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Northeast Ohio Regional Library System



# Continuing Education

## Winter 2010

### **2009-2010 Continuing Education Advisory Committee**

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**NEO-RLS**

Northeast Ohio Regional Library System

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## January 2010

### [Mock Newberry—January 8, 2010 \\*Video Conference\\*](#)

Librarians, teachers, children's lit fans: join us as we discuss and vote for OUR choice for this year's Newbery Medal, "the most distinguished contribution to American literature for children," ten days before the real winner is announced. Lori Faust, member of the actual 2010 Newbery Committee, will moderate the discussion and explain and conduct the balloting procedure. This video conference will be held in Cleveland Heights, Lorain, Madison, Stow, Warren and Wooster.

### [Online Resources for School Age Patrons—January 12, 2010 \\*Online Training\\*](#)

This course covers the basics in accessing and searching online tools for elementary and secondary students. Resources include: Student Research Center, grade level encyclopedias, grade level magazine and newspaper indexes plus test prep and computer skill tutorials.

### [Software on a Shoestring Budget—January 14, 2010 \\*Online Training\\*](#)

In this workshop we will discuss free alternatives to popular and sometimes very expensive programs that we use daily in the library. We will talk thru the pros and cons of open source and shareware as well as show you how to find these programs on the internet while avoiding spyware and viruses.

### [New Book Look—Several Dates and Locations!](#)

Come to our Winter New Book Looks to hear the major 2010 award winners. You will also see the final books released in 2009. Youth Services Specialist, Sue McCleaf Nespeca will book-talk some of the best titles on the list. Attendees may come anytime during the day to look at the new books, however book-talks on new books and award winners will be held at 10:00 at each location. New Books from ALL Major Publishing Houses and also several smaller publishing houses will be available for preview. Dates/Locations: 1/21/2010—Wooster, 1/25/2010—Cleveland Heights, 1/28/2010—Warren, 1/29/2010—Warren

### [Web 3.0? Taking 2.0 to the Next Level—January 21, 2010 \\*Online Training\\*](#)

You know what Twitter is; you know what Facebook is. You know how to read blogs with a reader and how to write your own blog. Now take that knowledge to the next level with these inexpensive ways to create and promote interactive online content for your library. Learn how to: create and market successful podcasts, blogs, newsletters and more, get your patrons engaged online, use Web 2.0 technologies together for maximum impact, get staff buy-in and keep the content flowing.

### [Are You COBRA Compliant? - January 26, 2010 \\*Online Training\\*](#)

Group health plans for employers with 20 or more employees on more than 50 percent of its typical business days in the previous calendar year are subject to COBRA. Both full and part-time employees are counted to determine whether a plan is subject to COBRA. Each part-time employee counts as a fraction of an employee, with the fraction equal to the number of hours that the part-time employee worked divided by the hours an employee must work to be considered full time. COBRA is a temporary extension of group health coverage at group rates due to a qualifying event. COBRA outlines how employees and family members may elect continuation coverage. It also requires employers and plans to provide notice. COBRA appears more expensive to employees as the individual is now paying the full premium (vs sharing the cost with the employer as when an active employee).

### [NEO Tech News—January 27, 2010 \\*Online Training\\*](#)

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 WebEx sessions.

### [Layoffs and Beyond: Networking and Resumes—January 28, 2009 \\*Online Training\\*](#)

Laid off - those dreaded words. Those of us who are employed can only imagine the fear and frustration that must face the many people who have lost their jobs in recent months. At the same time nobody knows what tomorrow will bring either. What can we do? It's never too early to prepare. Let's start with the resume. Do you have one? Is it updated? Employment experts are estimating that as many as 80% of the jobs being found during this downturn in our economy are found through networking, not through plastering your resume all over town, and that includes "cybertown"... In this first session of the Layoffs and Beyond series, we will discuss what needs to be on your resume and what you should get rid of - now! We will also delve into how you go about networking - what is it? Why is it so important today? How does my personality affect my inclination to network?

