

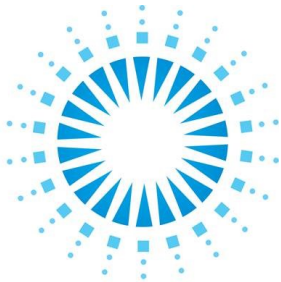
| Room # | 1:00 pm - 2:00 pm | Room # | 1:00 pm - 2:00 pm |
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| 310 AB | Customer Experience 101 Allison Circle, Chief Customer Experience Officer, Columbus Metropolitan Library Libraries have heard about customer experience, but many are unsure of what it is exactly or how to start. Here's your chance: learn what some of the terminology means, how it applies to libraries and how you might think about starting a CX program that involves all your employees. Leave the session with simple steps to understand why it matters and how your library might begin its own effort. | 316 | CLEVNET Roundtable Shawn Walsh, Emerging Services & Technologies Librarian, Madison Public Library Share ideas and challenges with libraries that are all a part of the CLEVNET Consortium. |
| 313 | E-Health Lab Holly Klingler, NEO-RLS E-Health is all the rage. Come and explore e-health devices like fitness trackers, a mobile EKG, a smart blood pressure cuff and much more! | 317 | Self Defense Amit Reddy Maranganti, Self-defense Instructor Protect yourself at the library and in life. You will learn basic self-defense techniques in this hands-on session. |
| 314 | Youth Literature Update: Kristin Casale and Christina Getrost, Children and Teen Librarians, Stow-Munroe Falls Public Library Hear about the latest titles from K – Grade 12 that you will be able to share with your patrons. | 319 | Communication is a 2-way Street When It Comes to Effective Communication Joseph M. Pannitto, Trainer Too often, conveying the appropriate messages in our everyday work environment is overlooked or taken for granted, leading to lost messages, information that is misinterpreted and misunderstood, or simply imparted information that is incorrect. This session focuses on the importance of effective communication with your fellow associates through: -Written communiqués -Verbal interaction -Appropriate body language -Valuable listening techniques Our objective is to improve methods of communication with your associates and enhance both your verbal and non-verbal "conversation" skills. |
| 315 | Job Performance Coaching Ned Parks, Consultant Learn how to have clear, empowering conversations with employees in order to create a performance plan that brings focus, clarity, and motivation. | Bottom of the stairs on the first floor | KSU Main Library Information Tour Here is an opportunity to tour KSU Main Library's public and behind the scenes spaces. |

Welcome to the Northeast Ohio Regional Library System's 6th Staff Development Conference

**Closing
KEYNOTE :**
*Building and Sustaining
a Positive Culture
in the Workplace:
We all have a role*



Ann Hartle Proudfit, Ph.D.,
Dean, Student Affairs,
Cuyahoga Community College,
Westshore Campus



Northeast Ohio
Regional
Library System

Agenda

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|-------------|---------------------------|
| 8:45–9:10 | Refreshments & Networking |
| 9:10–9:20 | Welcome |
| 9:20–9:30 | Break |
| 9:30–10:30 | Breakout Session 1 |
| 10:30–10:45 | Break |
| 10:45–11:45 | Breakout Session II |
| 11:45–1:00 | Lunch & Networking |
| 1:00–2:00 | Breakout Session III |
| 2:00–2:15 | Cookie Break-Ballroom |
| 2:15–3:15 | Closing Keynote |

