

Registration

Monday, September 14, 9:15 am - 3:30 pm

Folklore Village, 3210 County Road BB, Dodgeville, WI 53533

Registration Due by Friday, August 21st

Join us for the first ever day-long retreat where you will explore strategies for providing excellent customer service while maintaining healthy professional boundaries, handling difficult or uncomfortable patron interactions, protecting patron privacy, and sharing ideas with colleagues from libraries across Southwest Wisconsin. The day will feature presentations, discussion, and peer-to-peer learning in a welcoming and collaborative environment. *Lunch will be provided by Corralejo Mexican Grill.*

- 9:15 am - Registration
- 9:30 am - Welcome and Folklore Village Introduction
- 9:45 am - Confidence in Customer Service and Setting Boundaries
- 12:00 pm - Taco Bar Lunch and Networking
- 1:00 pm - Protecting Patron Privacy
- 2:00 pm - Round Table Discussions
- 3:00 pm - Wrap Up and Evaluation

dpldirector@swls.org [Switch account](#)



* Indicates required question



Morning Session: Confidence in Customer Service and Setting Boundaries

Jamie Matczak is the education consultant at Wisconsin Valley Library Service where she focuses on professional development and communications. In addition to over 20 years of experience in public library consulting, she has a BA in Advertising from UW-Eau Claire, and an MS in Applied Leadership from UW-Green Bay. Jamie has given over 100 presentations on marketing, social media, customer service and communications.



Afternoon Session: Protecting Patron Privacy



Jennifer Bernetzke is the Deputy Director and ILS/ILL Consultant at Southwest Wisconsin Library System. She has nearly 20 years of library experience in southwest Wisconsin, including 7 years as the director of the Schreiner Memorial Library in Lancaster. She has her MLIS from UW-Milwaukee and regularly provides staff trainings and workshops on a variety of library topics across the region and around the state.

Afternoon Session: Protecting Patron Privacy

Angela Noel is the Director at Southwest Wisconsin Library System. With over 15 years of experience in both academic and public library settings, she understands the unique situations that can arise when working in a library. She has presented at a number of conferences and, prior to this fall, taught the Advanced Public Library Administration course for UW-Madison's iSchool certification courses. Angela has her MLIS from UW-Milwaukee and a BA from UW-Madison.



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