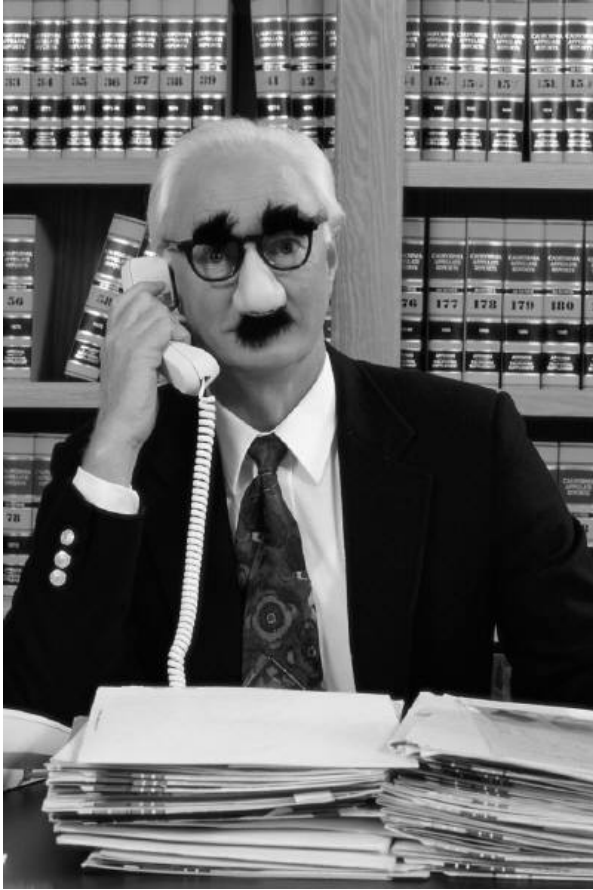


Laughter in the Library:

Fighting Stress and Providing Positive Customer Service At the Same Time



Speakers fee (\$500) includes 2 hour program & 1 hour consultation adjustable to your needs

**Available in New York
April 12-25 2012**

**Contact Tracey Firestone
tracey@rebellibrarian.com
510-566-0381**

**with program questions
and to schedule your event**

Staff Development Workshop

Providing positive customer service can be extra challenging when stress gets in the way. With community support of public sector employees wavering, it's critical for all library employees to do the best we can with the tools we have available.

- Learn to recognize, anticipate and deflect stresses in yourself, your coworkers, and library users.
- Learn about scientific studies of happiness and understand how your choices can impact your experiences.
- Practice tips and tricks to combat stresses so you can build a happier work world, and help to create lifelong library users and advocates.

With over twenty years of library experience as a Page, Circulation Clerk, Teen Librarian, Branch Manager, and Adjunct Professor at CUNY Queens College GSLIS, Tracey Firestone is the Rebel Librarian and a Certified Laughter Yoga Leader. She is based in Dublin, California but will always call Long Island home.