



Northeast Ohio  
Regional  
Library System

# CONTINUING EDUCATION AT A GLANCE

## JUNE

- TUE JUN 9**  
**LIBRARY TECHNOLOGY PLANNING FOR TODAY AND TOMORROW: PART 2**  
 Online via Adobe Connect  
 10:00 am - 11:30 am
- TUE JUN 9**  
**TECHNICAL SERVICES VIRTUAL NETWORKING MEETING**  
 Online via Zoom  
 1:00 pm - 2:00 pm
- WED JUN 10**  
**HR STUFF THAT EVERY SUPERVISOR SHOULD KNOW**  
 Online via Zoom  
 10:00 am - 11:30 am
- THU JUN 11**  
**COVID-19: DOCUMENTING THE PANDEMIC IN YOUR COMMUNITY**  
 Online via Zoom  
 10:00 am - 11:00 am
- THU JUN 11**  
**CONNECTING WITH TEENS TODAY AND TOMORROW**  
 Online via Zoom  
 2:00 pm - 3:30 pm
- MON JUN 15**  
**TEEN VIRTUAL NETWORKING MEETING**  
 Online via Zoom  
 11:00 am - 12:00 pm
- WED JUN 17**  
**THE SILVER TSUNAMI AND YOUR LIBRARY: LEARN TO SURF OR BE SWEEP AWAY!**  
 Online via Adobe Connect  
 2:00 pm - 3:00 pm
- TUE JUN 23**  
**OUTREACH VIRTUAL NETWORKING MEETING**  
 Online via Zoom  
 3:00 pm - 4:00 pm

## JUNE CONT'D

- TUE JUN 23**  
**TABLETOP RPGS (ROLE PLAYING GAMES) FOR TEENS DONE VIRTUALLY**  
 Online via Zoom  
 10:00 am - 11:00 am
- WED JUN 24**  
**MENTAL HEALTH ISSUES AND YOUR LIBRARY: AN INTRODUCTION**  
 Online via Adobe Connect  
 10:00 am - 11:00 am
- TUE JUN 30**  
**THE CUSTOMER SERVICE EXPERIENCE**  
 Online via Zoom  
 10:00 am - 11:00 am

## JULY

- TUE JUL 7**  
**PROFESSIONAL INTERNAL CUSTOMER SERVICE**  
 Online via Adobe Connect  
 10:00 am - 11:00 am
- TUE JUL 7**  
**FACILITIES AND ADMIN NETWORKING MEETING**  
 Online via Adobe Connect  
 1:00 pm - 2:00 pm
- WED JUL 8**  
**TIME MANAGEMENT: YOURS AND THEIRS**  
 Online via Adobe Connect  
 10:00 am - 11:00 am
- THU JUL 9**  
**NAVIGATING THROUGH TIMES OF TRANSITION**  
 Online via Zoom  
 10:00 am - 12:00 pm



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# CONTINUING EDUCATION AT A GLANCE

## JULY CONT'D

- TUE  
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JUL  
14

**DE-ESCALATION AND PRODUCTIVE CONVERSATIONS: WORKING WITH INDIVIDUALS EXPERIENCING MENTAL HEALTH CHALLENGES IN A LIBRARY SETTING**

Online via Adobe Connect  
10:00 am - 11:00 am
- WED  
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JUL  
15

**DELEGATING MADE EASY**

Online via Adobe Connect  
10:00 am - 11:00 am
- WED  
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JUL  
15

**BRANCH MANAGER'S MEETING**

Online via Zoom  
1:00 pm - 2:00 pm
- WED  
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JUL  
22

**BUDGETING PART 1: THE RULES**

Online via Adobe Connect  
10:00 am - 10:30 am
- WED  
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JUL  
22

**CONNECTING WITH COMMUNITY AND FAMILIES IN SUPPORT OF YOUTH**

Online via Zoom  
2:00 pm - 3:30 pm

## AUGUST CONT'D

- THU  
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AUG  
6

**INSTRUCTIONAL DESIGN: IDEAS AND TECHNIQUES THAT YOU CAN BEGIN USING TODAY**

Online via Zoom  
10:00 am - 11:00 am
- TUE  
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AUG  
11

**COMPASSIONATE COLLABORATIONS: INNOVATIVE LIBRARY PROGRAMS AND PARTNERSHIPS AROUND MENTAL HEALTH**

Online via Adobe Connect  
10:00 am - 11:00 am
- WED  
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AUG  
12

**MANAGING A PROFESSIONAL CUSTOMER SERVICE TEAM**

Online via Adobe Connect  
10:00 am - 11:00 am
- TUE  
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AUG  
18

**BRAND TOUCHPOINTS: ALL THE STAFF & ALL THE STUFF**

Online via Zoom  
10:00 am - 11:00 am
- THU  
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AUG  
20

**DITCH THE DRAMA: STRATEGIES FOR PEAK PERFORMANCE: MORE PEACE, LESS DRAMA**

Online via Zoom  
10:00 am - 12:00 pm
- TUE  
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AUG  
25

**BUDGETING PART 2: THE PROCESS**

Online via Adobe Connect  
10:00 am - 10:30 am
- WED  
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AUG  
26

**MAGIC, MISCHIEF, OR MALEVOLENCE? ONLINE PRIVACY, INTERNET SECURITY, AND YOU**

Online via Zoom  
10:00 am - 11:00 am

## AUGUST

- TUE  
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4

**MAKING THE SHIFT: INCREASING STAFF ENGAGEMENT & REDUCING DRAMA**

Online via Zoom  
10:00 am - 11:00 am
- WED  
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AUG  
5

**COURSE CORRECTION: HOW TO GUIDE LIBRARY EMPLOYEES BACK ON TRACK**

Online via Zoom  
2:00 pm - 3:00 pm