| Room # | 9:30 am - 10:30 am | 10:45 am –11:45 am |
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| 310 AB | <i>The Feeling is Mutual: How Respect Leads to Better Teamwork</i> Christine Zust, Author and Consultant Working on a team presents its own set of challenges: different work styles, contrasting personal styles, and varying skill levels. What if your team could operate by a standard of ethics that provides a template for teamwork success? This program delivers that to you in just 60 minutes. By the end of the program, you will move your team forward using a simple, pocket-sized tool. | <i>An RA Refresher</i> Mary Olson, Readers' Advisory Librarian, Medina County District Library If you feel like Readers' Advisory is slipping off your priorities list, come be refreshed and recharged. Hear about upcoming titles, Best Reads of 2018, and brainstorm with your colleagues about keeping your RA skills and services in the spotlight. |
| 313 | <i>Emerging Tech Lab</i> Holly Klingler, NEO-RLS Explore virtual reality and augmented reality, play with makerspace toys like coding robots and DIY video games, fly a drone, and much more! | <i>Troubleshooting Devices and Computers</i> Matt Motes, IT Department/On Demand Training Coordinator, State Library of Ohio, SEO Library Center Find ways to help yourself and your patrons with frustrating devices and difficult computers. |
| 314 | <i>Make it Shine! Getting the Most Out of Your Children's Programming Budget</i> Rena Ault, Children's Services Manager, Salem Public Library Drawing on experience from twenty years of working with children in a variety of settings, our speaker has found that most often, kids want your attention rather than money. While it would be nice to have an unlimited budget to host amazing children's programs a couple times a week, that just isn't a reality in public libraries. Our speaker will be sharing some of the strategies and ideas that she has used to present programming that has increased her program attendance by almost 200% in seven years while still managing to stay under budget. | <i>Technical Services Roundtable</i> Teanna Weeks, Technical Services, Shaker Heights City Schools Share challenges and successes with local technical services staff. |
| Bottom of the stairs on the first floor | <i>KSU Main Library Information Tour</i> Here is an opportunity to tour KSU Main Library's public and behind the scenes spaces. | <i>KSU Main Library Information Tour</i> Here is an opportunity to tour KSU Main Library's public and behind the scenes spaces. |

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| 315 | <i>We Can't Stop Doing That!</i> Betsy Lantz, NEO-RLS Why is it so easy to start new projects or formulate new procedures and policies, yet so hard to stop doing things that are no longer important, efficient or effective, especially if they were once necessary or successful? How can you help yourself and your staff see the value in cutting procedures or services that are no longer working? This session will look at the reasons it is often difficult to eliminate something that we do or provide and will propose a model for actively involving staff in determining if something can be stopped, why it can be stopped, when it can be stopped and how it can be stopped. | <i>The Right Stuff: Staffing for Organizational Growth & Development</i> Valarie Kocin, Director, Cuyahoga Falls Library Personnel costs comprise the largest portion of most public libraries' annual budgets. Library usage patterns are changing along with expectations about the library's role in communities. Evolving technology has resulted in new and different spaces, services, programs and collections. Well planned strategies are necessary on how public libraries will remain relevant in a digital world. If you suspect your organization needs to reallocate resources, redefine priorities, retrain or reassign staff, learn how to create buy-in and navigate the process. Develop a futuristic mindset and ability to assess various strategic paths to enable your library to achieve sustainability and enhanced capacity. |
| 316 | <i>Moving Forward Through the Fog: Navigating the Internet in a Post-Truth Era</i> Donald Boozer, Manager, Business, Economics, and Labor, Cleveland Public Library According to some, we're living in a post-truth, alternative-fact-based era. How do you distinguish between fake and fact when looking for information? This session will arm you with tools to distinguish reality from "truthiness" and why it's so important in today's online information environment. | <i>Facilities Roundtable</i> Patrick Jolly, Facilities Manager, Geauga County Public Library Here is an opportunity to network with your fellow library facilities managers and staff. Share your challenges and successes. |
| 317 | <i>The Art of Relaxation</i> Dr. Michael Schechter, Be Well Solutions This interactive seminar demonstrates: -Various simple relaxation techniques that you can practice daily. -The benefits of practicing relaxation techniques. | <i>Self Defense</i> Amit Reddy Maranganti, Self-defense Instructor Protect yourself at the library and in life. You will learn basic self-defense techniques in this hands-on session. |
| 319 | <i>No Excuses: The Skill of Self-Discipline at Work</i> Alex Chavez, Consultant This session teaches the crucial life skill of self-discipline in your personal life; for business, sales and finances; or simply to have a good life. This skill can prove to be the most challenging of all the skills needed to be successful in life. We can find ourselves pulled in many different directions throughout our day and taken off our course. Self-discipline eliminates the need to make excuses and keeps us focused on what really matters. | <i>Pledge to Excellence</i> Alex Chavez, Consultant Because the service industry is so diverse we have the privilege of working with people from all walks of life that can bring a mixed bag of emotions and behaviors to the workplace. This training focuses on the importance of utilizing some basic and very important interactive skills, intended to bring into consciousness how we behave around other people in both our professional and personal lives. When these interactive skills are fully utilized by individuals and teams, positive growth is inevitable. |