

Minnesota Certification

has attended

Service To Teens

Branch Out 2009... Beyond Your Comfort Zone

August 5 2009

This workshop addressed the following competencies:

Public Service Competencies

- A. Public Services Abilities - Administrative and Planning Services
 - 1. Design appropriate programs of service based on community use and needs studies
- B. Public Service Abilities - Direct User Services
 - 1. Communicate with individuals from diverse backgrounds.
 - 2. Assess user needs and work to satisfy those needs



Minnesota

Certification

for library
employees

Lori Crocker

presenter

2 contact hours or 2 CE credits