# Support Patron Learning in Small Spaces with Small Budgets

**Description:** This webinar showcases how small and rural libraries can provide effective training to patrons with limited staff, resources, or space.

**Presented by:** Brenda Hough and Stephanie Gerding, consultants at TechSoup for Libraries, and Wendy Street, director, Pella Public Library, Iowa.

|  |  |
| --- | --- |
| **What are your goals for viewing this webinar?** | |
| **Personal Goals** |  |
| **Team Goals** |  |

|  |
| --- |
| **Discussion Questions: Patron Training at Your Library – How Do You Do It?** |
| How does your library approach patron training? Who can be a trainer at your library – do you use staff, volunteers, or both? How do you recruit trainers? |
| **Activity : Training Resources** |
| Describe the resources you provide for your trainers (tours, orientation sessions, handouts, etc.):  1.  2.  3.  List the materials you use with your patrons in the classes you offer (worksheets, evaluations, etc.):  1.  2.  3.  Taking the examples and links provided in the webinar and archive page as inspiration, what are some new resources you might use with your trainers and/or clients? Or what are some ways you might improve your existing resources?  1.  2.  3. |
| **Discussion Questions: Topics Offered** |
| On what topics does your library currently provide training? What classes would you like to offer in the future? |
| **Activity : Getting the Word Out** |
| The webinar underscored the important role marketing plays in the success of your patron training program. Using the tips and suggestions for marketing discussed in the webinar, write down two ways you could approach a new group that might be interested in your classes.  1.  2.  List any new ideas you came up with from this webinar for how to publicize your classes, and how these could be applied in your marketing strategy:  1.  2.  3. |
| **Action Plan** (include next steps, who, when, etc.) |
|  |

|  |
| --- |
| **Notes** |
|  |
|  |
|  |
|  |
|  |