



Enoch Pratt Free Library and State Library Resource Center 2025 Circulation Conference

All Things Circ!

Tuesday, February 25 & Wednesday, February 26, 2025

Day One: Virtual - Tuesday, February 25, 2025

09:30 AM - 10:30 AM:

Welcome and Keynote

Customer Service & Community Through a Specialty Retail Lens

Josh Levinson, Founder & CEO, Charm City Run



11:00 AM – 12:00 PM:

Introduction to Statewide Homelessness Resources for Library Staff

Danielle Meister, Assistant Secretary of Homeless Solutions, Maryland Department of Housing and Community Development

In this highly informative and engaging session, participants will learn about the essential homelessness resources that public service staff can have prominently displayed or ready to provide to their customers. Homelessness will be destigmatized. Participants will also learn more about homelessness advocacy, along with services that are currently available or are possible to develop throughout the state.

1:30 PM - 2:30 PM:

A Library of Little Things

Karen Earp, Youth Services Manager, Paul S. Sarbanes Branch, Wicomico County Library

The first Library of Things is attributed to either the Borrow Station, which launched in 2009 in Copenhagen, or a series of Libraries of Things that debuted in London in 2014. Regardless of their origin, offering loanable things has become common in Maryland public libraries. Things available for borrowing vary by location, patron needs, and budget. Rather than exploring the full range of collections, this discussion will focus on the offerings in the children's and teen collections at the Sarbanes Branch of Wicomico Public Library, a.k.a. our Library of Little Things.

For more information, please contact: slrcprogramsandtraining@prattlibrary.org or visit <https://www.slrc.info/professional-development/conferences/circulation-conference>.



MARYLAND STATE LIBRARY RESOURCE CENTER
ENOCH PRATT *free* LIBRARY

Enoch Pratt Free Library and State Library Resource Center 2025 Circulation Conference

All Things Circ!

Tuesday, February 25 & Wednesday, February 26, 2025

Day Two: In-Person - Wednesday February 26, 2025

08:00 AM: Doors open for registration and breakfast

09:00 - 10:00 AM: Welcome and Keynote
Chad Helton, President & CEO, Enoch Pratt Free Library





10:00 AM – 11:00 AM: Session One - Choose One

1a: Peer Navigators

Donna Bruce, Registered Peer Supervisor, Programs & Outreach, Enoch Pratt Free Library

This session demonstrates how Peer Navigators serve as role models. They also provide safe, non-judgmental spaces and provide resources to patrons entering the library around mental health, substance use disorders, food insecurities, and overall health and wellness. Session will include Narcan training.

1b: Contaminated Materials Review

Chris Cannon, Manager, Stacks & Shelving Department, Enoch Pratt Free Library

The purpose of this course/class is to understand the policy and procedures of EPFL for handling contaminated materials. We will discuss rodents, insects, and molded materials and how to contain and dispose of these materials properly.

1c: Tour of the Circ Department

The Circulation Tour will provide participants with one example of the important roles that Circulation can play in a library system, as well as highlighting some of the unique responsibilities of our Central Library/SLRC Circ team. Our Central Circulation staff manages a variety of tasks, from registering for library cardholders and checking out materials, to assisting patrons in finding departments and digital resources, to managing our Passport Services department. Participants will gain insight into the daily operations of our public service staff, providing a wonderful opportunity to connect, collaborate, and get the conversation going about what Circulation can be!

1d: Community Workshop

Barnard Smit, Manager, Best & Next Department, Central Library/SLRC

Join the Best & Next Department Manager, Barnard Smit, for an informative, hands-on activity hour at the Enoch Pratt Free Library's newly opened Community Workshop space!



11:15 AM – 12:30 PM: Session Two - Choose One

2a: Marina Review and Refresh

Emma Beaven, Manager, Maryland Interlibrary Loan Organization, Enoch Pratt Free Library
Hannah Brady, Library Associate, Maryland Interlibrary Loan Organization, Enoch Pratt Free Library

This session will provide training on how to place Marina requests, as well as process them. Attendees will also learn about interlibrary loan outside of Marina, as well as statistics.

