



Northeast Ohio  
Regional  
Library System

# CONTINUING EDUCATION BY COMPETENCY

## ADAPTABILITY

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**THU** FEB  
**20** **WHY SMART GOALS**

## CATALOGING & METADATA

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**THU** MAR  
**12** **A DAY FOR CATALOGERS**

## COLLABORATION

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**THU** MAR  
**5** **ENHANCING COMMUNITY  
PARTNERSHIPS AND GRANT  
WRITING**

## COLLECTION MANAGEMENT

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**TUE** MAR  
**3** **THE RETURN OF BOOK LOOK**

**MON** APR  
**27** **COLLECTION MANAGEMENT  
AND DEVELOPMENT NETWORK  
MEETING**

## COMMUNICATION

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**THU** FEB  
**13** **NEW SUPERVISORS' ACADEMY**

**THU** MAR  
**19** **LEADERSHIP ACADEMY**

**TUE** MAR  
**24** **A DAY FOR PUBLIC SERVICE**

**WED** APR  
**8** **EFFECTIVE WORKPLACE  
COMMUNICATION FOR NEW  
SUPERVISORS**

**WED** APR  
**15** **FROM PEER TO LEADER**

**WED** APR  
**29** **RELATIONSHIP MANAGEMENT:  
HOW TO FOSTER STAFF  
RELATIONS WITHOUT  
ELECTRONICS OR EMAIL**

**THU** MAY  
**14** **A DAY FOR PUBLIC SERVICE**

**WED** JUN  
**3** **CUSTOMER SERVICE ON THE  
TELEPHONE AND BY EMAIL**

**TUE** JUN  
**23** **DE-ESCALATION IN THE LIBRARY**

## CUSTOMER SERVICE

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**TUE** MAR  
**24** **A DAY FOR PUBLIC SERVICE**

WED  
MAR  
25

**LEVERAGING LIBRARIES AS A RESOURCE FOR IMMIGRANT AND REFUGEE NEIGHBORS**

THU  
APR  
2

**CRITICAL CONVERSATIONS: BUILDING EMPATHY TO BUILD COMMUNITY**

WED  
APR  
22

**RA RETHINK: MERCHANDISING AND UPSELLING EDITION**

THU  
APR  
23

**CUSTOMER SERVICE EXPERIENCE BOOT CAMP**

WED  
JUN  
3

**CUSTOMER SERVICE ON THE TELEPHONE AND BY EMAIL**

TUE  
JUN  
23

**DE-ESCALATION IN THE LIBRARY**

WED  
JUN  
24

**MENTAL HEALTH ISSUES AND YOUR LIBRARY: AN INTRODUCTION**

## DELEGATION

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THU  
FEB  
13

**NEW SUPERVISORS' ACADEMY**

THU  
MAR  
19

**LEADERSHIP ACADEMY**

## EMERGENCY PREPAREDNESS

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TUE  
JUN  
23

**DE-ESCALATION IN THE LIBRARY**

## FISCAL & BUDGET

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FRI  
FEB  
21

**AOS TRAINING AND FISCAL OFFICER NETWORK**

TUE  
MAR  
31

**BUDGETING PART 1: THE RULES**

TUE  
APR  
21

**BUDGETING PART 2: THE PROCESS**

## FUNDRAISING

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THU  
MAR  
5

**ENHANCING COMMUNITY PARTNERSHIPS AND GRANT WRITING**

## HUMAN CAPITAL MANAGEMENT

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THU  
FEB  
20

**WHY SMART GOALS**

WED  
MAR  
4

**IF IT'S BROKE, FIX IT: HANDLING LEFTOVER CHALLENGES EFFECTIVELY**

FRI  
MAR  
20

**HUMAN RESOURCES NETWORK**

WED  
APR  
8

**EFFECTIVE WORKPLACE COMMUNICATION FOR NEW SUPERVISORS**

WED  
APR  
29

**RELATIONSHIP MANAGEMENT: HOW TO FOSTER STAFF RELATIONS WITHOUT ELECTRONICS OR EMAIL**

FRI  
MAY  
15

**BRANCH MANAGERS NETWORK MEETING**

## HUMAN RESOURCES

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WED  
MAR  
4

**IF IT'S BROKE, FIX IT:  
HANDLING LEFTOVER  
CHALLENGES EFFECTIVELY**

FRI  
MAR  
20

**HUMAN RESOURCES NETWORK MEETING**

WED  
JUN  
10

**HR STUFF THAT EVERY SUPERVISOR SHOULD KNOW**

## LAWS

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TUE  
FEB  
11

**THE ROAD TO COPYRIGHT CLARITY**

## LEADERSHIP

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THU  
FEB  
13

**NEW SUPERVISORS' ACADEMY**

THU  
MAR  
19

**LEADERSHIP ACADEMY**

WED  
APR  
15

**FROM PEER TO LEADER**

FRI  
MAY  
15

**BRANCH MANAGERS NETWORK MEETING**

WED  
MAY  
27

**GOOD LEADERS, BAD DECISIONS**

## PROBLEM SOLVING

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THU  
FEB  
13

**NEW SUPERVISORS' ACADEMY**

THU  
FEB  
20

**WHY SMART GOALS**

THU  
MAR  
19

**LEADERSHIP ACADEMY**

## PROGRAMMING

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WED  
MAR  
11

**ENCORE ENTREPRENEURSHIP:  
SERVING 50+ PATRONS**

WED  
MAR  
25

**LEVERAGING LIBRARIES AS A RESOURCE FOR IMMIGRANT AND REFUGEE NEIGHBORS**

THU  
MAR  
26

**NEXT LEVEL LEGOS**

THU  
APR  
2

**CRITICAL CONVERSATIONS:  
BUILDING EMPATHY TO BUILD COMMUNITY**

FRI  
APR  
3

**BOOK DISCUSSION NETWORK**

TUE  
APR  
7

**NORTHEAST OHIO TEEN NETWORK WORKSHOP**

WED  
JUN  
17

**THE SILVER TSUNAMI AND YOUR LIBRARY: LEARN TO SURF OR BE SWEEPED AWAY**

## PROJECT MANAGEMENT

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**THU** ..... FEB  
**20**      **WHY SMART GOALS**

**TUE** ..... MAR  
**10**      **THE BASICS OF PROJECT  
MANAGEMENT**

**TUE** ..... APR  
**28**      **PROJECT MANAGEMENT 101**

## RECORDS MANAGEMENT

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**WED** ..... FEB  
**19**      **CREATING AND MAINTAINING A  
SUMMER READING DATABASE**

## STRATEGIC PLANNING

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**THU** ..... FEB  
**20**      **WHY SMART GOALS**

## TECHNICAL SERVICES

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**THU** ..... MAR  
**12**      **A DAY FOR CATALOGERS**