Northeast Ohio
Regional
Library System

CONTINUING EDUCATION
WINTER/SPRING 2019

School | Public | Academic | Special
Maximizing Library Potential Together

Northeast Ohio Regional Library System

CONTINUING EDUCATION
WINTER/SPRING 2019

TABLE OF CONTENTS

Teen Think Tank

2018 Staff Day

Denise Cardon, 2018 Lifelong Friend of NEO-RLS Awardee

Register Online!
Register for all NEO-RLS programs online at

······ **neo-rls.org** ······

Stay in touch with us between programs:

🐦 *twitter.com/neorls*

f *facebook.com/neorls*

A NOTE FROM THE EXECUTIVE DIRECTOR

"The art of life lies in a constant readjustment to our surroundings."
- Kakuzo Okakura, *The Book of Tea*

The learning opportunities included in the following pages clearly reflect the constantly changing communities we serve and demonstrate the need to maintain currency with the latest trends, skills, social issues and new technologies. In the midst of so much change, it is especially important to commit to a life-long learning attitude that enhances our ability to perform our jobs and enriches the lives of our customers. NEO-RLS strives to provide you with opportunities that allow you to continue growing based on your interests and needs. This *CE Guide* represents workshop and webinar content for January through June 2019. Information about each program can also be found on our website.

Want to understand why cataloging is not neutral and how to improve equity and inclusion in resource description? Or do you need to know how to catalog all of the "things" you are now lending? How can you best serve your immigrant population and what do you need to know about human trafficking? Want more about hiring, onboarding and coaching employees? Still not sure how to engage teens in programming? And what about the challenges around serving those with Alzheimer's? Interested in how to improve labor-management relations? Would you like to create an Escape Room in your library? Want to use storytelling techniques for effective instruction?

In addition to the topics above, we hope you will participate in our core programs such as the New Supervisors' Academy and A Day for Circ and our topical Network Meetings. Collaboration Connection on May 2nd will introduce you to potential collaborators and guide you in working with foundations and creating an effective MOU. Critical Conversations on April 4th entitled, "Mental Health Awareness: Creating Safe Zones for Customers and Staff," will provide an overview and specific information on effective programs for serving those with mental health issues. The June 6th Emerging Tech Symposium is all about "AR/VR – Immersive Realities." And, for those of you involved with children, don't miss the two-day event, "Play Your Way to Literacy through STEM and Musical Madness" with Betsy Diamant-Cohen and Beverly Meyer.

We are excited about creating new programs that apply to all of our libraries and are committed to continuing our creation of informative and engaging webinars for those that are not able to attend programs off-site. We hope you are able to plan your continuing education easily by viewing what is offered over the next six months and, in doing so, perfect the art of growing in your position.

Betsy Lantz

CONTINUING EDUCATION
WINTER/SPRING 2019

UPCOMING TRAININGS

WED | JAN 09

HIRE FOR SUCCESS
ONLINE
VIA ADOBE CONNECT
10:00 AM - 11:00 AM

Hiring the right person is not easy. You need to take many things into consideration.

Learning Objectives:

✓ *Know who you are*
Before you hire someone to join your staff you must know 3 things.
• What is the service philosophy, or, to paraphrase Simon Sinek, "What is your Why"?
• Who is currently on your staff? What skill sets and personalities will mesh with your team?
• What are your library strategic goals and what is needed to reach those goals?

✓ *Advertise Properly*
Know what skills you are looking for and ensure your job advertisement highlights what you'll be looking for in the interview. Don't be afraid to advertise to non-library job applicants using job duties, responsibilities and qualifications that mimic similar jobs advertised in non-library fields. Be well connected in your community and use your network of contacts to help spread the word of the job opening.

✓ *Hire for Soft Skills*
It's easy to be impressed with the accolades of a job applicant resume, but most of the jobs we hire for in libraries must have strong soft skills. Many times those soft skills are needed to connect and communicate with the public, but all positions must have the ability to connect and communicate well with the other members of your team. If you hire for superior soft skills, then you can teach the hard skills (using your LIS, troubleshooting patron tech problems or even planning, prepping and running programs).

Presenter:

Nick Grove is the Tech Library Supervisor for the Meridian Library District at the new technology library, unBound. By taking unBound from an idea to opening in 8 months Nick was honored to be named to *Library Journal*'s 2016 Mover & Shaker list. At unBound Nick has worked to create a space where anyone in the community can freely access emerging technology, design software and business working space. Nick enjoys playing around with any new technology he can get his hands on and spending time with his two sons

THUR JAN 10

KEPRO - FREE MEDICARE SERVICES & RESOURCES FOR SENIORS
ONLINE
VIA ADOBE CONNECT
10:00 AM - 11:00 AM

KEPRO offers information and assistance to Medicare beneficiaries and families regarding complaints, discharge appeals, Immediate Advocacy, and Patient Navigation. This webinar will provide a general overview of KEPRO's services and how local libraries can utilize KEPRO's resources to help inform seniors in their community about their Medicare rights.

Learning Objectives:

✓ Provide an overview of KEPRO's Role
✓ Identify the services provided by KEPRO: Appeals, Complaints, Immediate Advocacy, & Patient Navigation
✓ Identify when and how to contact KEPRO

Presenter:

Andrea Plaskett is an Outreach Specialist for KEPRO and works with providers, stakeholders, and beneficiaries in Ohio, Michigan, Indiana, Kentucky, and West Virginia. Andrea obtained her Bachelor's degree in Biology from Saint Mary's College and her Master's in Public Health from East Tennessee State University. Andrea has previous experience in local public health, where she worked to engage local and regional stakeholders in collaborative partnerships to address community health needs. As an Outreach Specialist, she is partnering with stakeholders, providing outreach to providers, and engaging Medicare beneficiaries to raise awareness about Medicare rights and the role of KEPRO as the Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO).

WED JAN 16

MOVING FORWARD THROUGH THE FOG: NAVIGATING THE INTERNET IN A POST-TRUTH ERA
ONLINE
VIA ADOBE CONNECT
10:00 AM - 11:00 AM

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.

Learning Objectives:

✓ Attendees will learn about the types of fake news and its historical context
✓ Attendees will learn ways to identify fake news and other false/misleading content
✓ Attendees will learn about the future of fake news and its escalation due to new technology

Presenter:

Don Boozer has been manager of the departments of Business, Economics and Labor; Science and Technology; Social Sciences; and Government Documents at Cleveland Public Library since 2015. Don is also an adjunct instructor at Kent State University School of Information, teaching "Information Sources and Reference Services." Previously, Don was coordinator of Ohio's statewide online reference service, KnowItNow24x7; a subject librarian in Literature at Cleveland Public Library; and a reference librarian at Barberton Public Library.

THUR JAN 17

WHAT THE HECK HAPPENED?
2018 EMPLOYMENT LAW UPDATE: PART I
ONLINE
VIA ADOBE CONNECT
10:00 AM - 11:30 AM

Join Scott Warrick as he reviews the most recent and most important employment law changes and updates. Scott will not only inform you of these important changes, but he will use his over three decades of Employment Law/Human Resource Management experience to tell you how to use this information IMMEDIATELY!

Learning Objectives:

✓ What do you do when you are about to fire an employee and they announce they are DISABLED?
✓ Do you have to allow DISABLED employees to eat at their work stations?
✓ How long should it take to determine if a REASONABLE ACCOMMODATION is an UNDUE BURDEN?
✓ What did the courts say about the ADA and ESSENTIAL FUNCTIONS?
✓ When do you have to let DISABLED EMPLOYEES EAT AT THEIR WORK STATIONS?
✓ What do you do when a REASONABLE ACCOMMODATION harms another employee?
✓ When does EMPLOYEE DISCIPLINE become RETALIATION?

Presenter:

Scott Warrick combines the areas of law and human resources to assist organizations in "Solving Employee Problems BEFORE They Happen." Scott uses his unique background of LAW and HUMAN RESOURCES to help organizations get where they want to go, which includes coaching and training managers and employees in his own unique, practical and entertaining style.

WED JAN 23

CATALOGING IS NOT NEUTRAL:
IMPROVING EQUITY AND INCLUSION IN RESOURCE DESCRIPTION
ONLINE
VIA ADOBE CONNECT
10:00 AM - 11:00 AM

Working toward equity and inclusion in library services is not just the responsibility of public-facing staff. As catalogers and other metadata professionals, viewing our controlled vocabularies and classification systems with a critical perspective can make us more aware of the inherent biases and oppressive language present in those systems. This presentation will discuss the political and social aspects of systems including Dewey Decimal Classification, Library of Congress Classification, and Library of Congress Subject Headings. It will give examples of problematic structures and language, and offer some practical steps libraries have undertaken to improve inclusion and social consciousness in the ways we describe our resources.

Learning Objectives:

✓ Participants will engage critically with the structural and cultural biases in controlled vocabularies and classification systems
✓ Participants will examine specific examples of exclusionary language and problematic arrangement of resources used in libraries today
✓ Participants will learn about measures libraries have taken to put critical cataloging into practice

Presenter:

Andrew Clark is the Discovery and Metadata Librarian for Simmons University Library. His professional interests include critical cataloging, user experience with discovery systems, and zine cataloging.

THUR | JAN 24

EMPLOYEE ONBOARDING
ONLINE
VIA ADOBE CONNECT
10:00 AM - 11:00 AM

Show your new employees that you're excited that they're joining your team! Nothing sours a new employee on their new job faster than a ho-hum onboarding experience.

Learning Objectives:

✓ What to do before the new employee's first day
✓ The first day's agenda
✓ Day two and beyond

Presenter:

Sara Hodgson is the Director of Human Resources at the Mandel Jewish Community Center where she is responsible for developing and implementing policies and procedures encompassing all aspects of Human Resources including employee and labor relations, compensation and benefits, training and development, performance management, and recruitment. Prior to joining the Mandel JCC in 2014, Sara was the HR Manager at the Cleveland Museum of Art for 16 years. Sara has a Bachelor of Business Administration degree from Ohio University and holds the Senior Professional in Human Resources (SPHR) and SHRM Senior Certified Professional (SHRM-SCP) certifications.

