

Library workshop checklist

Reviewed October 1, 2026

Goal: help participants practice one calm verification routine before responding to urgent messages, calls, screenshots, letters, or QR notices.

Before the session

- Print this checklist and the family pause checklist.
- Choose one example message, one call story, and one mailed-notice scenario.
- Keep examples fictional and avoid real names, full phone numbers, account numbers, and private documents.
- Put these source links on a handout or slide:
 - FTC consumer alerts: <https://consumer.ftc.gov/consumer-alerts>
 - Report fraud: <https://reportfraud.ftc.gov/>
 - Identity recovery: <https://www.identitytheft.gov/>
 - FBI IC3: <https://www.ic3.gov/>

15-minute format

- Read one example out loud.
- Ask: what is the sender asking for?
- Ask: what pressure is being used?
- Pick a trusted verification path that does not use the message link or callback number.

30-minute format

- Add a safe-word exercise for family emergency calls.
- Practice saying: "I need to verify this through a saved contact first."
- Practice ending a call without arguing.

45-minute format

- Add a reporting and recovery exercise.
- Match scenarios to the first reporting path:
 - Fraud attempt or money loss: ReportFraud.ftc.gov
 - Identity information shared: IdentityTheft.gov
 - Cyber-enabled loss or account takeover: IC3.gov
- Bank, card, or payment app issue: contact the provider directly

Facilitation notes

- Do not blame the person who received the message. The pressure is the tactic.
- Keep the lesson practical: one pause rule, one saved contact path, one reporting link.
- Remind participants not to write passwords, one-time codes, full card numbers, account numbers, or identity numbers on public worksheets.

Olevo can be mentioned as one optional second opinion, but the workshop works without promoting any app.

Sources and sharing

FTC library education resources: <https://consumer.ftc.gov/features/librarians>

FTC recovery guidance: <https://consumer.ftc.gov/articles/what-do-if-you-were-scammed>

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