2b: Customer Service/Privacy

Tif Sutherland, Reference Supervisor, Calvert Library

This training will empower library workers with the essential knowledge and skills to effectively balance library customer privacy with exceptional customer service. Attendees will learn the importance of comprehending and being able to operationalize their library's policies while learning practical techniques for maintaining a welcoming, responsive, and respectful environment for all patrons. The training will enable staff to navigate complex situations confidently, ensuring that they uphold privacy standards without compromising the quality of service.

2c: Reclaiming Time with Collage (50 Attendees Maximum)

Teri Henderson, Arts & Culture Editor, Baltimore Beat (50 Attendees Maximum)

In this workshop led by Teri Henderson, Arts & Culture Editor of Baltimore Beat and author of *Black Collagists*, you will be able to explore how artmaking can be a vehicle for creative liberation through collage.

Collaging can be a reclamation of time and space in an increasingly online world. This workshop will also highlight collage's profoundly meditative and grounding nature as attendees listen to house music and dive into making a work of art to take home.

2d: Tour of SLRC

Join SLRC staff for this express tour of SLRC. View building highlights, and find out how SLRC can support your work with programs, training and materials.

12:30 PM - 1:30 PM: Lunch



1:30 PM – 2:30 PM: Session Three - Choose One

3a: Providing Access to Non-Circulating Materials

Eben Dennis, Manager, Special Collections Department, Central Library/SLRC

Natalie DeMuro, Archivist, Special Collections Department, Central Library/SLRC

The Special Collections Department Manager Eben Dennis and archivist Natalie Demuro will discuss myriad ways of making non-circulating materials available to customers while highlighting both popular and lesser known items from the Enoch Pratt Free Library's Special Collections Department.

3b: Panel Discussion: Career Pathways: Oh, The Places We Will Go!

Many staff get their start in the library world at a circulation or public service desk and end up where they never expected! We will hear from staff across our library community who started out in a circulation or a public service department and ended up on a different pathway. All experiences welcomed! This will be a collaborative exploration of the many different journeys that can begin right here on the front line.

3c: Get Rooted: Chair Yoga with Danette Frederique (50 Attendees Maximum)

Danette Frederique, Licensed Therapist/Certified Yoga Teacher

Get Rooted combines gentle, restorative movement and mindfulness-based therapy techniques into a soothing 1-hour chair yoga session for all skill levels. Modifications for poses, visual and verbal cues, and inclusive language ensure an accessible and judgment-free environment. This healing workshop promotes relaxation of the mind and body, while equipping participants with emotional regulation skills and increased self-awareness.



2:30 PM – 3:30 PM: Session Four - Choose One

4a: Panel Discussion: Past, Present, and Future of Circulation

In this highly interactive, panel discussion, current circulation managers and staff will give their perspectives and insight into what circulation was, is, and could potentially be.

4b: Reiki Energy Healing and Meditation (40 Attendees Maximum)

Melisa Mitchell , Reiki Master, The Space Within

Reiki energy healing and meditation have been used for hundreds of years to bring calm, peace, and healing. As we move into uncertain times, having tools to support wellness and wellbeing becomes even more important. Participants will learn the history of the Usui Reiki system, the basic principles and tools of successful meditation, and experience a Reiki-supported meditation with the goal of feeling calmer and more relaxed and ready to weather the challenges of day-to-day stressors as well as uncertainty as we move into the new year.

4c: Accessibility at the Circ Desk

Erin Kelly, Accessibility Coordinator, Office of Equity and Fair Practice, Enoch Pratt Free Library

Learn how to improve your library's accessibility to customers with disabilities, including best practices for communication and customer service. Discuss ways to make your library's spaces and collections more accessible, including assistive technology options. Discover local and national resources to expand your knowledge.

4d: Tour of the Annex

In this session, participants will receive an informative guided tour of the unique departments included in the Annex: the Maryland Department, the African American Department, and the Special Collections Department. Expert librarians will provide an overview of the African American and Maryland Departments, followed by a Q&A session. The tour will conclude with a Special Collections Department "Petting Zoo," where participants can get up close and personal with some of the most popular items in our collection.

3:30 – 4:30 PM: Social Activity

Don't miss out on our end of the day networking hour! Enjoy cozy hot chocolate, delicious local pastries, bookmark making, and capture conference memories at our fun photo booth!

For more information, please contact: slrcprogramsandtraining@prattlibrary.org or visit <https://www.slrc.info/professional-development/conferences/circulation-conference>.