

	MALA Webcasts over 35 minutes - click on title for description	Presenter	Length
1	911: Library Disaster Planning for Your Community	Wagner, Pat	0:59:20
2	After the Internet and E-Books: The Future of the Information Society	Wagner, Pat	0:59:44
3	Beyond the Bestseller List: Filling Patron Demand for Great eBooks	Harris, Marlene	0:37:28
4	Brave New World of Genre Fiction Selection	Harris, Marlene	0:40:55
5	Communication Skills for Front Line Library Staff	Wagner, Pat	1:10:00
6	Dealing With Hostile and Potential Dangerous Library Customers	Wagner, Pat	1:00:40
7	Effective Library Board Governance	Wagner, Pat	0:59:32
8	Embracing Generational Diversity in the Library Workforce	Hentschel, Tiffany	0:44:24
9	Engaging Library Outreach to Underserved Communities	Wagner, Pat	1:00:06
10	Evolving Public Libraries for the 21st Century and Beyond	Wagner, Pat	1:00:01
11	Great Safe Place: Secure Library Workplaces	Wagner, Pat	1:00:14
12	Guide to the Family & Medical Leave Act for Libraries	Hentschel, Tiffany	0:45:58
13	How to Break the Rules: Offering Great Customer Service to Everyone	Wagner, Pat	0:58:13
14	How to Change the Dynamics in the Workplace Culture	Wagner, Pat	0:58:18
15	How to Conduct a Workplace Probationary Period	Wagner, Pat	1:11:25
16	Identifying Behaviors That Burden People and Budgets	Wagner, Pat	1:00:02
17	LGBTQ Fiction - A Reader's Advisory Overview	White, Leah	0:41:58
18	Library Compliance with the Fair Labor Standards Act	Hentschel, Tiffany	0:42:05
19	Library Conflict Management For Consenting Adults	Wagner, Pat	1:01:21
20	Make Your Workplace Safe from Bad Behavior	Wagner, Pat	1:45:20
21	Making a Stunning First Impression: Library Curb/Counter Appeal	Wagner, Pat	1:00:40
22	Marketing As If Your Library Depends On It	Wagner, Pat	1:01:48
23	Meeting Deadlines When Staff and Resources are Cut	Wagner, Pat	0:59:09
24	Navigating the Rapids: Myths and Realities of Generational Wkplcs	Wagner, Pat	0:53:03
25	Negative Nellies	Baker, Vicky	0:46:51
26	New Adult Fiction: An Evolution or Revolution	Atwater, Beth	0:35:46
27	Non-Fiction Reader's Advisory	Vnuk, Rebecca	0:40:01
28	Overview of Legal Acts Affecting HR in Libraries	Hentschel, Tiffany	0:54:24
29	Performance Evaluations That Work	Wagner, Pat	1:01:48
30	Preparing for Your Next Library Job Interview	Hentschel, Tiffany	0:39:59
31	Quick, Cheap and Decent Strategic Planning for the Library	Wagner, Pat	0:59:48
32	Re-Charge Your Book Club	Spratford, Becky	0:52:44
33	Social Media: Pros and Cons	Wagner, Pat	0:59:25
34	Striking a Balance: Finessing Your Supervisor Skills	Wagner, Pat	1:00:04
35	The Impact Of Personality Styles At Work	Hentschel, Tiffany	0:43:21
36	Thrills & Chills @ Your Library: How to Help Your Scariest Patrons	Spratford, Becky	0:57:47
37	Unlocking Your Potential: Presentation Skills	Tibbs, Gloria	0:45:10
38	Virtual Customer Services Strategies: E-mail, IM and Social Media	Wagner, Pat	0:59:47
39	When It Is Time To Discipline or Terminate	Wagner, Pat	1:01:34
40	Women's Fiction: An Overview	Vnuk, Rebecca	0:53:59
41	World Beyond Best Sellers	Saricks, Joyce	0:56:07