THUR | JAN 31

GADGETS AND GIZMOS: EXPLORING TECHNOLOGY FOR YOUTH
ONLINE
VIA ADOBE CONNECT
10:00 AM - 11:00 AM

Want to engage children with the latest technology but don't know where to begin? Interested in using technology in your programming but you're on a tight budget? Join us for the third annual Gadgets and Gizmos webinar. This popular, detailed webinar presentation will showcase some cool new tech gadgets (such as Star Wars Droid Inventor Kit, Cloud Rover, Lego Boost and Circuit Scribe), websites and resources you can incorporate into your youth services programs! You will also have an opportunity to share your technology successes and challenges with other attendees.

Learning Objectives:

✓ Discover the newest emerging technologies that are both affordable and useful for your library department or program
✓ Learn about ways to implement these technologies through available lesson plans and STEM programs and ideas

Presenter:

Holly Klingler, Research and Innovation Coordinator, Northeast Ohio Regional Library System

THUR | JAN 31

CONSTRUCTION AND FACILITIES NETWORK
KIRTLAND PUBLIC LIBRARY
9267 CHILLICOTHE RD.
KIRTLAND, OH 44094
1:00 PM - 4:00 PM

Join your colleagues for a round table discussion about the latest issues affecting construction and facilities in libraries. Please send agenda items to Shawna Keringer at skeringer@madison-library.info.

TUES | **FEB 05**

TEEN SUMMER READING PROGRAM
TWINSBURG PUBLIC LIBRARY
10050 RAVENNA RD.
TWINSBURG, OH 44087
9:30 AM - 4:00 PM

"A Universe of Stories" is the theme for this year's summer reading program. Come join your teen library colleagues for a program focused on teens and tweens. In this workshop you will hear best practices in community reads, school visits, how to include Augmented and Virtual Reality into your summer reading along with finding out the great NASA resources that are available. The day will end with a lively discussion about tracking and registering summer reading attendees. Come prepared to discuss and share. Whether you use this theme or not you will walk away with ideas for this year's summer reading program and programming in general.

Featured Presentations:

SUMMER COMMUNITY READS

Learn how to use SRP themes to create a community read program. This presentation will take you through the process that one library used to establish a collaborative, all-ages program. Topics will include getting community sponsors and support, selecting books, developing summer long events and passive programs tied to the community read, and marketing.

Presenters:

Heather Tuck-Macalla specializes in "Tween Services" at the Rocky River Public Library. She loves building connections and empowering youth. When not at work she is busy collaborating with voter advocacy organizations, enjoying the great outdoors and her two beagles.

Megan Alabaugh is the Teen Services Librarian at Rocky River. She discovered that librarianship was her one real dream job after leaving careers in social work and education. Not only does she get to have a positive impact on teens by sharing her love of reading and education, she also gets to have the most fun at work. Albaugh's favorite part of her job is collaborating with her friend and wonder twin, Heather. They are always looking for ways to shake things up at the library.

SCHOOL PROMOTION

Sometimes when you promote summer reading with teens and tweens it's not about "promoting summer reading" but getting facetime. Doing a hard sell for summer reading can and often will drive them away. So how do you promote continuing to read over the summer? Promote your apps. Promote programs. Promote library services. Find other ways to get facetime with your audience. Most of all respect your audience's self-perceived maturity and absolutely make sure the teachers are engaged as well. In this session we will talk about the subtlety of pull marketing and how to draw in teens and tweens over the summer.

Presenter:

Shawn D. Walsh is the Emerging Services and Technologies Librarian at the Madison Public Library in Madison, Ohio. He has been in the library field since 1997, and he is a contributor to Public Libraries Online, Children and Libraries, and chapters in several different library related anthologies. He is the co-author of the book Library Service to Tweens published in 2017. Shawn is also responsible for maintaining Madison Public Library's technology infrastructure and oversees computer and technology instruction to patrons and staff. Within the community, Shawn is best known for his school presentations and preaching the awesomeness of online library services.

BLAST OFF WITH NASA--SPACE SCIENCE CURRICULA AND RESOURCES FOR LIBRARIES

Learn about resources from NASA, including local connections to NASA Glenn. NASA has videos, experiments, handouts, trainings, and even full-scale curricula that you can implement at your library. Whether you are using the CSLP theme or not, integrating engineering and science into your library's programming offerings is easy and sometimes even fun!

Presenter:

Marisha Sullivan is a Youth Librarian in the Stark County District Library system. She specializes in STEAM programming and has worked extensively with NASA Glenn's Education Department on their curricular offerings, including their Aeronautics and Rocketry out-of-school programs and their Mars Rover and solar power efficiency engineering design challenges. She enjoys tea, dancing, and cats, though cautions against all three at once.

FINDING OUR WAY WITH AUGMENTED REALITY

Are you completely lost when it comes to Augmented Reality (AR)? So were we! Are you interested in figuring out a way of incorporating this technology into your programming with young people? So were we! Let us share with you what we've learned so far about AR. We will end with a brainstorming session for AR uses, including a Scavenger Hunt we are planning to incorporate into our Universe of Stories summer programming.

Presenters:

Amanda Adkins is a Children's Librarian at the Warren-Trumbull County Public Library, where she has developed a variety of popular STEAM-based programs such as Young Science Wizards, Patio Pals, and Books & More!

Sarah Amazing is the Teen Services Supervisor, Warren Trumbull County Public Library. Sarah has been very involved in YALSA and OLC. She was most recently a co-chair for the 2018 Children's and Teen Conference.

VIRTUAL REALITY AND SUMMER READING

Come see and hear how virtual reality can be included in your summer reading program, no matter what your theme.

Presenter:

 Holly Klingler, Research and Innovation Coordinator, NEO-RLS

We will end the day with a discussion on registration and tracking. Come prepared to share.

Poster Session: Interested in sharing but don't want to present? Bring a poster of your idea to share. Please email Melissa Lattanzi at lattanzm@neo-rls.org if you plan to bring a poster.

WED FEB 06

MICHIGAN ACTIVITY PASS: YOUR LIBRARY CAN LOAN PASSES TOO!
ONLINE VIA ADOBE CONNECT
10:00 AM - 11:00 AM

The Michigan Activity Pass (MAP) is a collaborative effort between Michigan's public libraries and cultural partners including state parks, museums and a wide variety of other family friendly venues. Thanks to the MAP program Michigan's 2.54 million active, registered public library borrowers at nearly 400 libraries in 83 counties have access to free and discounted admission at over 440 different cultural partners located in all geographic areas across the state.

Learning Objectives:

✓ How to start a public library/cultural partner destination program (Hint: Think Small!)
✓ Care and feeding of the program
✓ Promotion

Presenters:

Brigette Felix has an MLIS degree. She has worked at The Library Network since 1998 and is presently the Shared System Librarian.

Jim Flury has an MILS degree. He has worked at The Library Network since 1988 and is presently the Technical Services Manager.

FRI FEB 08

PUBLIC RELATIONS NETWORK
STOW-MUNROE FALLS PUBLIC LIBRARY
3512 DARROW RD.
STOW, OH 44224
1:00 PM - 4:00 PM

Library Marketing is evolving. Targeted emailing is changing the way the Stow-Munroe Falls Public Library Marketing does business. We are making data-driven decisions based on our customer's check-out habits, and then sending them custom emails based on what their interests are. For the first time, we know our actual number of active patrons, what our market share is, and how many inactive patrons re-engage with the library. When you know your patron and their preference, marketing is more successful. And isn't that what we all want? Join Ann Malthaner for the Public Relations Network Meeting. Please send Ann Malthaner any other topics you would like to discuss at amalthaner@smfpl.org.

Facilitator:

Ann Malthaner, Marketing and Public Relations Manager, Stow-Munroe Falls Public Library

TUES FEB 12

ADVANCED CYBERSECURITY AND IT NETWORK

GEAUGA WEST BRANCH
GEAUGA COUNTY PUBLIC LIBRARY
13455 CHILLICOTHE RD.
CHESTERLAND, OH 44026
9:30 AM - 3:30 PM

The internet can be a scary place for you, but what about your users? From ransomware and malware to data breaches you might think twice about letting them connect online. Learn the tips and tricks to keep data safe and get a good night's rest.

Learning Objectives:

✓ Butterflies, Rainbows and Unicorns – What is really going on with your technology
✓ Crowdsourcing – Cybersecurity is not just for IT
✓ Game Over – Where do you go from here?

After lunch we will have a roundtable discussion. Please send topics to Melissa Lattanzi at lattanzm@neo-rls.org.

WED FEB 13

WHAT THE HECK HAPPENED?
2018 EMPLOYMENT LAW UPDATE: PART II

ONLINE
VIA ADOBE CONNECT
10:00 AM - 11:30 AM

Join Scott Warrick as he reviews the most recent and most important employment law changes and updates. Scott will not only inform you of these important changes, but he will use his over three decades of Employment Law/Human Resource Management experience to tell you how to use this information IMMEDIATELY!

Learning Objectives:

✓ What rights does someone have who keeps pestering you about their pay check?
✓ What did the courts say about EMPLOYEES VS. INDEPENDENT CONTRACTORS?
✓ What did the courts say about the new way to prove INTENTIONAL INFLICTION OFEMOTIONAL DISTRESS?
✓ What did the courts say about the correct way to handle claims of SEXUAL HARASSMENT?
✓ Are employers liable for the OFF DUTY STALKNG OF EMPLOYEES BY CUSTOMERS?
✓ What does an employee have to say to be protected from acts of RETALIATION?
✓ When are you a JOINT EMPLOYER with a STAFFING COMPANY under TITLE VII?
✓ When does EMPLOYEE DISCIPLINE become RETALIATION?
✓ Why are MATURNITY POLICIES ILLEGAL?
✓ What is the NEW HARVEY WEINSTEIN LAW?

Presenter:

Scott Warrick combines the areas of law and human resources to assist organizations in "Solving Employee Problems BEFORE They Happen." Scott uses his unique background of LAW and HUMAN RESOURCES to help organizations get where they want to go, which includes coaching and training managers and employees in his own unique, practical and entertaining style.

