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Northeast Ohio Regional Library System



Continuing Education

Summer 2010

NEO-RLS

Northeast Ohio Regional Library System

4445 Mahoning Avenue NW
Warren, Ohio 44483
www.neo-rls.org

Northeast Ohio Regional Library System

Workshop Cancellation Policy

The Northeast Ohio Regional Library System assumes a financial liability in the presentation of its programs and events. This cancellation policy assumes that workshop space may be limited, and/or special arrangements may have been made, including the ordering of meals, the set-up of computers, the provision of hand-outs, and/or the ordering of special workshop materials. Cancellation requests must be submitted in writing (via, email, fax or mail) to the NEO-RLS office fourteen (14) days prior to the event in order to receive a full refund. The day of the workshop does not count as one (1) of the fourteen (14) days. The refund will be given in the form of CE vouchers. If notice of less than fourteen (14) days is given, the enrollee's library/individual attendee will not receive a refund and if the workshop is not paid for in advance the library/individual attendee will be billed for the workshop. If an enrollee cannot attend a workshop, an employee from the same or another library may attend instead. In the case of a waiting list for a workshop, a refund in the form of CE vouchers will be issued to any library canceling an enrollee's registration if the vacancy can be filled. NEO-RLS reserves the right to cancel a workshop at the discretion of the Senior Continuing Education Specialist or the Executive Director.



July 2010

Turn Difficult Patrons Into Satisfied Customers—July 27, 2010 *Online Training* - \$15.00

Your library is a wonderful place - people learn, you help patrons find information they need, you provide resources for people. Once in awhile, though, those same normally-nice people can get a little difficult and often it's a result of a particular issue or circumstance. How do you attempt to meet a patron's needs or requests when you find yourself in a challenging situation? How do you honor your library policies while trying to address their issues? In other words, how do you turn a difficult patron into a satisfied customer? In this session, we will delve into some specific scenarios that you may encounter in your everyday interactions with patrons - and how to deal effectively with those scenarios.

Give your self-confidence - and self-awareness - a boost by attending this workshop - right at your desk! **Speaker: Linda Bruno**

NEO-RLS Special Events

Fall Membership Meeting—September 21, 2010—\$15.00

Join us for a fun and interesting program featuring author **Ralph Keyes**. Ralph will discuss from *Scarcity to Abundance: Researching in the Internet Era*. Ralph's books center around language and word origins. He will share with us his latest book *I Love It When You Talk Retro*. This book examines "retrotalk," words and phrases in common use that are rooted in our past. These range from you sound like a broken record to going postal. They come from old ads (Cha ching!), comic strips (Alphonse and Gaston), radio shows (Gang Busters) and myriad of other sources. In this delightful look at the often surprising, always intriguing origins of words in common use Ralph Keyes entertains as he informs. Ralph Keyes has appeared on Oprah Winfrey, The Today Show, The Tonight Show, ABC World News Tonight, and 20/20. He has been a frequent guest on NPR radio shows such as All Things Considered, Talk of the Nation and Fresh Air. Please join us for a program you won't want to miss. You will also hear updates from NEO's staff.

Back to the Book XI—October 7, 2010—\$50.00

This is the 11th year for Back to the Book. Our Keynote presenter is **Mary Beth Weisenburger**, Author and Family Humor Columnist. Mary Beth also has a degree and experience in marketing. She will discuss her book and how she got it published along with marketing on a shoestring. Our closing presenter is **Laura Bickle**, author of *Embers* an urban fantasy. Laura will talk about her book and how she got published and the ins and outs of urban fantasy. Stay tuned for more to come.

