use (August 2020)

PCI Dispelling Neuromyths: Discovering What We Think About Learning May Not Be True (May 2022)

PCI eAccessibility (January 2022)

PCI Embracing Race in Children's Programming (November 2020)

PCI Ideating Programming for Spanish Speakers (August 2023)

PCI Inclusive Library Collections (May 2023)

PCI Making Inclusion Visible in the Classroom and at the Library (August 2023)

PCI Mirrors and Windows: Why DEI Is Important for All Libraries (July 2023)

PCI The First Amendment in the Public Library (May 2022)

PCI Visibilizando la inclusión en el aula y en la biblioteca (Program in Spanish) (June 2023)

Teens and Adults on the Autism Spectrum: How to serve this growing group (August 2019)

Welcoming Deaf and Hard of Hearing Patrons to Your Library (September 2021)

## Advocacy

PCI BANS, BANS, BANS.... Fighting to Protect Civil Rights in a Time of Political Unrest (April 2023)

PCI Beyond Storytelling to Engage Leaders and Enact Change (May 2020)

PCI Fighting for #FReadom (August 2022)

PCI Power Team- Grow your Library With Your Circle of Influence (April 2022)

PCI Telling Your Library's Success Story: Part 1 - Fundamentals of Effective Infographics  
(November

The Neuroscience of Story

## Assessment, Evaluation & Planning

Assessment and Evaluation in Academic Libraries

Development Module:: "I Need to Do What?" Recognizing Institutional Barriers to Access

PCI Mirrors and Windows: Why DEI Is Important for All Libraries (July 2023)

PCI See Your Library Through Your Patron's Eyes (January 2023)

PCI Visibilizando la inclusión en el aula y en la biblioteca (Program in Spanish) (June 2023)

PCI Writing Project Evaluation Reports (July 2022)

## Cataloging

PCI Ask Me Anything! Cataloging With RDA (September 2022)

PCI Basic Cataloging with RDA (March 2022)

PCI Building on Up: Hands on with DDC Built Numbers (May 2022)

PCI Cataloging Graphic Novels (April 2022)

PCI Cataloging Moving Pictures (November 2022)

PCI How Do-We Do It? Practical Classification with the Dewey Decimal Classification (April 2022)

Secrets of the Catalog: Basics for Non-Catalog Users (March 2020)

Sort It Out! (July 2021)

## Children

If You Have Emotions and You Know It - Shout Hooray (August 2021)

Little Hands Signing in Storytime: Winter Signs (October 2021)

Little Hands Signing Storytime (October 2020)

PCI Activity Stations for Storytime

PCI Best New Picture Books for Ages 1-6 (June 2021)

PCI Best New Picture Books Published in 2021 (February 2022)

PCI Best of Children's Books 2020 (February 2021)

PCI Best Picture Books of 2022 (April 2023)

PCI Children Collections Crash Course: Nonfiction (May 2021)

PCI Classic Picture Books are Boring and What You Should Read in Storytime Instead (June 2022)

PCI Embracing Race in Children's Programming (November 2020)

PCI Growing Up in Public: Supporting Families in the Digital Age (October 2023)

PCI Growing Up in Public: Supporting Families in the Digital Age (October 2023)

PCI Time Travel Club: Bring Children's History Programming to your Library (May 2023)

PCI Why Kids Should Be Allowed to Pick Their Own Books (October 2022)

Programming at Home: Parents and Caregivers (June 2021)

Spanish Storytime: Where to Start & How to Do It (even if you barely speak Spanish!)

## Collection Management

Best Children's Books of 2019

Materials Challenges: Interacting with a Complaint about Library Materials

Pages Against Prejudice (April 2021)

PCI Best New Picture Books for Ages 1-6 (June 2021)

PCI Best New Picture Books Published in 2021 (February 2022)

PCI Best of Children's Books 2020 (February 2021)

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PCI Children Collections Crash Course: Nonfiction (May 2021)

PCI Comic Books, Coding, Cosplay, Crazes, and D&D (January 2023)

PCI Controlled Digital Lending (May 2023)

PCI Fighting for #FReadom (August 2022)

PCI Inclusive Library Collections (May 2023)

PCI Incorporating Open Education Resources in the Library (March 2023)

Sort It Out! (July 2021)

Star Wars Literature: A Galaxy of Stories for all Ages (December 2019)



## Community Engagement

Highly Effective Community Partnerships (January 2019)

Learning To Share Your Sandbox: Developing Effective Partnership Agreements (December 2020)