WED | FEB 20

SERVICES FOR IMMIGRANTS (AND YOUR COMMUNITY): LESSONS LEARNED FROM LIBRARY SERVICES FOR IMMIGRANTS ONLINE

ONLINE
VIA ADOBE CONNECT
10:00 AM - 11:00 AM

In her book *Library Services for Immigrants and New Americans*, Jennifer Koerber reviewed programs and services provided by more than 20 libraries across the country. In this webinar, she'll share 5 case studies and highlight the best practices they represent, including how to broaden the scope to include long-time residents and other community members. At the end, she'll guide you through an exercise to create a list of 10 concrete tasks you can take in your library to add or improve services to newcomer populations. There will be time for questions and answers, and a handout will include links to all libraries mentioned in the talk.

Learning Objectives:

✓ During and after this webinar, participants:
✓ Are exposed to diverse approaches to serve immigrants/New Americans at different levels of investment
✓ Will recognize that providing these services and programs can often be multi-purposed to serve long-time residents and any new resident as well as newcomers to the US
✓ Construct a list of 10 concrete things they can do in their buildings and in their communities based on webinar content

Presenter:

Jennifer Koerber has two decades of experience in libraries, in both public-facing and behind-the-scenes roles. After 17 years at the Boston Public Library, she established her own business providing technology training and consulting services to libraries. Jennifer is also currently the Training Manager at Harvard University Library, overseeing staff training for a new service platform. She has written extensively for *Library Journal* on public library services and technology, and in May 2018, her book *Library Services to Immigrants and New Americans: Celebration and Integration* was released by Libraries Unlimited. In what remains of her time, she is an avid mobile photographer and traveler.

THUR | FEB 21

CHILDREN'S SUMMER READING PROGRAM

HILTON GARDEN INN
8971 WILCOX DR.
TWINSBURG, OH 44087
9:30 AM - 4:00 PM

"A Universe of Stories" is the theme for this year's summer reading program. Come join your children's library colleagues for a program focused on summer reading. There will be something for everyone whether you choose this theme or not. In this workshop you will hear about Ready, Set, READ! (focusing on reading comprehension), ideas for decorations, a presentation by NASA's Space Communication and Navigation Team along with mission badges. The day will end with a lively discussion about tracking and registering summer reading attendees. Come prepared to discuss and share.

ATTENTION ATTENDEES: We will be doing speed programming in the afternoon. Please bring an idea to share. It can be any successful program your library has done and doesn't necessarily have to be related to summer reading.

To make the most of this great event, we also need attendees to bring handouts of crafts and decoration ideas. Poster sessions/demos are welcome, too. If you will be bringing handouts or would like to set up a poster session, please email Melissa Lattanzi at lattanzm@neo-rls.org.

Featured Presentations:

A UNIVERSE OF STORIES OVERVIEW

Janet Ingraham Dwyer, Library Consultant with the State Library of Ohio, will share an overview of the "A Universe of Stories" adult programming manual and materials from the Collaborative Summer Library Program. Janet will also share free state and national resources to help you create an out-of-this-world, space-themed summer library program for the children and families in your community

Presenter:

Janet Ingraham Dwyer, Library Consultant, State Library of Ohio

READY, SET, READ!

Ready, Set, READ! is a program for children in the 2nd & 3rd grades that are struggling with reading comprehension skills. This successful children's program was begun to get volunteers for the Willoughby-Eastlake Public Library's new volunteer program. The program has attracted over 30 volunteers and 50 children during its short 2-year span. Learn what it takes to start a similar program at your library.

Presenter:

Colleen Kelly has worked for the Willoughby-Eastlake Public Library for the past 26 years in a variety of roles – Circulation Clerk, union organizer and president, Head of Circulation, Technology Coordinator and is currently the Human Resources/Volunteer Coordinator. Colleen has 2 master's degrees in Education and has done a number of programs for NEO-RLS.

DECORATE YOUR SPACE.....

Get ready to blast off with some great summer decorating tips from the crew at the Avon Lake Public Library. We'll share some of our ideas for the upcoming space theme as well as some of the tricks we use year-after-year to transform our space into a magical place that kids want to visit all summer long (or at least before the city pool opens). Put some of these ideas to the test when you get to make your own summer decorations to take back to your library.

Presenters:

Sybil Wendling is the Children's Services Manager at Avon Lake Public Library. Sybil has been a part of the ALPL Children's department decorating team for the past 8 years. She has burnt her fingers on a glue gun too many times to count, spilled paint on her favorite shoes, and used a staple gun to attach things to a wall (shhh..don't tell the facilities manager). She still has paint clothes in her desk drawer from last summer & can't wait to use them again!

Carol Henderson is a Children's Services Associate at Avon Lake Public Library. Carol survived both the summer of the pirate ship and the summer of the circus tent. She lived to tell tales of the crow's nest, the tarp-sized sail, collapsing disco balls, and more. She is a whiz at figuring out how to make just about anything out of things we have in the basement, insulation board (yep the stuff inside your walls), and paint. When she's not scheming about summer decorating, Carol enjoys doing story time.

Kristen Frank is a Children's Services Associate at Avon Lake Public Library. Kristen has been working in libraries for 12 years. She spends most of her time doing story times and reading picture books. Her decorating skills have only been honed in recent years at the Avon Lake Public Library and are best put to use painting, drawing, and tracing large scale items. Show her a picture & she'll make it happen.

NASA CHALLENGE

Lindsay Hill and Tim Gallagher will share a presentation that they give to students in regards to NASA, the International Space Station, astronauts and the work that they perform. Lindsay and Tim will give you the tools to present this to your summer reading participants along with a fun challenge for everyone.

Presenters:

Tim Gallagher, is a Cleveland native with an extensive and unique background consisting of technical experience/training, production support, marketing, and business leadership. Tim is the coordinator for the NASA Glenn Space Communications and Navigation (SCaN) Intern Project (SIP) in Cleveland. Tim has coordinated internships for the last 5 years which are mainly held over 10 weeks in the summer. Tim's duties include assisting with the selection process of opportunities, recruiting intern candidates, coordination of summer events, and connecting interns with future employers. Additionally, he assists the Policy and Strategic Communications (PSC) team with NASA Outreach events.

Lindsay Hill serves as the Public Outreach Coordinator for the Space Communications and Navigation (SCaN) Program at NASA Glenn Research Center. Lindsay is responsible for public engagement with the community and space industry, planning events, developing exhibits and visiting local schools. She started her NASA career in 2013 as the SCaN Summer Intern Coordinator. She followed in the footsteps of her father, mother and uncle who all worked at NASA.

MISSION BADGES

Come hear about Sandusky Library's plans for Mission Badges and how you can incorporate this into your summer reading program.

Presenter:

Emily Kimball, Children Services Manager, Sandusky Library

TUES | FEB 26

KEEPING IT WEIRD: CATALOGING THE LIBRARY OF THINGS
CUYAHOGA FALLS PUBLIC LIBRARY
2015 3RD ST.
CUYAHOGA FALLS, OH 44221
1:00 PM - 4:00 PM

Libraries maintain collections of cake pans, bicycles, garden tools, musical instruments, equipment... you name it, somebody circulates it. This practical, interactive cataloging workshop will break down the areas of catalog records dedicated to content, usage, and physical description of all of your weirdest objects. We will also discuss the challenges of labeling and processing unusual formats. Please feel free to bring questions, stories, and tricky items from your workflows. See examples of effective descriptions and learn how to fearlessly catalog whatever comes your way!

Learning Objectives:

✓ Gain familiarity with format-specific areas of MARC bibliographic records
✓ Learn to use physical details of objects to create effective descriptions
✓ Explore creative solutions to physical processing and labeling challenges

ATTENTION ATTENDEES: Please bring a laptop or device.

Presenter:

Misty Alvaro is the Cataloger Librarian for Upper Arlington Public Libraries. She received her MLIS after achieving a degree in Japanese and Italian at the Ohio State University. Misty has worked in a variety of library types and contexts and is known to be highly enthusiastic in all of them. She spends her free time playing music, cooking, hula-hooping, and managing an artist residency with her spouse.

WED FEB 27

I DIDN'T KNOW YOU DID THAT! - PUBLIC LIBRARY BOARD GAME CIRCULATION

ONLINE
VIA ADOBE CONNECT
10:00 AM - 11:00 AM

Spend an agreeable hour learning how to write a board game circulation policy that aligns with your library's mission and strategic plan, how to determine your audience, what type of games you should invest in, and the best places to purchase them. You will learn the basic logistics of board game storage, advertising the collection, packaging for circulation, and incorporating the board games into your library's programming.

Learning Objectives:

✓ Discuss ways to engage patrons and boost circulation using board games as a tool
✓ Learn details of how to most efficiently manage the many facets of the collection
✓ Learn the basics of "board game advisory" - how to help patrons choose games to check out

Presenters:

Cari Dubiel is the Adult Learning and Information Services Manager at Twinsburg Public Library. With over twenty years of library experience, she has led many discussions on the topic of collection development and circulating nontraditional items. Her favorite board games are those that involve a puzzle or mystery, like Sherlock Holmes: Consulting Detective and any type of escape room.

Maggie Rose is an Adult Learning and Information Services Librarian at the TPL. She has managed the collection for the past 18 months, expanding it from 20 games to over 120. Her favorite games are The Captain is Dead, and games to play with her children like Candy Land, and Ticket to Ride First Journey.

Ashley Sroka is an Adult Learning and Information Services Associate at the TPL. She has been instrumental in coordinating the board game collection. She has always been a board gamer, even attending the 5-day long Origins Game Fair in Columbus. Her favorite games are Carcassonne, and cooperative games like Mysterium.

THUR FEB 28

NEW SUPERVISORS' ACADEMY

TWINSBURG PUBLIC LIBRARY
10050 RAVENNA RD.
TWINSBURG, OH 44087
9:30 AM - 4:00 PM

The NEO-RLS New Supervisors' Academy is back by popular demand. Becoming a supervisor adds new and different challenges to your work day regardless of the type of library you work in or the size of library you work in. The Academy's courses will provide you with the skills and confidence you need to handle the many and varied challenges of being a supervisor. Programs will focus on three key areas: leadership, communication and staff development. The Academy is appropriate for new supervisors in multi-type libraries and for those who want a refresher.