## February 2010

### [Tightening Our Belts: Decisions Managers Can Make To Save Time, Money and Valuable Resources—February 2, 2010 \\*Online Training\\*](#)

Creating a culture of continuous improvement in the library requires us to collaboratively examine what we do and how we do every day. This webinar will focus on using the five foundational planning elements to make the decisions needed to maximize the resources of the library and its most important resource, the employees.

### [Reference Resources: Encyclopedias, Dictionaries, Guides and Companions—February 4, 2010 \\*Online Training\\*](#)

This course covers the basics in accessing and searching World Book Online and Oxford Reference Online and Ohio History Central's Online Encyclopedia.

### [Layoffs and Beyond: How Libraries Can Help the Unemployed—February 11, 2010 \\*Online Training\\*](#)

In this workshop our focus will center on what we can do as a community resource to help those who are unemployed. We will discuss what resources we already have in our libraries that might benefit those looking for jobs, as well as what "out-of-the-box" thinking might contribute to helping others become employed.

### [Performance Gap Analysis—February 17, 2010 \\*Online Training\\*](#)

You have an employee that just is not performing to your expectations. You have talked to them and while they seem receptive to improving, it just is not happening. You can do one of two things, continue to be frustrated and let the employee relationship deteriorate, or conduct a Performance Gap Analysis" to determine WHY the employee is not performing.

### [Tightening Our Belts: Should We Do It? Using a Program of Continuous Improvement in the Library—February 23, 2010 \\*Online Training\\*](#)

For years now libraries have been sticking their toes into the Continuous Improvement pool. There are plenty of examples of successes and failures for both public and academic libraries. With budgets becoming even tighter and the economic recovery moving slowly at best, should your library institute a program? This webinar gives you the basics of what a continuous improvement program is and what it can do for your library. We'll will look at case studies of libraries using Continuous Improvement programs and examine the common tools and techniques used in the various processes.

### [Layoffs and Beyond: The Art of Interviewing—February 25, 2010 \\*Online Training\\*](#)

It is never too early to think about your interviewing skills. Many of us and our patrons have not been on an interview in several years. In this session of Layoffs and Beyond we will cover tips on how to handle the result of a good resume - the interview. We will discuss what to include in our answers as well as what not to share. We will learn the "best" way to answer one of the most common interview questions: "So tell me a little bit about yourself." What would you say to that question? Would you tell the interviewer that you've been married 14 times and have 31 kids? Would you tell them you're just looking for a job to pay the bills? Of course not! Yet you would be surprised at what slips out if we haven't prepared a professional answer to this question.

### [Children's Learning Group—Focused on Summer Reading—February 22, 2010 \\*Video Conference\\*](#)

The first hour will consist of a summary from the Summer Reading Workshop in Wooster. The remaining time will be spent sharing ideas on summer reading. Bring your best ideas to share.

### [Children's Learning Group—Focused on Programming on a Shoestring—February 22, 2010 \\*Video Conference\\*](#)

Programming on a shoestring. Bring your ideas to share.

### [Director's Learning Group—February 26, 2010 \\*Video Conference\\*](#)

Join your colleagues for a discussion of the issues that are facing directors today. An email will be sent out to all directors prior to the learning group to determine topics.

**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 handouts, 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.

## March 2010

### [Make a Splash—READ: Summer Reading Workshop—March 5, 2010](#)

Come for ideas related to the state theme on School Visits, Games, Crafts, Decorations, and Subject Ideas including Pond Life, Pirates, Ocean Life, Beach Ideas and Water Fun. Please Note: This workshop is to assist librarians planning summer reading programs for preschool children up to and including elementary-aged children. WE WILL NOT BE PROVIDING IDEAS FOR TWEENS or TEENS! For planning for tweens and teens, you must attend that workshop which will be held December 1st via videoconference.