PCI Creative Communities in Libraries (May 2023)

PCI Engaging Online Community Members (January 2022)

## Crisis Management

Leading During a Crisis Part 1: What is Crisis Communication and Crisis Leadership? (March 2021)

Leading During a Crisis Part 2: How to Develop a Crisis Strategy (March 2021)

Leading During a Crisis Part 3: How to Be Proactive During a Crisis (April 2021)

PCI Compassion Fatigue During a Crisis (December 2020)

## Customer Service

Becoming a Dementia Friendly Library (September 2019)

Dealing with Passive Aggressive Behaviors (September 2018)

How To Handle Angry Customers

Libraries for All- Serving People with Disabilities at Your Library (July 2021)

Materials Challenges: Interacting with a Complaint about Library Materials

Memory Cafés and Libraries: How to Start and Sustain Dementia Inclusiveness

Mental Health and Libraries (April 2020)

Neurodiversity: a Primer for Libraries (September 2021)

PCI "Do Your Research" (June 2022)

PCI 20 Ways to Build Customer Relationships in 60 Minutes

PCI After Care (October 2023)

PCI Bully-Proof Your Library (November 2020)

PCI Bystander Intervention (July 2023)

PCI Calm Challenging Patrons: How to Navigate Difficult Interactions (July 2023)

PCI Creating Boundaries with Patrons

PCI Creative Communities in Libraries (May 2023)

PCI Customer Service AMA (Ask Me Anything) - January 2020

PCI Customer Service AMA (September 2020)

PCI Difficult Conversations Online: How to Teach Civilly in an Uncivil Environment (February 2021)

PCI Engaging Online Community Members (January 2022)

PCI Front Line Customer Service: A Six-Week Course

PCI Handling Unwanted Customer Behaviors in Your Library (February 2022)

PCI How to Help Your Patrons with Online Romance Scams (November 2021)

PCI How to More Effectively Write to Your Customers (June 2022)

PCI Responding to Uncomfortable Situations in the Library Setting (November 2021)

PCI See Your Library Through Your Patron's Eyes (January 2023)

PCI The Power of Words (March 2022)

PCI The Yellow Cake Principle: Your Recipe for Influence and Success (September 2023)

PCI What Do Older Patrons Need? (November 2022)

PCI What to Do with Patrons that are Mad on Arrival (MOA) (June 2023)

PCI Why Kids Should Be Allowed to Pick Their Own Books (October 2022)

Recognition & Gratitude: Why It Matters to Our Customers, Community and Profession (November 2020)

Service to Bilingual Public Library Patrons (July 2020)

Teens and Adults on the Autism Spectrum: How to serve this growing group (August 2019)

# Digital Books

PCI Controlled Digital Lending (May 2023)

## Finances

Financial Literacy for All (August 2018)

PCI Beyond Late Fees (September 2022)

PCI Big Programs, Little Budget: Forging Community Partnerships in a Small Town (February 2021)

Technology Ownership: Examining the Total Cost (July 2021)

## Friends, Trustees & Volunteers

Attracting Today's Volunteers to the Library (July 2019)

PCI Treat them with Kindness: Coordinating and Managing Volunteers (January 2023)

## Funding

PCI Beyond Late Fees (September 2022)

PCI Grant Writing 101 – Lessons Learned from a First Time Grant Recipient (November 2021)

PCI Grant Writing Made Easy (May 2020)

PCI Grant Writing: What the Pros Know (November 2020)



## Genealogy

Memorial Records: Researching Cemeteries for Genealogy (May 2021)

PCI Frustrated in Your Genealogy Search? Try the Census (December 2022)

PCI Reading into the Past with Census Records (June 2022)

PCI Using Graveyard Genealogy for Frightfully Good Results (October 2022)

## Health

Mental Health and Libraries (April 2020)

PCI After Care (October 2023)

PCI Ask Us Anything (AUA) for Healthier Libraries (October 2021)

PCI Giving Thanks For Everything! (November 2022)

PCI Happy Hacks for Becoming Better After the Bitter (September 2023)

## Information Literacy

Information Literacy: News (May 2021)

PCI As a Matter of Fact: Using Diplomacy to Defeat Fake News

## Job & Career

Secrets to Climbing the Management Ladder (April 2021)

## Leadership

Leadership in Libraries: Observations from the Director's Seat (March 2021)

Leading During a Crisis Part 1: What is Crisis Communication and Crisis Leadership? (March 2021)

Leading During a Crisis Part 2: How to Develop a Crisis Strategy (March 2021)