✓ The Academy is a blended course which runs from February through November and consists of 4 face-to-face workshops and 6 webinars
✓ We recommend that you attend the Academy in its entirety in order to maximize your learning
✓ Archives of live webinars will be available at your convenience for those attending the Academy in its entirety and experiencing a scheduling conflict
✓ Live webinars will be available individually for registration for those NOT attending the Academy in its entirety

A past participant had this to say:

"It was great to network with others that are in the same situation as myself. It was great to gain more knowledge on several topics about being a supervisor. I liked being able to bounce ideas off of each other too."

SESSION 1:
IT ALL STARTS WITH ATTITUDE AND KNOWING YOURSELF
THURSDAY, FEBRUARY 28, 2019
TWINSBURG PUBLIC LIBRARY
9:30 AM - 4:00 PM

Being a good supervisor starts with having a great attitude and our series will begin with the opportunity to listen and interact with leaders as they share their experiences regarding the impact of attitude. Be sure to bring your most pressing questions.

The panel will consist of:

Beverly Cain, State Librarian
Kimberly Garrett, Director, Kinsman Free Library
Jaime Declet, Dyad Manager, Cleveland Public Library
Richard Bazile, Assistant Dean, Learning Commons and Academic Support Services at Cuyahoga Community College
Penny Newbauer, Director, Ashtabula County District Library
William Rutger, Director, Avon Lake Public Library

The afternoon will focus on a Myers-Briggs assessment. The Myers-Briggs Type Indicator (MBTI) assessment provides a useful method for understanding people by looking at eight personality preferences that everyone uses at different times. One of the most critical aspects of the MBTI is that it identifies preferences, not abilities or skills. It is designed to bring type awareness to those who might find growth and learning within its ideas. You will have fun exploring and validating your type preferences. The MBTI is the most popular assessment in the world and has been applied as a tool for many years by a variety of users around the globe. This assessment will not only help you to know yourself but give you insights into how your employees work.

Presenter:

Holly Klingler, Research and Innovation Coordinator, NEO-RLS

SESSION 2:
IF IT'S BROKE, FIX IT:
HANDLING LEFTOVER CHALLENGES EFFECTIVELY
WEDNESDAY, MARCH 13, 2019
FROM YOUR DESKTOP
10:00 AM

All too often, outgoing supervisors leave unresolved challenges for the next person to fix. Then, you arrive! As the new supervisor, you have two choices. You can look the other way, forge ahead with your plans and hope the old issues disappear (although, if they didn't before, it's not likely they will now) or you can fix them. The right answer is, of course, to correct the problems so you have a clear shot at success in your position. But, how do you go about addressing something that might have been brewing for a long time? In this webinar, we'll consider 5 Simple Steps to Starting with a Clean Slate. Learn how to use expectations, goals, communication, follow-up and follow-through to right the ship and move forward with confidence.

Presenter:

Cheryl Kuonen, Director, Mentor Public Library

SESSION 3:
EFFECTIVE WORKPLACE COMMUNICATION FOR NEW SUPERVISORS
WEDNESDAY, APRIL 10, 2019
FROM YOUR DESKTOP
10:00 AM TO 11:00 AM

Experts suggest that we are communicating in one way or another more than 90% of the time we are awake! Communication can be positive or negative, verbal, non-verbal or in writing. Communicating effectively is a learned skill that requires practice, patience and a desire to be more effective every day.

More importantly, your success as a supervisor will greatly depend on how effective you are in communicating your message to others in your library. This webinar program for the New Supervisors Academy of NEO-RLS will focus on the dos and don'ts of effectively communicating with others (including your boss)!

Presenter:

Andrew Sanderbeck has been developing and conducting training seminars for libraries and library organizations for more than ten years. He has presented Web-based, On-line, and Face-to-Face sessions on Management and Leadership, Customer Service and Communication Skills in the U.S. and numerous countries around the world. He is the founder of the People Connect Institute Webinars.

SESSION 4:
THE NEW SUPERVISOR'S TOOLKIT
TUESDAY, MAY 7 2019
LOCATION TBA
9:30 AM TO 4:00 PM

Supervisors must balance a variety of competing priorities while working with a variety of people. Fortunately, the necessary skills of an effective supervisor can be learned. In the morning we will focus on the five key supervisory skills, complete a self-evaluation relating to the five skills and develop a plan of action that relates to the skills you'd like to most improve in the following 90 days. You will have a chance to put the supervisory skills into practice during game simulation. This interactive workshop will focus on the five key supervisory skills that form the New Supervisor's Tool Kit.

Learning Objectives:

✓ Understand the role of the supervisor
✓ Identify five key supervisory skills
✓ Learn key steps in effective planning
✓ Learn how to delegate
✓ Learn ways to handle competing and/or shifting priorities
✓ Learn about effective goal setting
✓ Learn how to get results with your team

Presenter:

Betsy Lantz, Executive Director, NEO-RLS

SESSION 5:
HR STUFF THAT EVERY SUPERVISOR SHOULD KNOW
WEDNESDAY, JUNE 5, 2019
FROM YOUR DESKTOP
10:00 AM - 11:30 AM

In order to successfully lead others, supervisors need to feel empowered, knowledgeable, capable of exciting their team members and inspiring them to do their best work every day. Join Robin Wood, Director of Talent Acquisition, Cleveland Public Library, as she walks you through the basics of Human Resource Management for library supervisors, managers and leaders. Robin will identify the most important core principals and concepts you will need to know to successfully lead your team and keep you out of trouble.

Presenter:

Robin Wood, MBA, MLIS, Director of Talent Acquisition, Cleveland Public Library

SESSION 6
TIME MANAGEMENT: YOURS AND THEIRS
WEDNESDAY, JULY 10, 2019
FROM YOUR DESKTOP
10:00 AM

Almost everyone has more to do than they can get to in any one day. When you become a manager/supervisor you generally inherit even more things to do in even less time. Poor personal time management skills take a toll on us as individuals and on our co-workers. Understanding how to effectively manage time will allow you to survive with less stress, accomplish your goals more easily, make quality and timely decisions and provide a work culture in which your co-workers can prosper as well. There are many different techniques for helping manage our time.

Learning Objectives:

    ✓ Valuing your own time
    ✓ Setting realistic priorities
    ✓ Delegating tasks effectively
    ✓ Recognizing and avoiding time wasters
    ✓ Taking Action
    ✓ Practical Tools

Presenter:

Andrew Sanderbeck has been developing and conducting training seminars for libraries and library organizations for more than ten years. He has presented Web-based, On-line, and Face-to-Face sessions on Management and Leadership, Customer Service and Communication Skills in the U.S. and numerous countries around the world. He is the founder of the People Connect Institute Webinars.

SESSION 6
SETTING PERFORMANCE GOALS AND EVALUATIONS
WEDNESDAY, AUGUST 7, 2019
LOCATION TBA
9:30 AM - 3:30 PM

In the morning session we will learn about setting performance goals, coaching and monitoring performance, and conducting periodic evaluations - all critical job skills for all supervisors. You will learn the basics of each and then apply your learning to real-life scenarios. Come prepared to learn how you can be successful in helping staff be effective in their individual work performance and motivate them to be their very best.

Performance Planning

The afternoon session will concentrate on effective performance planning as a key component in the performance management cycle. Learn how to have clear, empowering conversations with employees in order to create a performance plan that brings focus, clarity, and motivation. This session will also use scenario-based learning to help those in attendance apply learning to real-life examples.

Presenters:

Catherine Monnin, Library Consultant

Sharon Tufts, Library Consultant

SESSION 8
CRITICAL THINKING
WEDNESDAY, SEPTEMBER 18, 2019
FROM YOUR DESKTOP
10:00 AM

Great critical thinking skills are essential in handling the challenges and demands that supervisors continually face each day. It is also important to instill such soft skills in your employees so that they can handle the daily demands of their jobs. But what exactly are these crucial abilities? And better yet, why are they important and how can they help us in this ever-changing library environment?

Critical thinking is an overarching skill that helps you succeed in many facets of your professional and personal life. Characteristics like open-mindedness, good decision-making, the ability to be self-aware, and the capacity to adapt in the workplace are all tools that are driven by good critical thinking.

We will define what the concept of critical thinking is and explore several of the associated tools mentioned above. We will then investigate these soft skills and learn ways we can immediately improve them so that we can become a more conscious and efficient critical thinker.

Presenter:

Holly Klingler, Research and Innovation Coordinator, NEO-RLS

SESSION 9
IT'S A MANAGER/SUPERVISOR'S JOB TO MOTIVATE STAFF!
THURSDAY, OCTOBER 10, 2019
FROM YOUR DESKTOP
10:00 AM

Great things happen when people are motivated. However, we often think that everyone comes to the job already motivated or they should be as motivated as others around them. Either rarely happens and therefore, it is the Manager/Supervisor's job to motivate staff. This session will look at ways of discovering what motivates your staff, discuss setting stretch goals to promote growth and autonomy, and examine common behavioral barriers to motivating staff.

Presenter:

Betsy Lantz, Executive Director, NEO-RLS

SESSION 10
BUDGETING, INTERVIEWING, AND CARING FOR YOURSELF
THURSDAY, NOVEMBER 7, 2019
LOCATION TBA
9:30 AM - 3:30 PM

The last session will focus on supervisory skills that are often overlooked until they are necessary.

BUDGETING

Learn about where library funding comes from. Demystify the forms, procedures, and checks and balances involved in public finance.

Presenter:

TBA

INTERVIEWING TECHNIQUES FOR NEW SUPERVISORS

Hiring great employees is critical to an organization's success and makes life easier for everyone. The key to hiring the right person starts with the application and interview process. You will learn how to create an interview plan, how to construct appropriate interview questions that provide the information you need, and how to avoid common interview mistakes. In addition, we will cover what is and isn't legal to ask a candidate and how to evaluate the information you have received in order to make the best decision.

TAKING CARE OF YOURSELF

As supervisors and leaders we know we should care for ourselves but we often don't. We are focused on taking care of our organizations, our employees and meeting our goals. However, neglecting yourself can become a very real detriment to your team while healthy self-care can actually increase your effectiveness and that of your employees. Self-care is a hallmark of effective leaders. Learn how to recognize when you need to focus on yourself and what questions to ask to begin taking care of yourself.

Presenter:

Betsy Lantz, Executive Director, NEO-RLS

Lunch and light refreshments will be provided.

