

Who are we? Your partner!

Maryland's Library Associate Training Institute (LATI) is an essential part of providing Maryland library users with exceptional service. Each library system registers its newly-hired Library Associates for the program.

LATI provides the tools, techniques, information, ideas and practice opportunities for Library Associates to enhance and develop their professional competencies.

This 90-hour, competency-based program meets the requirements of the law by providing face-to-face training; live, online learning sessions; independent work; and coaching sessions with their supervisor.

"I am able to help customers easily who have specific questions that before I would fumble and hand over to a colleague with more experience."



By Maryland law, library associates are required to have a Bachelor's degree in any field of study. Library Associates may work in library branches or in other departments such as technology, information services or material's selection. Library Associates represent the diversity of Maryland public libraries.

"I have a better understanding of the specific, accredited resources available for law, science, business and more, that before I would have stumbled through Google to find."

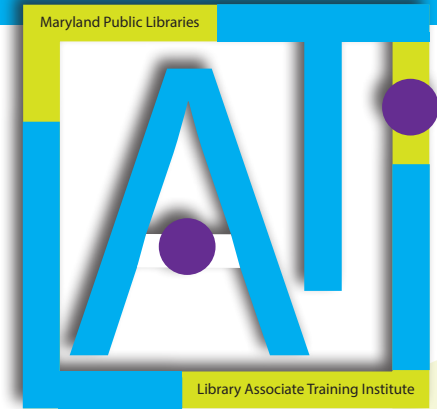
"Recently, I was asked by a patron for help in doing a resume online. This patron had not filled out a resume in over 25 years – quite a daunting task for him. Because of the LATI training, I was able to direct him to resources that I would not have been aware of before. I was very thankful for the training that I received. The patron walked away happy and pleased that the experience was not as overwhelming as he first thought."

Photo on front panel is of Michelle Evitts, left (Washington County Free Library) and Sarah Hull (Western Maryland Regional Library).



For information contact your Staff Development Coordinator.

For additional information, contact the LATI Coordinator at laticoor@gmail.com.



Maryland's Library Associate Training Institute

What do we do?

Enhance library customer service!

Benefits to Maryland library users:

- Better, more reliable assistance from staff
- Improved customer service
- Increased use of model reference behaviors



From left: **Karen Beckwith**, Prince George's County Memorial Library (PGCML); **Rochelle (Shelly) Bell**, PGCML; **Sandra Gregory**, Ruth Enlow Library; and **Sonya Muldrow**, PGCMLS

“When someone would come up to me before, I would be nervous and wonder what they would ask . . . Now I am confident that I can find the answer.”

Benefits to Maryland libraries:

- Broader awareness of statewide and local library resources and services
- Stronger search and reader's advisory skills

Benefits to YOU:

- Networking with colleagues from around the state
- Improved understanding of Maryland library services



Graduation celebration at the Howard County Library, Miller Branch.

“My reference interviews have improved since I graduated LATI. I also know many more research resources that I can show customers to aid them in their research.”



Why you need us?

It's the law!

Although each public library system may conduct its own in-service training, there is a tradition of cooperative training for Library Associates in Maryland. In 1980, the Division of Library Development and Services (DLDS) began to offer an approved, statewide program to ensure consistent, quality customer service for all 24 public and three regional library systems.

The Library Associate Training Institute offers a blended approach of online training and face-to-face meetings. The LATI Oversight Committee provides guidance to the program and ensures that it evolves to meet the changing needs of Maryland public libraries.



Kimberle Fields, a LATI graduate and Library Associate at the Lexington Park Library in St. Mary's County.