### [Tightening Our Belts: Building Organizational Resiliency to Stress: Keeping Morale Up While While Workplace Demands are Increasing—March 9, 2010 \\*Online Training\\*](#)

How does a manager help their library to build a resiliency to stress? This webinar looks at the steps a manager can take with employees to build active coping skills and ways of helping employees address the fears associated with drastic or extreme changes to the individual and their workplace. We will discuss the specific things to say and actions to take with employees that are showing the behavioral signs of "Survivor's Syndrome". We'll examine a three stage approach from improving and keeping employee morale high in the library and examine employee recognition programs as a way of rewarding behavior that you want repeated.

### [Statistics, Transportation and More: 6 Free Government Information Resources—March 11, 2010 \\*Online Training\\*](#)

With database costs skyrocketing and budgets constantly under attack, don't let your information resources get away! This online class explores and utilizes six of the many free government databases that you can integrate into your library's information offerings.

### [Empowering New Customers—March 17, 2010 or March 18, 2010 Two Locations!](#)

If your library is like others all over the country, you are seeing increasing numbers of new customers. These new customers are first time users or returning to the library after a long absence. With loss of jobs, revenue or property as motivating factors, they may be coming into your library with a high level of anxiety and potentially unrealistic expectations. Add these ingredients to your existing base of customers and you have a recipe for stress for staff and customers alike. This workshop addresses the human side of libraries as resource centers in hard economic times. With more customers than ever using public access computers and needing assistance, empowering new library customers to become self sufficient is a win-win situation.

### [Open Source Office Software and Your Library—March 23, 2010 or March 25, 2010 \\*Two Dates and Locations\\*](#)

With no up-front costs to your budget, the newest versions of Open Office and Google Docs provide many innovative features as well as compatibility with Microsoft Office. Plan on attending this fast moving, hands-on, interactive class centered around exploring and using these free software packages.

### [Tightening Our Belts: Modeling Effective Communication in Times of Change—March 30, 2010 \\*Online Training\\*](#)

Leading and managing change, especially change that is forced upon the library requires the manager or supervisor to demonstrate excellent communication skills that are modeled by others. We will cover and discuss the six components of effective communication between manager and employee (and manager to other management team members) and the specific ways to give feedback to employees on how they are contributing to the success or failure of their individual, departmental and organizational goals. This webinar will also cover specific communication gaffe's and guides participants on things not to say or use including Hypothetical and Guiding questions; words not to use when giving directions or instructions to an employee or customer; and tips on using relationship building words in all forms of communication.

### [Fiscal Officers/Human Resources Learning Group—March 31, 2010](#)

Please join your fellow Fiscal Officers and Human Resource colleagues for a networking lunch and round table discussion on the latest and greatest issues facing libraries today.

### [What the Heck Happened? An Employment Law Update—March 31, 2010](#)

What considerations should you examine when you decide to FURLOUGH or LAYOFF employees? Why is the FAIR LABOR STANDARDS ACT a MAJOR consideration when laying off or furloughing employees? What do the new FMLA and ADA Amendments say? What did the courts say about an employer's liability for "MISTAKENLY" awarding FMLA coverage to an employee? How have the regulations CHANGED the way you are to count HOLIDAYS when an employee is off on FMLA leave? What new FMLA rights do MILITARY PERSONEL AND THEIR FAMILIES have under the FMLA? Why are MANY more employees now covered by the ADA than last year? How have the courts interpreted RETALIATION CLAIMS in light of the U.S. SUPREME COURT'S decision in BURLINGTON? What new protections did the U.S. SUPREME COURT give to employees who make statements in HARASSMENT investigations? What did the SIXTH CIRCUIT COURT OF APPEALS say about an employer's LIABILITY regarding co-worker retaliation that occurs OFF THE JOB? Join Scott Warrick as he reviews the most recent and most important employment law changes.