Leading During a Crisis Part 3: How to Be Proactive During a Crisis (April 2021)

Mindful Leadership (March 2021)

PCI Telling Your Library's Success Story: Part 1 - Fundamentals of Effective Infographics (November)

## Library Development

Becoming a Dementia Friendly Library (September 2019)

Development Module:: "I Need to Do What?" Recognizing Institutional Barriers to Access

In Times of Uncertainty - Get Strategic! (February 2021)

PCI Artificial Intelligence in the Library (July 2022)

PCI Ask Us Anything (AUA) for Healthier Libraries (October 2021)

PCI Better Libraries and Stronger Communities Through Kindness, Empathy, and Love (March 2020)

PCI Beyond Late Fees (September 2022)

PCI Generative AI in Libraries (September 2023)

PCI Library Signage 101: Communicate Your Message Effectively and Strategically (July 2022)

PCI Mirrors and Windows: Why DEI Is Important for All Libraries (July 2023)

PCI Power Team- Grow your Library With Your Circle of Influence (April 2022)

Technology Ownership: Examining the Total Cost (July 2021)

What to Expect When You're Constructing (January 2021)

## Marketing

Beyond Booktalking: Whole Library Promotion (June 2018)

PCI 20 Marketing Resources in 60 Minutes

PCI 20 Tools and Tips for Competitive Market Intelligence Research in 60 Minutes (September 2020)

PCI 5 Tips for Word of Mouth Marketing (August 2022)

PCI Creating the Image and Crafting the Message for Your Library (May 2020)

PCI Library Signage 101: Communicate Your Message Effectively and Strategically (July 2022)

PCI Telling Your Library's Success Story: Part 1 - Fundamentals of Effective Infographics (November)

Promoting Your Collections: Messaging, Merchandising, and More (April 2019)

The New Social Media World & Library Marketing Online (July 2021)

## Older Adults & Seniors

Memory Cafés and Libraries: How to Start and Sustain Dementia Inclusiveness

PCI What Do Older Patrons Need? (November 2022)



## Organizational Management

Dealing with Passive Aggressive Behaviors (September 2018)

PCI Better Libraries and Stronger Communities Through Kindness, Empathy, and Love (March 2020)

PCI Bully-Proof Your Library (November 2020)

PCI Policies of Yes: Empowering Staff and Community (June 2023)

PCI The Censorship Cycle: Prevention Through Materials Management (August 2023)

What to Expect When You're Constructing (January 2021)

## Outreach

Library Outreach Reimagined: Operation Warm (July 2020)

Outside the Library Walls (January 2021)

Your Library Within Your Community (September 2020)

## Partnerships

Library Outreach Reimagined: Operation Warm (July 2020)

Outside the Library Walls (January 2021)

Your Library Within Your Community (September 2020)

## Personal Growth & Development

- 20 Life Changing Words and How to Use Them in 60 Minutes
- A Dozen Ways to Be Thankful Every Day of the Year (November 2018)
- PCI 20 Stress Management Tools for the Holidays in 60 Minutes
- PCI 22 Ways to Take Better Care of Yourself in 2022 (January 2022)
- PCI 4 Ways to Maintain Calm and Make Decisions Under Pressure
- PCI A Guide to Understanding the Body Language of Others (March 2020)
- PCI After Care (October 2023)
- PCI Alternate Nostril Breathing (Exercise 3)
- PCI Change Your Thinking...Change Your Life (September 2020)
- PCI Compassion Fatigue During a Crisis (December 2020)
- PCI Dealing with Change: Using Mindfulness to Respond in Difficult Situations (May 2022)
- PCI Demystifying Mindfulness (April 2023)
- PCI Effective Communication During a Conflict (October 2020)
- PCI Eliminating Personal Burnout (March 2022)
- PCI Energizing Breath (Exercise 2)
- PCI Fewer but Better: Selecting Your Yes with Intention (April 2023)
- PCI Flash Talks - Your Holiday Season Well-Being Edition (November 2021)
- PCI Giving Thanks For Everything! (November 2022)
- PCI Happy Hacks for Becoming Better After the Bitter (September 2023)
- PCI How to Embrace and Manage Change (February 2022)
- PCI How to Find Balance in a World of Constant Change (September 2022)
- PCI Improving Your Posture at Work for a Healthier You! (June 2022)
- PCI Life Lessons from the Happiest People on Earth (March 2023)
- PCI Living and Working Energetically (March 2023)
- PCI Meditation: A Tool to Balance Your Life (October 2022)