FRI MAR 01

ACADEMIC LIBRARY DIRECTORS' NETWORKING MEETING

ANDREWS LIBRARY'S CORE CUBE
THE COLLEGE OF WOOSTER
1140 BEALL AVE.
WOOSTER, OH 44691
1:00 PM - 4:00 PM

Join your fellow academic library directors for a lively discussion. Please send your discussion topic ideas to Irene M.H. Herold at iherold@wooster.edu.

WED MAR 06

HUMAN TRAFFICKING 101
ONLINE
VIA ADOBE CONNECT
10:00 AM - 11:00 AM

In Ohio, an estimated 1,078 American-born minors are trafficked annually. Nearly 3,000 American-born minors are at risk for being trafficked. By coming to this webinar you will have a better understanding of what human trafficking is and if it is going on in your library.

Learning Objectives:

✓ List the risk factors for becoming a victim of human trafficking
✓ Understand the role of the National Human Trafficking Resource Center in assisting victims
✓ Identify the red flags (indicators) when a person is being trafficked
✓ Gain an understanding of the research methodology and study results that show the prevalence of human trafficking in NE Ohio

Presenter:

Jan Apisa joined the Victim Assistance program as a Human Trafficking Public Education Specialist. Under an Office of Criminal Justice Services grant, she coordinated a 3-month collaborative quantitative Backpage research project of local human trafficking. She has been an active member of the Summit County Collaborative Against Human Trafficking since 2014. From December 2015 through October 2018, she served as Chair of the Collaborative Executive Committee. She has a Bachelor of Science Degree from The University of Akron.

THUR MAR 07

ESCAPE ROOMS FROM SCRATCH
CUYAHOGA FALLS LIBRARY
2015 3RD ST.
CUYAHOGA FALLS, OH 44221
9:30 AM - 12:30 PM

Design your own library escape room for children, teens, and adults! We'll explain how we put together a Seuss-themed escape room using a Breakout EDU kit, props we had on hand, and our love for all things puzzling. We'll highlight how to adapt puzzles if you find they're too challenging, as well as how to make minor tweaks to take a room from kid-friendly to challenging enough for grown-ups. We'll also discuss how to develop a narrative, the process of setting up the puzzles, and the importance of offering multiple pathways to the final answer. The presentation will involve opportunities for attendees to try their hand at some of our puzzles.

Learning Objectives:

✓ Learn to create an Escape Room from start to finish
✓ Hear about puzzles and narratives
✓ Learn how you can take your room from kid-friendly to adult

Presenters:

Elizabeth Sucharzewski, Children's Department Manager, Cuyahoga Falls Library

Angela Williams, Children's Librarian, Cuyahoga Falls Library

FRI MAR 08

FISCAL OFFICERS AND HUMAN RESOURCES NETWORK MEETING
AKRON SUMMIT COUNTY PUBLIC LIBRARY
60 S. HIGH ST.
AKRON, OH 44326
10:00 AM - 3:00 PM

Join your peers for a lively discussion of the latest issues facing human resources and fiscal officers. Please send any items to be discussed for the agenda by February 25, 2019, to Yvette Wasko or Debbie Blair. The agenda will be distributed one week prior to the event.

TUES MAR 12

DIFFICULT CONVERSATIONS RE: CORRECTIVE ACTION AND TERMINATION
ROCKY RIVER PUBLIC LIBRARY
1600 HAMPTON RD.
ROCKY RIVER, OH 44116
9:30 AM - 12:30 PM

Having a difficult conversation with an employee is a manager's least favorite, yet extremely necessary, part of the job. Addressing performance issues head-on will not only save you and your organization time and energy, it could help a poor performing employee become a star performer.

Learning Objectives:

✓ How to document performance
✓ The creation of Performance Improvement Plans (PIP)
✓ Scripting the difficult conversation

Presenter:

Sara Hodgson is the Director of Human Resources at the Mandel Jewish Community Center where she is responsible for developing and implementing policies and procedures encompassing all aspects of Human Resources including employee and labor relations, compensation and benefits, training and development, performance management, and recruitment. Prior to joining the Mandel JCC in 2014, Sara was the HR Manager at the Cleveland Museum of Art for 16 years. Sara has a Bachelor of Business Administration degree from Ohio University and holds the Senior Professional in Human Resources (SPHR) and SHRM Senior Certified Professional (SHRM-SCP) certifications.

WED MAR 13

IF IT'S BROKE, FIX IT: HANDLING LEFTOVER CHALLENGES EFFECTIVELY
ONLINE
VIA ADOBE CONNECT
10:00 AM - 11:00 AM

All too often, outgoing supervisors leave unresolved challenges "for the next guy" to fix. Then, you arrive! As the new supervisor, you have two choices. You can look the other way, forge ahead with your plans and hope the old issues disappear (although, if they didn't disappear before, it's unlikely they will now) or you can fix them. The right answer is, of course, to correct the problems so you have a clear shot at success in your position. But, how do you go about addressing something that might have been brewing for a long time? In this webinar, we'll consider 5 Simple Steps to Starting with a Clean Slate. Learn how to use expectations, goals, communication, follow-up and follow-through to right the ship and move forward with confidence.

Learning Objectives:

✓ Understanding the necessity for correcting unresolved challenges
✓ Techniques for correcting lingering issues

Presenter:

Cheryl Kuonen, Director, Mentor Public Library

TOOLS TO IMPROVE YOUR WORKFLOW AND INCREASE PRODUCTIVITY
ONLINE
VIA ADOBE CONNECT
10:00 AM - 11:00 AM

Have you ever found a tool or service that made you go "AHA!"? Are there little gems that make your life so much easier that you wonder how you lived without them? This informative webinar is filled with on-line (and free!) tools that can help you improve your workflow. Come discover a plethora of online tools that you probably haven't heard of but will be glad that (now) you have.

Learning Objective:

    ✓ Discover online productivity tools

Presenter:

Laura Solomon, MCIW, MLS, is the Library Services Manager for the Ohio Public Library Information Network . She has been doing web development and design for more than twenty years, in both public libraries and as an independent consultant. She specializes in developing with Drupal. She is a 2010 *Library Journal* Mover & Shaker. She's written three books about social media and content marketing, specifically for libraries, and speaks nationally on both these and technology-related topics. As a former children's librarian, she enjoys bringing the "fun of technology" to audiences and in giving libraries the tools they need to better serve the virtual customer.

READERS' ADVISORY NETWORK FOR CHILDREN AND TEENS: TRENDS, TOOLS, AND TRICKS
HIGHLAND LIBRARY
MEDINA COUNTY DISTRICT LIBRARY
4160 RIDGE RD.
MEDINA, OH 44256
1:30 PM - 4:00 PM

Join us to talk about readers' advisory and the latest trends and popular titles in literature for youth of all ages. We will also discuss the ins and out of the readers' advisory interview, tools available to help with readers' advisory, and much more.

Presenters:

Carrie Burrier, *Sarah Deisler*, and *Kathy Marten* from Akron-Summit County Public Library.

WED MAR 20

TWEENS...AFTER SCHOOL BEHAVIOR: TO BATTLE OR ENGAGE?
ONLINE
VIA ADOBE CONNECT
10:00 AM - 11:00 AM

Do you dread the after school crowd? Tired of shushing over and over and getting nowhere? Stuck in a rut in programming for your tweens? This webinar will help give you some ideas and information to help you with your tween crowd.

Learning Objectives:

✓ How to develop relationships and rapport with your tweens
✓ Tactics for combating after school behavior
✓ Develop programming ideas for tweens

Presenters:

Joy Mueller is the Youth Literacy Associate at Tuscarawas County Public Library in New Philadelphia, OH. With a background in education, she's worked in libraries for nearly six years. Currently, she programs for storytimes, tween technology clubs, school-age programs, and guerrilla programs. She enjoys creating ridiculous games for her programs and roaming through the shelves of bookstores and libraries.

Tracy Carpenter is a Children's Customer Service Associate at Tuscarawas County Public Library in New Philadelphia, Ohio. She's been with the Tuscarawas County Public Libraries for a total of 4 years and in the children's department for about a year and a half. Tracy attended Kent State University Tuscarawas majoring in Business Management and lives in New Philadelphia with her husband and 2 tween/ teen children. She's involved in programming for all ages, but specializes in tween programming which consists of both scheduled programming- such as Afterschool Art and Food Frenzy programs - and Guerrilla or "On The Fly" Programming.

THUR MAR 21

UNDERSTANDING YOUR MYERS-BRIGGS PERSONALITY TYPE
STOW-MUNROE FALLS PUBLIC LIBRARY
3512 DARROW RD.
STOW, OH 44224
9:30 AM - 12:30 PM

The Myers-Briggs Type Indicator assessment is one of the most popular and well-known personality assessments today, taken by 80% of Fortune 500 companies and 89% of Fortune 100 companies according to the CPP. It allows you to understand your personality type and effectively use your unique strengths. It also helps you to appreciate and successfully navigate differences in communication, decision-making and problem-solving.

This program will also be included as part of the New Supervisor's Academy and A Day for Circ.

Learning Objectives:

✓ Learn about what the Myers-Briggs Type Indicator measures (and does not measure) and how it is related to your personality preferences
✓ Understand how you can utilize the unique skills in your work dynamics effectively, from problem-solving to communication to leadership development
✓ Be provided with practical strategies for working more productively with others of different and diverse personality preferences

Presenter:

Holly Klingler, Research and Innovation Coordinator, NEO-RLS

FRI | MAR 22

BRANCH MANAGERS NETWORK MEETING

AKRON SUMMIT COUNTY PUBLIC LIBRARY - GOODYEAR BRANCH LIBRARY
60 GOODYEAR BLVD.
AKRON, OH 44305
1:00 PM - 4:00 PM

Here is an opportunity to share your challenges and successes with other branch managers within the region.

Light refreshments will be provided.

FRI | MAR 22

BOOK DISCUSSION CIRCUIT MEETING

NEO-RLS
1737 GEORGETOWN RD.
HUDSON, OH 44236
10:00 AM - 2:00 PM

This is a meeting you don't want to miss if you want your opinion to be counted in choosing the titles to be added to the book discussion circuit. Titles recommended for addition to the collection will be the main topic of the day. By the end of the day, those in attendance will come up with a list, in order of preference, for ordering new titles for the year. There will also be a time of sharing to discuss titles the groups especially liked or did not care for and items to be considered for weeding. We will also share ideas about what is working well and what could be improved for the circuit.