2009-2010 NEO-RLS Continuing Education Advisory Committee

Cathy Hakala-Ausperk, Chair
Therese Feicht
Theresa Garner
Melissa Lattanzi
Angela Paterek
John Skrtic
Yvette Wasko
Robin Wood

August 2010

Summer Library Symposium—August 10, 2010—\$50.00

Keynote: **Margaret Haddix**. She has written more than 20 books for kids and teens, including *Running Out of Time*; *Don't You Dare Read This*; *Mrs. Dunphrey*; *Leaving Fishers*; *Just Ella*; *Turnabout*; *Takeoffs and Landings*; *The Girl with 500 Middle Names*; *Because of Anya*; *Escape from Memory*; *Say What?*; *The House on the Gulf*; *Double Identity*; *Dexter the Tough*; *Uprising*; *Palace of Mirrors*; the *Shadow Children* series; and *Found*, which is the first book in a new series, *The Missing*. Her books have been honored with the International Reading Association's Children's Book Award; American Library Association Best Book and Quick Pick for Reluctant Young Adult Readers notations; and more than a dozen state reader's choice awards. You have the following choices for the first breakout session: **Children's Literature Update** with Sue McCleaf Nespeca of NEO-RLS; **Information Literacy Standards Update** and **Emerging Technologies** with Shawn Walsh of NEO-RLS. The second breakout session choices are: **Young Adult Literature Update** with Christina Getrost, Stow-Munroe Falls Public Library; **INFOhio: Your Partner in Working with Students, Teachers and Parents** with Dave Ambrose of INFOhio; **Proposal Writing Basics: Learn About the Basics of Writing a Grant Proposal for your Library** with Rose Guerrieri, Library Director and Assistant Professor, Kent State University, Trumbull Branch and **Information Literacy Standards Update**. Closing Speaker: **C.J. Bott** - The author of *The Bully In the Book and in the Classroom*; and *More Bullies in More Books* She is a retired high school English teacher, and an educational consultant on problems of bullying and harassment.

Oh No! It's Wage and Hour! Understanding the Fair Labor Standards Act—August 12, 2010 *Online Training* - \$15.00

What do the REGULATIONS say about who is EXEMPT and NON-EXEMPT from overtime pay ... and what does that MEAN? What is ROUNDING -- and how do I use it for clocking in and clocking out? How long do lunches have to be in order for them to be unpaid? Do I have to give my employees BREAKS? When are breaks UNPAID? and MUCH, MUCH more... Join **Scott Warrick** as he reviews the basics and the finer points of Federal Wage and Hour Law. Scott will not only outline how the Wage and Hour Law operates, but he will review how to use this information IMMEDIATELY!

Why Customer Service Stinks: Tip, Tricks and Traps for Creating Awesome Customer Experiences—August 17, 2010—\$35.00

Tired of Customer Service workshops? Buckle up and hold on as you travel into the new world of Customer Experiences. In this fast paced, highly interactive and entertaining workshop you will learn how burritos, black soap and the Cerritos Public Library have left Customer Service behind. Come and explore how a 14 year old who works for Disney on weekends, and makes \$50,000 a year can help you in your job. Laugh as we discover tips like "The Nicole Factor" to make your job more rewarding and your career more successful. You will learn how to: create Library experiences that will make your patrons talk about how great you are, drive patron engagement through the roof and give you tools to pass the next library levy. **Speaker: Kordell Norton**

All Information, All the Time: Integrating Google Services Into Your Library—August 18, 2010 *Online Training* - \$15.00

There are a lot of Google products out there and a lot of ways to use them in your library. Figuring out how this works, however, can be time consuming and tricky. Let us help! In this jam-packed webinar, we'll share an overview of Google's best product offerings and give you specific recommendations on how to use them in your library. From the Books product, to the Timeline, News Archive and even the newly expanded search results, your library can be transformed! Plan on attending today and helping your library tomorrow!

NEO Tech News—August 25, 2010 *Online Training* - FREE

This 1-hour session will try to wrap up what is new each month in technology that may either directly affect the library community or affect the library in a more peripheral way. Please join the NEO Technology Staff for one or more of these informative Wimba sessions.

PC Troubleshooting: Session I of IV—August 26 or August 27, 2010 *Online Training* - \$15.00

What do you do if the computer staff isn't around and your system keeps crashing or if your printer magically stops working? Most of us get frustrated and turn off the system or worse! In this course we will approach troubleshooting from the non-techie perspective to help you develop some good general computer troubleshooting skills that can ease your frustration, and help you work with patrons and get your computer back on track faster. In the first of four sessions learn how to diagnose problems with your five senses, and common power issues.

