

# Outreach and Programming Guide for Librarians



## For All Audiences

- ▶ Create a “Consumer Protection Corner” area and keep it stocked with multilingual bookmarks and publications on how to spot and avoid scams.

### Recommended resources:

- [How To Avoid a Scam brochure](#) (also available to order in [Spanish](#), [Simplified Chinese](#), [Korean](#), and [Vietnamese](#); available to print in [other languages](#)).
  - [How To Spot, Avoid, and Report Identity Theft in Your Language handout](#) (also available to order in [Spanish](#), [Simplified Chinese](#), [Korean](#), and [Vietnamese](#); available to print in [other languages](#)).
  - [Gift Card Scams bookmark](#)
- ▶ Host a job search workshop with your local American Job Center during National Consumer Protection Week and share information on avoiding job scams.

### Recommended resource:

- [Avoiding a Scam When You’re Looking for a Job slides](#)

- ▶ Showcase video playlists in your lobby or on social media, sharing advice on how to avoid scams.

### Recommended video resources:

- [Fraud Affects Every Community playlist](#)
- [Privacy and Identity Theft playlist](#)
- [Consumer Protection Basics...Plain and Simple playlist](#)



## For Older Adults

- ▶ Slip Pass It On bookmarks into books for senior center bookmobile stops.

### Recommended resources:

- [Romance Scams bookmark](#)
- [Business Impersonator Scams bookmark](#)
- [Government Impersonator Scams bookmark](#)

- ▶ Host a coffee chat for Older Americans Month (May) about current scams and share advice on how to avoid them.

### Recommended resources:

- [Government Impersonator Scams article](#)
- [Business Impersonator Scams article](#)
- [Grandkid and Family Scams article](#)

- ▶ Leave out some printable games to get your older patrons thinking about scams.

**Recommended resources:**

- [Impersonator Scams Word Challenge handout](#)
- [Pass It On Word Search handout](#)
- [Pass It On Word Scramble handout](#)



## For Kids, Tweens, & Teens

- ▶ Keep your children's area stocked with information on staying safe online.

**Recommended resources:**

- [Heads Up: Stop. Think. Connect. booklet](#)
- [Net Cetera: Chatting with Kids About Being Online booklet](#)

- ▶ Create a bulletin board with Adulting 101 topics.

**Recommended resources:**

- [Budget Worksheet handout](#)
- [Job Scams Explained article](#)
- [Identity Theft: Protect Yourself article](#)

- ▶ Plan a series of group activities to teach kids about how to be safe consumers.

**Recommended resources:**

- [Youville](#) slides, lesson plans, and activity sheets



## For Servicemembers & Veterans

- ▶ Create a display for Military Consumer Month (July) using Military Consumer publications.

**Recommended resources:**

- [Identity Theft – Military Personnel & Families: What to Know, What to Do booklet](#)
- [Credit Tools for Active Duty Military flyer](#)

- ▶ Invite staff of a local veteran organization to speak about veterans' pension and disability benefits.

**Recommended resource:**

- [Veterans Pension and Disability Benefits article](#)

- ▶ Showcase videos on military and veteran-related scams.

**Recommended video resources:**

- [Stop Veteran Charity Scams video](#)
- [Fraud Affects Every Community: Debt Collection video](#)



## For Spanish Speakers

▶ Set up a *Consejos Para Consumidores* (“Advice for Consumers”) section and keep it stocked with resources on how to spot and avoid scams.

**Recommended resources:**

- [Government Imposter Scams booklet \(Spanish\)](#)
- [Gift Card Scams flyer \(Spanish\)](#)
- [Visit Us bookmark \(Spanish\)](#)

▶ Hold a workshop on identity theft or incorporate identity theft content into existing programming.

**Recommended resources:**

- [Identity Theft slides \(Spanish\)](#)
- [Identity Theft bookmark \(Spanish\)](#)

▶ Celebrate Hispanic Heritage Month (September 15 to October 15) by putting out [fotonovelas](#) at your circulation desk.

**Recommended resources:**

- [Talking about Scams booklet \(Spanish\)](#)
- [Avoid Telemarketing Scams booklet \(Spanish\)](#)
- [Notario Scams booklet \(Spanish\)](#)