THUR | MAR 28

TELLING YOUR STORY: TIPS AND TRICKS TO ENGAGE YOUR AUDIENCE

CLEVELAND HEIGHTS-UNIVERSITY HEIGHTS LIBRARY
2345 LEE RD.
CLEVELAND HEIGHTS, OH 44118
9:30 AM - 12:30 PM

Whether you regularly teach, train, or speak in front of others, we're always looking for new ways to connect and engage with our audience. Learn how to apply acting, storytelling, and visual design techniques to help you prepare and deliver engaging presentations no matter what the context.

Learning Objectives:

✓ Employ acting techniques to enhance the preparation and delivery of your sessions
✓ Utilize storytelling as a framework for session development
✓ Evaluate resources to choose the most appropriate visualizations for your information

Presenter:

Amanda Koziura joined CWRU as a Digital Learning & Scholarship Librarian in 2014. In addition to managing the Freedman Center for Digital Scholarship with the rest of her team, she teaches workshops, consults on a variety of digital scholarship topics, and serves on the library's instruction task force. She also regularly collaborates with faculty to bring digital humanities into the classroom and enhance their research efforts. In 2017 she was selected to participate in the Librarians Active Learning Institute. She holds a BA in Theater & English from Skidmore College and an MLS from the University at Buffalo, SUNY.

TUES | APR 02

WHAT ARE THEY THINKING? TEEN BEHAVIOR IN YOUR LIBRARY

ONLINE
VIA ADOBE CONNECT
10:00 AM - 11:00 AM

We work hard to plan services to attract teens, but there are times when teen behavior can make us stop to wonder what's going on inside their head. Most people can see that teens are growing at a fast pace, but forget that their brains have more work to be done. The key to successful teen services is understanding this while creating a welcoming and understanding environment in which teens can thrive.

Learning Objectives:

✓ Understand teen brain development in relation to decision-making and behavioral tendencies
✓ Identify common characteristics of teen behaviors that a library staff member may encounter
✓ Plan/develop appropriate responses and services so that teens can feel comfortable in the library environment

Presenter:

Mary Anne Nichols is a Senior Lecturer at the Kent State University School of Information. She teaches and advises students in the area of teen services, public libraries and marketing/management. She began her career in libraries many years ago as a high school student assistant and then as a library paraprofessional. She then earned her MLS from Kent State University and worked as a librarian serving youth and teens. She has published articles and two books on teens and libraries, *Young Adults and Public Libraries: A Handbook of Materials and Services* and *Merchandising Library Materials to Young Adults*, both from Libraries Unlimited/ABC Clio. Mary Anne is an active member of the American Library Association's Young Adult Library Services Association where she has served on both book selection and process committees. She is also a member of the Ohio Library Council, having served as the Coordinator of the Young Adult Services Division. Other activities/memberships include the Ohio Educational Library Media Association, the board of the Virginia Hamilton Conference on Multicultural Literature for Youth and the Norman A. Sugarman Children's Biography selection committee. She is also the series editor for the *Professional Guides for Young Adult Librarians* from ABC-CLIO.

THUR | APR 04

CRITICAL CONVERSATIONS CONFERENCE: MENTAL HEALTH AWARENESS: LIBRARIES CREATE SAFE ZONES FOR CUSTOMERS & STAFF

HILTON GARDEN INN
8971 WILCOX DR.
TWINSBURG, OH 44087
9:00 AM - 4:00 PM

"Mental Health Awareness: Libraries Create Safe Zones for Customers and Staff" is the theme for the 2019 Critical Conversations Conference. Speakers will focus on providing library staff with an overview of mental health issues and the implications for library service and themselves.

The morning will be kicked off by NAMI:

UNDERSTANDING MENTAL ILLNESS

This program will discuss the basic facts, myths and crisis handling tips for those dealing with customers with mental health issues.

Learning Objectives:

✓ What is Mental Illness and What are the different Diagnoses
✓ Two Common Reactions to Mental Illness
✓ Communication Skills
✓ Help and Resources

Presenters:

Terri Miller is a facilitator and Trainer for the following NAMI Signature programs; Family-to-Family Education, Family Support Group, and Ending the Silence Programs. Terri is also a Facilitator for Mental Health First Aid and is involved with NAMIGC's Faith-Based Outreach. Terri oversees NAMIGC's 24 diverse support groups and 15 family and peer education programs, including administrative functions as well as recruitment and training of volunteer leaders and course instructors.

Kari Kepic provides assistance to individuals who contact the Helpline at NAMI Greater Cleveland. Kari served as a NAMI volunteer for six years with training as a facilitator for several NAMI signature support and education programs before joining the staff in 2008. As a NAMI volunteer, she taught numerous sessions of the Family to Family course for family members, as well as numerous sessions of the Hand to Hand and NAMI Basics courses for parents of young children. Kari is presently a State Trainer for the NAMI Family to Family course and also a State Trainer for The Family Support Group Model. Being trained as a Mental Health First Aid facilitator is one of the most current initiatives in spreading mental health awareness.

PERSPECTIVE AND INSIGHTS FOR LIBRARY STAFF DEALING WITH MENTAL ILLNESS IN THEIR FACILITIES

Joe Miesner, Librarian IV, Access Services, Central Library @ Joan A. Irwin Jacobs Common, San Diego Public Library, will discuss an overview of San Diego Public Library's efforts related to mental health, best practices for dealing with patrons suffering from mental illness and a conversation about the changing nature of public service.

Presenter:

Joe Miesner is the Access Services Librarian at San Diego Public Library's Central Library. He has 27 years of experience in library service. Joe has worked in all 36 libraries in the City of San Diego's diverse system. He is a certified Mental Health First Aid Trainer and has received Mental Health/PERT Training through the Psychiatric Emergency Response Team, who work with San Diego law enforcement agencies. Joe has extensive experience with customer service and conflict resolution. He has a BA in Philosophy from San Diego State University, a MLIS from San Jose State University, and a Black Belt in Kenpo Karate.

There will then be an opportunity to attend one of the following breakout sessions:

NO TEEN LEFT BEHIND: A TEEN MENTAL HEALTH INITIATIVE

The Pasadena Public Library Teen Mental Health Initiative sprang from the passion of the Pasadena Public Library Teen Advisory Board to better serve teens suffering from mental illness. From inception to implementation, the Pasadena Public Library Teen Advisory Board co-created and co-led this initiative with library staff to create and sustain a mental health resource center and programs to advocate for this often marginalized groups of teens. This presentation will provide attendees a complete plan and insight on how libraries can engage their youth, build new partnerships, and engage other community partners to help all teens build a better future together.

Presenters:

Deborah Niblik is a librarian for the Pasadena Public Library located in Pasadena, California. Deborah received her BA in English Education from Cal Poly Pomona and MLIS from San Jose State University. In 2008, she received the Spectrum Scholarship and also received the Edna Yelland Scholarship from CLA in 2010. As a teen advocate, and mentor, Deborah strives to provide teens with the opportunity to learn, grow, and thrive. She is dedicated to destigmatizing mental illness through education, compassion, supporting library staff, and helping those who need it the most.

Jane Gov is a Youth Services Librarian at Pasadena Public Library where she designs and implements youth programs, events, and services, purchases YA books for the system, and oversees the teen volunteer program. She is a YALSA Board member and the Convener for the YALSA Los Angeles Area Interest Group. She tweets as @MissJaneGov.

DEMENTIA-FRIENDLY LIBRARY

There will be a brief overview of the behaviors one might see when working with a person with dementia and then information addressing the abilities of people with dementia, and how and why they are not the same as they used to be. It is important to understand what we can do when making recommendations for materials and activities. There will also be a discussion about programs and services that a library might provide to its population with dementia and their care providers.

Presenters:

John Schmid has an undergraduate degree in Psychology, a master's degree in education, and a master's in business administration. In addition, he has various certifications in web design and dementia. All of this various training has served him better for this latest endeavor than he would have predicted. So much of his time in the last 10 years has been devoted to researching the field of dementia in order to pass information to readers in a more concise form. The research he did as an undergraduate gave him the tools to do this, and his training and experience as a teacher helped him to understand how to match activity and ability.

Holly Schmid also has a background in education and psychology, and a refined intuitive sense for communicating and caring for people who have dementia. This sense became clear when she stepped into the role of primary carer for her friend and teacher, Bernice, when Bernice began presenting with symptoms of dementia. Bernice was eventually diagnosed with Alzheimer's disease, and Holly and John cared for her until her death several years ago. It was this experience that led them to what they are doing now.

WHERE TO TURN; WHOM TO CALL

Dealing with customers whose needs extend beyond those offered by the library can be distressing. You want to help, but you're not sure what kind of help may be needed or where to find it. This session will discuss a variety of local and national services available in your community and throughout the state.

Presenter:

Terry Carter, I&R Coordinator, First Call 211, Mansfield/Richland County Public Library, earned her MLIS degree from Kent State University in 2006 focusing her studies on Community Information & Referral Services. She administers the Richland County 2-1-1 service, operated as a department within the Mansfield/Richland County Public Library. As a professional member of the national Alliance of Information and Referral Systems (AIRS) organization, she holds certifications in both I&R service delivery and in I&R database management.

The day will conclude with two staff-focused sessions.

REMOVING FEAR AND ANXIETY AFTER A CONFLICT

Responding to upset individuals in a professional setting can be significantly stressful. Recognizing how conflict can increase fear and anxiety is an important key to decrease anxiety associated with the work that you do.

Goal: Learn new skills to cope with fear and anxiety associated with customers who have challenging behaviors.

Learning Objectives:

✓ Increase knowledge of conflict resolution
✓ Increase self-awareness of how challenging emotions from others impacts us personally
✓ Increase skills to use to respond to challenging behaviors in order to decrease our own fears and anxiety related to the job

COMPASSION FATIGUE – "WHEN OUR EMPATHY MAKES US VULNERABLE"

Compassion Fatigue in the library field and any helping field can be one of prevalence and dismay. Those of us who have been lucky enough to have true empathy within us are at risk of exhaustion purely because of our kindness and caring for others. This dynamic may seem unfair and unfortunately it is a dynamic that often drives well-meaning individuals out of the helping field, sometimes never to return.

