



FTC.gov/libraries

- Consumer resources curated for your patrons
- Content, talking points, slides, lesson plans, videos
- Programming ideas

Federal Trade Commission

Consumer Tips for Library Programming: Getting started

The FTC's materials can help your patrons resolve consumer issues. You'll find materials in Spanish, videos, some presentation slides with talking points, some worksheets, and some lesson plans. We hope these will help you:

- Answer patrons' questions.
- Develop programming. For instance, create a short presentation with the slides, talking points, and videos. Use them as-is, or mix and match to suit your needs. Consumer protection tips are always relevant and can be a valuable addition to your existing programs. Consider incorporating information on managing credit and debt, or avoiding scams, into other celebrations and promotions. Just a few possibilities you might try:
- Order free bookmarks and publications to distribute during programming or for patrons to pick up at your displays.
- Use any of our consumer tips or [infographics](#) in your library's newsletter, website, or social media pages. Put it under your byline. It's all in the public domain, so use it freely.
- Sign up for [Consumer Alerts](#) to keep up to date.
- [Report](#) any scams you encounter. Your reports [help us stay one step](#) ahead of scammers.

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Would your library system like train-the-trainer webinars for your librarians to go deeper on some topics? Contact Carol Kando-Pineda at ckando@ftc.gov.