PCI Mind-Body Connections and Whole-Person Wellness: The Role of Mindfulness (August 2023)

PCI Mindful Breath Retention (Exercise 1)

PCI Parents: Why We Should Let Our Kids Choose Their Own Books (Part 1)

PCI Parents: Why We Should Let Our Kids Choose Their Own Books (Part 2)

PCI Parents: Why We Should Let Our Kids Choose Their Own Books (Part 3)

PCI Parents: Why We Should Let Our Kids Choose Their Own Books (Part 4)

PCI Respond, Don't React (February 2023)

PCI Spring into Intention: Take Bold Action (March 2023)

PCI Spring Into Vision: Ignite Your Spark (February 2023)

PCI The Power of Brevity: Maximum Impact with Less Words (June 2023)

PCI The Power of Words (March 2022)

PCI The Yellow Cake Principle: Your Recipe for Influence and Success (September 2023)

PCI Time to Think: The Importance of Focus (August 2022)

PCI Using Food as Medicine in your Everyday Life (November 2022)

PCI Your 21 Magical Days of Gratitude (November 2021)

The Neuroscience of Story

Why Did I Make That Dumb Decision? (October 2020)

Writing with Respect (September 2020)

## Policy

PCI Beyond Late Fees (September 2022)

PCI Fighting for #FReadom (August 2022)

PCI Policies of Yes: Empowering Staff and Community (June 2023)

PCI The Censorship Cycle: Prevention Through Materials Management (August 2023)

## Professional Development

Becoming a Better Listener at Work (June 2019)

Business Writing for Results

Dealing with Toxic People (June 2018)

Do You Have Compassion Fatigue? (May 2019)

Jack of All Trades: Public Service Librarians in Small Library Systems (November 2017)

PCI 20 Ways to Make Your Workspace More Efficient in 60 Minutes

PCI Communication and Conflict: "Can't we all just get along?" (September 2022)

PCI English for Non-Native Professionals (January 2021)

PCI Handling Change at the Staff Level (August 2022)

PCI How to Effectively Run a Meeting (December 2021)

PCI Level-Up Your Professional Presence and Communication (May 2023)

PCI Managing Change When You're Not in Charge (November 2022)

PCI Meditation in the 21st Century (April 2022)

PCI Pro Tips for Giving Great Presentations (February 2022)

PCI Professional Development---"What now?" (September 2023)

PCI Reasoning With The Unreasonable Patron (September 2023)

Recognition & Gratitude: Why It Matters to Our Customers, Community and Profession (November 2020)

The Anti-Procrastinator's Guide to Time Management (August 2021)

Writing Effective Email (May 2020)

## Programming

How to Run a Librarian in Training Program for Children (August 2020)

Keeping the Best of the Virtual Experience (June 2021)

Little Hands Signing in Storytime: Winter Signs (October 2021)

Little Hands Signing Storytime (October 2020)

PCI A Dungeon Master in the Library: Women, Libraries, and Role-playing Games

PCI Activity Stations for Storytime

PCI Adult Programming for the Non-Programmer

PCI Big Programs, Little Budget: Forging Community Partnerships in a Small Town (February 2021)

PCI Bilingual Storytimes - The Basics (October 2023)

PCI Bringing Readers Back: Book Based In-Person Events Beyond Community Reads (March 2023)

PCI Classic Picture Books are Boring and What You Should Read in Storytime Instead (June 2022)

PCI Comic Books, Coding, Cosplay, Crazes, and D&D (January 2023)

PCI Embracing Race in Children's Programming (November 2020)

PCI Geeky Programs at the Library (May 2020)

PCI Growing Up in Public: Supporting Families in the Digital Age (October 2023)

PCI Ideating Programming for Spanish Speakers (August 2023)

PCI Podcasting and Your Library (January 2022)

PCI Reboot Your Book Club (December 2021)

PCI Time Travel Club: Bring Children's History Programming to your Library (May 2023)

Programming at Home: Parents and Caregivers (June 2021)

Recharge Your Book Club (October 2021)

Spanish Storytime: Where to Start & How to Do It (even if you barely speak Spanish!)