The good news is that talking about Compassion Fatigue is the best way to decrease or even eliminate it! Talking about that which makes us vulnerable provides us with self-awareness and may even strengthens our abilities to continue to give good care to those in need! Let's spend some time discussing this important topic as a gift to ourselves!

Goal: Increase understanding of the causes of Compassion Fatigue and Burn Out, ways to identify and decrease it and opportunities to learn and grow through the process.

Learning Objectives:

> ✓ Participants will learn the definition of Compassion Fatigue, its causes and ways to prevent it and heal from it
> ✓ Identify the symptoms of Compassion Fatigue and gain self-awareness of how we are impacted
> ✓ Come prepared to discuss the "Spirit" of your work and the importance of taking care of ourselves in order keep the "Spirit" and continue good work.

Presenter:

Erin Turner, LISW-S, is the Intensive Services Program Manager at Crossroads/Beacon Health in Lake County and Adjunct Faculty for Youngstown State School of Social Work Graduate Program. She has worked in community mental health settings for over 20 years as a volunteer, direct service provider, clinical supervisor and program manager. She has extensive experience working with children, adolescents, families and adults with a variety of mental health issues, including, trauma, mood disorders and crisis situations. Erin specializes in community based crisis intervention. Erin has provided multiple trainings within the context of Social Work including, Risk Assessment, Trauma, Compassion Fatigue and Motivational Interviewing.

Resource tables from county Mental Health Services will be available during the lunch break.

TUES	APR 09

REFERENCE NETWORK
KENT FREE LIBRARY
312 W MAIN ST.
KENT, OH 44240
1:00 PM - 4:00 PM

Come to this network to share your successes and challenges. In the past this group has set up field trips to visit other libraries and institutions. Please send your ideas and topics to Jailynne Cronin from Warren Trumbull County Public Library who has volunteered to facilitate this group.

WED APR 10

EFFECTIVE WORKPLACE COMMUNICATION FOR NEW SUPERVISORS
ONLINE
VIA ADOBE CONNECT
10:00 AM - 11:00 AM

Experts suggest that we are communicating in one way or another more than 90% of the time we are awake! Communication can be positive or negative, verbal, non-verbal or in writing. Communicating effectively is a learned skill that requires practice, patience and a desire to be more effective every day. More importantly, your success as a supervisor will greatly depend on how effective you are in communicating your message to others in your library. This webinar program for the New Supervisors' Academy of NEO-RLS will focus on the dos and don'ts of effectively communicating with others (including your boss)!

Presenter:

Andrew Sanderbeck has been developing and conducting training seminars for libraries and library organizations for more than ten years. He has presented Web-based, On-line, and Face-to-Face sessions on Management and Leadership, Customer Service and Communication Skills in the U.S. and numerous countries around the world. He is the founder of the People Connect Institute Webinars.

FRI APR 12

NEW SUPERVISORS NETWORK MEETING
TWINSBURG PUBLIC LIBRARY
10050 RAVENNA RD.
TWINSBURG, OH 44087
1:00 PM - 4:00 PM

Being a new supervisor can be a daunting experience. The ability to share successes and find answers to your challenges can go a long way toward making the transition a positive one. Please join us for this self-directed group open to all new supervisors in any library within our region. Please email your agenda topics to Pam Myers. You do not need to be a NEO-RLS Member Library and there is no charge.

Light refreshments will be provided.

TUES APR 16

THRU

WED APR 17

PLAY YOUR WAY TO LITERACY THROUGH STEM AND MUSICAL MADNESS!
SAWMILL CREEK RESORT
400 SAWMILL CREEK DR. W.
HURON, OH 44839
9:30 AM - 3:00 PM

Don't miss this two-day extravaganza of fun and learning for Youth Services staff! NORWELD and NEO-RLS are partnering to bring back Dr. Betsy Diamant-Cohen of Mother Goose On the Loose to lead the first day of this workshop. On day one, you will learn why play is important; how to connect playful activities across school readiness domains to spark multiple intelligences; how to collaborate with colleagues to explore new ways to infuse storytimes with STEM and the Arts; how to build early literacy, social/emotional, and school readiness skills; match play with storytimes in ways that encourage parents and caregivers to become play partners and enjoy playful learning. The second day will be filled with music as Beverly Meyer, "The Music Lady", takes you on a journey to become more musical (even if you think you aren't). The day will end with a session of networking, crafting, and using the skills you've learned.

DAY 1
TUESDAY, APRIL 16, 2019
9:30 AM - 4:00 PM

PLAY YOUR WAY TO LITERACY THROUGH STEM

Play is important for the development of all children. This lively workshop combines engaging activities with concrete information on providing playful experiences for the children in library and outreach programs.

Learning Objectives:

✓ LEARN why play is important
✓ CONNECT playful activities across school readiness domains to spark multiple intelligences
✓ COLLABORATE WITH COLLEAGUES to explore new ways to infuse storytimes with STEM and the Arts
✓ BUILD early literacy, social/emotion, and school readiness skills
✓ MATCH play with storytimes in ways that encourage parents and caregivers to become play partners
✓ ENJOY playful learning

Presenter:

Dr. Betsy Diamant-Cohen. Creator of the Mother Goose on the Loose early literacy program, Betsy Diamant-Cohen, MLS, DCD, presents rave-review workshops that combine research findings with practical programming. Based on her experiences working as a children's librarian in public libraries and children's museums for more than 25 years, Dr. Betsy believes that the best way to learn is through play.

DAY 2
WEDNESDAY, APRIL 17, 2019
9:00 AM - 3:00 PM

MUSICAL MADNESS

Music can seem like something for the chosen few. When it comes to working with young children, music is the single best teaching tool and accessible to all. It requires nothing more than a little knowledge and your enthusiasm. Join Beverly Meyer, "The Music Lady" and learn trade secrets from her over 25 years of sharing songs with young children and those that care for and work with them.

Learning Objectives:

✓ Move and groove and make easy-to-find props to engage your young audience
✓ Walk away with a year's worth of material that will seamlessly flow into your storytimes
✓ Familiar activities with a twist and new, creative originals will be shared

Presenter:

Beverly Meyer has been sharing songs with young children as "The Music Lady" since 1996. Her passion is to encourage others to share their talents and enthusiasm with young children. She provides countless workshops, keynotes and seminars to encourage all who care for young children to sing to them. She promises this simple act will change their perspective and give more meaningful purpose for teaching and care giving. Engaging audiences with invitations to be a part of the songs through movements is "The Music Lady's" special sauce.

THUR APR 18

INCREASE LIBRARY USAGE THROUGH STRATEGIC MERCHANDISING
ONLINE
VIA ADOBE CONNECT
10:00 AM - 11:00 AM

There's a lot of science and psychology in the retail merchandising world that can benefit your library. In fact, it can not only invigorate and improve your everyday displays and signage, it can also increase your usage statistics. Trying it doesn't have to be difficult or expensive. In this webinar, Kathy Dempsey will explain what merchandising is and will reveal strategies to help you do it quickly and effectively with pro tips and lots of photographic examples.

Learning Objectives:

✓ Learn the difference between creating displays and doing merchandising
✓ Understand how the magic of merchandising can increase library usage and circulation
✓ Realize what turns people off and keeps them from entering your building
✓ View photos of great (and not-so-great) merchandising from libraries around the world
✓ Realize how merchandising, signage, and displays affect the user experience (UX)

Presenter:

Kathy Dempsey wrote the popular how-to tome *The Accidental Library Marketer* and founded her own marketing consultancy, Libraries Are Essential. Her work is dedicated to helping librarians and information professionals promote their value and expertise in order to gain respect and funding. Kathy has been the Editor of *Marketing Library Services* newsletter for 25 years, and was formerly Editor-in-Chief of *Computers in Libraries* magazine. She also blogs at The 'M' Word. She's a member of the New Jersey Library Association, and Founder of the Library Marketing and Communications Conference, which she chaired in 2015, 2016, and 2017.

TUES APR 30

MYERS-BRIGGS COMMUNICATION
WESTLAKE PORTER PUBLIC LIBRARY
27333 CENTER RIDGE RD.
WESTLAKE, OH 44145
9:30 AM - 12:30 PM

An ideal complement to the introductory workshop, "Understanding Your Myers-Briggs Personality Type," this workshop will focus specifically on how you can use your Myers-Briggs personality type to maximize your communication skills and your teamwork abilities.

Learning Objectives:

✓ You will discover what your unique strengths are with respect to communicating with others and how you can enhance your strengths to project your message clearly and effectively to your team or staff
✓ You will be able to recognize, understand and appreciate key differences in communication skills, those that often lead to miscommunication if unaware and underutilized
✓ You will be able to implement successful strategies to help you navigate your communication skills to effectively reach all communication styles and differences

Presenter:

Holly Klingler, Research and Innovation Coordinator, NEO-RLS

**WEDS
MAY
01**

SERVING FORGOTTEN PATRONS:
LIBRARIES IN THE FIGHT AGAINST ALZHEIMER'S DEMENTIA
ONLINE
VIA ADOBE CONNECT
2:00 PM - 3:00 PM

Alzheimer's dementia already affects more than 5 million Americans and is the 6th leading cause of death in the United States; all predictions are for even more rapid spread as the Baby Boomers age. Libraries in many cases have been slow to consider how specifically to serve this growing population among our users, and how to serve the even-larger group of those caring for people with dementia. But there are concrete services we can offer, and positive effects we can have on these patrons.

Learning Objectives:

 ✓ Review the Alzheimer's epidemic
 ✓ Review current medical research into brain-healthy lifestyles
 ✓ Review a variety of innovative responses in library programming dedicated to those living with
    Alzheimer's and their care givers

Presenter:

Timothy J. Dickey is an adult public service Librarian with the Columbus Metropolitan Libraries, and a library science educator teaching reference, research methods, and library technology for the faculties of Kent State University and San José State University. Prior to these positions, he assisted Lynn Silipigni Connaway at the OCLC Office of Research, specializing in user studies and data mining research. Timothy has taught workshops on various topics for the American Library Association's eLearning division, and also brings his personal experience as an Alzheimer's caregiver to this topic.