September 2010

Solving the Personality Puzzle: Personalities at Work—September 1, 2010 *Online Training* - \$15.00

This workshop series is an invaluable tool in understanding your own personality style, as well as understanding those with whom you interact. You'll be introduced to Tightrope walkers, Ringleaders, Attendants and Clowns, and find out how we are all so different... and yet so alike. In the first session, you'll find out your own personality style as well as the strengths and weaknesses of each of the four basic styles. **Speaker: Linda Bruno**

Check Me Out! Conducting Legal & Effective Background Checks—September 9, 2010 *Online Training* - \$15.00

What background checks do you need to perform in order to protect yourself against a "Negligent Hiring" lawsuit? What DOCUMENTS and NOTICES must you have in place in order to perform background checks? How does the "Fair Credit Reporting Act" govern your background checks and reference checks? Join **Scott Warrick** as he reviews the basics and the finer points of Federal Wage and Hour Law. Scott will not only outline how Wage and Hour Law operates, but he will review how to use this information IMMEDIATELY!

Technology for Management—September 10, 2010 *Online Training* - \$15.00

Does technology seem like a cloud of confusion? Ever wonder what's really going on in your library's network and systems? Not sure what questions to ask staff or how to evaluate their performance? How do you know if that high-priced consultant is really doing anything? If you're looking for answers we're here to help! NEO-RLS invites managers/administration to join us for an informative WebEx session on evaluating and gaining understanding of the technical infrastructure of your organization.

Session I: Speaking Skills: Step Up to a WOW Presentation—September 14, 2010 *Online Training* - \$15.00

What message do you send? Make the most of your opportunities to share information and influence others. Whether your "audience" is a team or larger group of people, add impact and influence to your presentations.

When I Wake Up If I Find You Sleeping, You're Fired: Taking That First Step to Manager—September 15, 2010 *Online Training* - \$15.00

When you move to that first position of management your view, responsibilities, and focus must change from one of individual contributor to manager and leader. This webinar will focus on the very first steps you need to take to set your expectations and vision for your area of responsibility. **Speaker: Ned Parks**

Digital Reference: Using Google Tools in Your Everyday Reference Work—September 22, 2010 *Online Training* - \$15.00

Google is changing more than the world: They're changing how you do your reference work! Stay up to date and learn about these exciting developments through this fast-paced, informative webinar. We'll look at an overview of the newly-revised Google search results, the growing News Archive, the Timeline product, Books, and even the Google Wonder Wheel!

PC Troubleshooting: Session II of IV—September 23 or 24, 2010 *Online Training* - \$15.00

What do you do if the computer staff isn't around and your system keeps crashing or if your printer magically stops working? Most of us get frustrated and turn off the system or worse! In this course we will approach troubleshooting from the non-techie perspective to help you develop some good general computer troubleshooting skills that can ease your frustration, and help you work with patrons and get your computer back on track faster. In the second of four sessions learn how to handle it when the pc locks up, and diagnosing attached device problems.

Session II: Speaking Skills Practice Session—September 28, 2010 *Online Training* - \$15.00

Put speaking concepts from Session I to practice in this interactive second session. Take advantage of this special opportunity to gain valuable coaching tips from Lauren, your speaking coach and from other participants to help you grow and increase your "WOW" factor. Participants may volunteer to practice various aspects such introduction, supporting elements and conclusion in a rotating fashion so that those who choose to hone their skills by practice have an opportunity to hone skills.

NEO Tech News—September 29, 2010 *Online Training* - FREE

This 1-hour session will try to wrap up what is new each month in technology that may either directly affect the library community or affect the library in a more peripheral way. Please join the NEO Technology Staff for one or more of these informative Wimba sessions.

Using Performance Metrics for Greater Success—September 30, 2010 *Statewide Videoconference* - \$30.00

How do you know if you are getting the most value from every aspect of your collection? How can you be sure you are maximizing the success of your programming and services? How can you prove to funders and/or donors that you are effective/productive/efficient at what you do? How can you check if you are really serving your community or constituents? You can answer all of these questions by making performance metrics an important and strategic part of your annual and daily planning. **Speaker: James Keller, Chief Marketing Officer of Queens Library**