## Readers' Advisory

#OwnVoices for All Readers: Incorporating EDI Values into Readers' Advisory Service

20 Books to Recommend to Your Patrons

20 Comics in 60 Minutes (November 2018)

Best Children's Books of 2019

Horror Readers' Advisory: How to Help Your Scariest Patrons (October 2020)

Pages Against Prejudice (April 2021)

PCI 2020 Readers' Advisory Year in Review (January 2021)

PCI Actively Anti-Racist Library Service to Leisure Readers (September 2021)

PCI Best New Picture Books for Ages 1-6 (June 2021)

PCI Best New Picture Books Published in 2021 (February 2022)

PCI Best of Children's Books 2020 (February 2021)

PCI Best Picture Books of 2022 (April 2023)

PCI Children Collections Crash Course: Nonfiction (May 2021)

PCI Readers' Advisory Year in Review -- 2021 (February 2022)

PCI Readers' Advisory Year in Review: 2022 (February 2023)

Star Wars Literature: A Galaxy of Stories for all Ages (December 2019)

The Secrets of Stellar Readers' Advisory Service (August 2021)

## Reference

PCI "Do Your Research" (June 2022)

PCI A Ready Reference Refresher (September 2021)

PCI Google Like a Librarian (June 2020)

References for the Reference Staff (June 2021)

The Virtual Reference Interview (April 2021)

## Resource-Specific Tutorials

PCI Google Like a Librarian (June 2020)

PCI Reading into the Past with Census Records (June 2022)

## Safety

Dealing with Passive Aggressive Behaviors (September 2018)

PCI Bully-Proof Your Library (November 2020)

PCI Bystander Intervention (July 2023)

PCI Calm Challenging Patrons: How to Navigate Difficult Interactions (July 2023)

PCI Creating Boundaries with Patrons

PCI Handling Unwanted Customer Behaviors in Your Library (February 2022)

PCI How to Help Your Patrons with Online Romance Scams (November 2021)

PCI Responding to Uncomfortable Situations in the Library Setting (November 2021)

PCI What to Do with Patrons that are Mad on Arrival (MOA) (June 2023)

## Social Media

PCI Engaging Online Community Members (January 2022)

The New Social Media World & Library Marketing Online (July 2021)

## Space Planning

PCI Library Signage 101: Communicate Your Message Effectively and Strategically (July 2022)

What to Expect When You're Constructing (January 2021)

## Staff Management

Patron Bashing in Public Libraries: Its Effect on the Professional and the Profession (October 2021)

PCI 20 Management Tips in 60 Minutes

PCI A Shark and A Unicorn Walk into a Library: Tips & Tricks to Boost Staff Morale (December 2022)

PCI Coaching Skills for Library Supervisors (April 2020)

PCI Grow and Strengthen Your Team (January 2022)

PCI Managing Employee Performance: A Simple Formula for Talking with Staff (February 2023)

PCI Managing Up! (March 2022)

PCI Performance Appraisals That Work (December 2021)

PCI The Six Questions to Ask Yourself About An Underperforming Employee (October 2021)

What to Expect When You're Constructing (January 2021)

## Storytime

If You Have Emotions and You Know It - Shout Hooray (August 2021)

Little Hands Signing in Storytime: Winter Signs (October 2021)

Little Hands Signing Storytime (October 2020)

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Spanish Storytime: Where to Start & How to Do It (even if you barely speak Spanish!)



## Technology

PCI "Do Your Research" (June 2022)

PCI Artificial Intelligence in the Library (July 2022)

PCI From Text to Image: Unleashing Creativity with Midjourney's Generative AI (October 2023)

PCI Generative AI in Libraries (September 2023)

PCI How to Help Your Patrons with Online Romance Scams (November 2021)

PCI Launch a Digital Navigator Program at Your Library (October 2022)

PCI Podcasting and Your Library (January 2022)

Synthetic Foundations: Building the Metaverse (November 2021)

## Training

PCI Once Upon a Training: Using Stories to Increase Learning and Engagement In Training (March 2022)

Why DEI Training Is Not Working (August 2021)

## Workplace Culture

Becoming a Better Listener at Work (June 2019)

PCI 20 Ways to Make Your Workspace More Efficient in 60 Minutes

PCI A Shark and A Unicorn Walk into a Library: Tips & Tricks to Boost Staff Morale (December 2022)

PCI Ask Us Anything (AUA) for Healthier Libraries (October 2021)

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Why DEI Training Is Not Working (August 2021)

## Young Adults & Teens

PCI Creating a Culture of Caring (March 2021)

PCI Growing Up in Public: Supporting Families in the Digital Age (October 2023)

PCI Why Kids Should Be Allowed to Pick Their Own Books (October 2022)

Teens and Adults on the Autism Spectrum: How to serve this growing group (August 2019)