

## Making a Difference in a Life: Customer Service for Teens and Tweens

Workshop with Terrie Gifford

Thursday April 24, 2014  
9:00 a.m. Doors Open  
9:30 a.m. – 11:30 a.m. Workshop



11:30 a.m. Networking Opportunity

Bring a lunch, we'll provide dessert & drink, and we'll use the opportunity to discuss whatever you like concerning service strategies for teen/tweens!

Schenectady County Public Library  
McChesney Room  
99 Clinton Street 12305-2083  
Tel: 518-388-4500  
www.scpl.org



They may be Crocs, Uggs, or even Chuck Taylors - but we're going to walk in the virtual moccasins of a teen and tween to better understand what they need from us. Through improvisation exercises and examples from real life, you will come away with a better understanding of:

- Tween and teen development
- Developing your library's teen/tween service message and attitude
- Welcoming and supporting diversity

*About Terrie Gifford: Using her experience and training as a member of a semi-professional improv troupe, Terrie Gifford, BA Ed, developed popular confidence skill-building library programs for tweens and teens throughout the Capital District. Terrie is a Distinguished Toastmaster with Toastmasters International and a member of the National Speakers Association with Professional Status. For further information: [www.terriegifford.net](http://www.terriegifford.net)*

Cost: \$10 per person. MVLS library fee waived through New York State Library's Family Literacy Library Services grant program. **For more information contact Sue Rokos, MVLS (518) 355-2010 x226**

**Please make checks payable to: Mohawk Valley Library System**

Library: \_\_\_\_\_ Amount enclosed: \_\_\_\_\_

Names of persons attending: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please send this registration form and check to: Sue Rokos at MVLS or email [srokos@mvls.info](mailto:srokos@mvls.info)  
Mohawk Valley Library System, 858 Duanesburg Road, Schenectady, NY 12306

**Deadline for registration is : Monday, April 21, 2014**