**THUR
MAY
02**

COLLABORATION CONNECTION
MANSFIELD-RICHLAND COUNTY PUBLIC LIBRARY
43 W. THIRD ST.
MANSFIELD, OH 44902
9:00 AM - 3:00 PM

Are you waiting for a collaborator in order to get your great idea off the ground or to apply for a grant? Do you have services, collections, skills, etc. that you or your organization could offer to potential collaborators? How do unrelated organizations seeking a collaborative partnership make a case for funding, establish an MOU/MOA, what are the logistics of such partnerships, and how does each entity benefit? Join us for this opportunity to learn more about successful collaborations and find the collaboration partner you are looking for. This program is jointly sponsored by NEO-RLS, SWON, and ALAO's newly formed Programming, Outreach, and Marketing Interest Group.

Facilitators Kieth Peppers and Wendy Wasman have successfully collaborated on a grant-funded project between the Cleveland Museum of Natural History, Baldwin Wallace University, The University of Akron and the Cleveland Metroparks. The morning will be devoted to hearing about their collaboration and a collaboration between the Madison Public Library, Madison Local Schools and Lakeland Community College around College Credit Plus. Presenters will discuss the creation of their projects, partnerships in practice and provide ideas for you apply ideas to your own situation and project. The morning will continue with learning how to write an effective MOU/MOA and finding out what makes partnerships attractive to funders. In the afternoon the facilitators will lead attendees through "Collaboration Connection," an interactive process designed to help you find the collaborator or resources that you need, right in this very workshop.

Learning Objectives:

✓ Find out how to develop a successful multi-type organizational collaboration
✓ Learn how to write a MOU/MOA
✓ Learn more about how foundations look at funding applications for partnerships
✓ Link to potential collaborators around project ideas

Presenters:

Kieth A. Peppers is the University Archivist and an Instructor at Baldwin Wallace University. Kieth received his education at Cleveland State University where he achieved a Master of History and Museum Studies summa cum laude. He is the co-founder and CEO of Pursue Posterity, an organization dedicated to the preservation and promotion of all history. He is concurrently employed with Baldwin Wallace University as the archivist, historian, and faculty, where he teaches classes in Public History, curates exhibits, writes grants, and collaborates with external institutions. During the development of his vocation, Kieth worked with a variety of museums, archives, special collections, and libraries across northeast Ohio on numerous projects from publishing corporate histories to cataloguing and photographing museum collections.

Wendy Wasman is the Librarian and Archivist at the Cleveland Museum of Natural History. Wendy has a B.A. in Cultural Anthropology from Oberlin College. She received her Master's in Library Science (MLS) from Kent State University in 1988. Wendy was the Librarian at the Cleveland Museum of Natural History from 1988 until her move to Philadelphia in 1994, where she served as the Science Librarian at Haverford College. She returned to Cleveland in 2000 and rejoined the Museum as Librarian in 2008. In 2012, she assumed responsibility for the Museum Archives. As the Librarian and Archivist, Wendy oversees the 50,000-volume research library, curates the 1,000-volume rare book collection, maintains the special collections, and manages records retention for the Museum. Wearing four different hats is sometimes challenging, but Wendy loves that she can learn something new every single day.

Shawn D. Walsh is the Emerging Services and Technologies Librarian at Madison Public Library in Madison, Ohio. Shawn has been in the library field since 1997, and is a contributor to Public Libraries Online, Children and Libraries, and chapters in several different library related anthologies. He is the co-author of the book Library Service to Tweens published in 2017. Shawn is also responsible for maintaining Madison Public Library's technology infrastructure and oversees computer and technology instruction to patrons and staff. Within the community, Shawn is best known for his school presentations and preaching the awesomeness of online library services.

Thomas Hyland, M.A., M.L.I.S., is Associate Professor, Acting Library Program Chair, and Library Instruction Coordinator at Lakeland Community College. Thomas is currently in his fifteenth year at Lakeland Community College. In addition to an MLIS from Kent State, he holds an MA in Creative Writing from Miami University of Ohio. Serving as Library Instruction Coordinator, Thomas has concentrated on creating and sustaining a scaffolded information literacy instruction program designed to prepare students to think critically about information.

Presenters TBA for Effective MOU/MOA Writing and Working with Foundations.

WEDS | MAY 08

A DAY FOR PUBLIC SERVICE

CLEVELAND HEIGHTS-UNIVERSITY HEIGHTS LIBRARY
2345 LEE RD.
CLEVELAND HEIGHTS, OH 44118
9:30 AM - 3:30 PM

This is a day for all public service staff. We will start with "Providing Great Customer Service" followed by "Verbal De-escalation" and end with a roundtable discussion to help one another.

PROVIDING GREAT CUSTOMER SERVICE: HOW TO BE AN EXPERT!

What is the difference between "good" customer service and "great" customer service? What characteristics make for a Customer Service Superstar?

Learning Objectives:

✓ Create a positive impression
✓ Communicate effectively with patrons
✓ Develop and maintain stellar customer service standards
✓ Polish your phone skills
✓ Guarantee repeat patrons

In the second half of this course, we will learn how to approach different types of challenging customer service situations, effectively assess patron needs and help resolve their issues. We will also discuss the special challenges sometimes associated with the homeless population and how to effectively communicate with homeless patrons.

Presenter:

Lyn Glover, B.A., Circulation and Adult Programming Coordinator, Ashtabula County District Library. Lyn has worked in Customer Service capacities for KMart Corporation, Rite Aid Corporation, and Choice Hotels. She has also held supervisory positions at DowElanco, Dow Agrosciences and Syngenta. Lyn currently supervises a 7-person Circulation team and is Adult Programming Coordinator for Ashtabula County District Library. In her free time, Lyn enjoys traveling and playing djembe, conga and bongo drums.

VERBAL DE-ESCALATION

Today's increased service demands and the scrutiny placed upon public professionals have resulted in a growing need to master verbal conflict management skills. Verbal De-escalation training provides public professionals with communication skills proven to help de-escalate volatile situations, safeguard an individual's emotional and professional well-being, and significantly enhance the organization's professional image.

Learning Objectives:
✓ Improve Verbal De-escalation Skills to use with Customers
✓ Increase knowledge of origin of communication styles
✓ Increase knowledge of the Stages of Escalation
✓ Learn specific ways to effectively respond to agitation/escalated adults and children

Presenter:

Erin Turner, LISW-S, is the Intensive Services Program Manager at Crossroads/Beacon Health in Lake County and Adjunct Faculty for Youngstown State School of Social Work Graduate Program. She has worked in community mental health settings for over 20 years as a volunteer, direct service provider, clinical supervisor and program manager. She has extensive experience working with children, adolescents, families and adults with a variety of mental health issues, including, trauma, mood disorders and crisis situations. Erin specializes in community based crisis intervention. Erin has provided multiple trainings within the context of Social Work including, Risk Assessment, Trauma, Compassion Fatigue and Motivational Interviewing.

THUR MAY 09

GRIPES, GRUMBLES AND GRIEVANCES: IMPROVING LABOR-MANAGEMENT RELATIONS THROUGH EFFECTIVE COMMUNICATION

SOUTH BRANCH OF CLEVELAND PUBLIC LIBRARY
3096 SCRANTON RD.
CLEVELAND, OH 44109
9:30 AM - 12:30 PM

This highly interactive course will help participants build strong labor-management relationships through effective communication and grievance handling skills. Participants will get information and hands-on experience in communication, collaborative problem-solving, grievance processing as well as tips for preventing grievances.

Learning Objectives Part I: Moving from Conflict to Collaboration

- ✓ Communication Basics
- ✓ Active Listening
- ✓ Collaborative Problem-Solving

Learning Objectives Part 2: Effective Grievance Handling

- ✓ Grievance Steps
- ✓ Grievance vs. Gripe
- ✓ Tips for Preventing Grievances
- ✓ Grievance Mediation
- ✓ Don't miss this workshop and the newly renovated South Branch (Carnegie Building) of Cleveland Public Library

Presenter:

Barbara Baker is a Commissioner with the Federal Mediation and Conciliation Service (FMCS) in Independence, Ohio. As a Federal Mediator, she assists parties in collective bargaining negotiations and mediates labor and employment disputes in the private, public and federal sectors. In addition, Ms. Baker trains labor advocates and management in collective bargaining including bargaining processes, contract administration, steward/supervisor training and developing effective labor management committees. She also provides training in communication skills such as conflict resolution, active listening and communication dynamics. In addition, Ms. Baker facilitates person to person dialogues as well as group discussions to promote strong workplace relationships.

TUES MAY 14

RDA IN PRACTICE: ENRICHMENT VS. ORIGINAL CATALOGING

ONLINE
VIA ADOBE CONNECT
10:00 AM - 11:00 AM

Join us for an overview of RDA and its use in enrichment vs. original cataloging.

Learning Objectives:

- ✓ Participants will understand the major differences between AACR2 and RDA records
- ✓ Participants will consider how RDA changes affect the user experience
- ✓ Using side-by-side examples, participants will explore the benefits and limitations of automated RDA enrichment versus original RDA cataloging

Presenter:

Casey Cheney is vice president of automation services at Backstage Library Works, where she has spent the past 16 years creating and managing metadata for libraries around the world. Casey has been a project manager and product manager, served on the metadata services and automation teams, and played a key role in Backstage's independent NACO contributor certification. She is a certified Project Management Professional (PMP).

WEDS MAY 15

FREE TOOLS FOR WORKING WITH GRAPHICS AND THE WEB
ONLINE
VIA ADOBE CONNECT
10:00 AM - 11:00 AM

Do you spend a good part of your job working with graphics, social media or websites? The web is filled with tools vying for your attention, but some of the best lie waiting under the radar. Learn about these online gems, which you can use to improve your workflow or create new content, or share with your friends and colleagues. Discover a plethora of online tools that you probably haven't heard of but will be glad that (now) you have.

Learning Objectives:

✓ Discover new online tools

Presenter:

Laura Solomon, MCIW, MLS, is the Library Services Manager for the Ohio Public Library Information Network . She has been doing web development and design for more than twenty years, in both public libraries and as an independent consultant. She specializes in developing with Drupal. She is a 2010 *Library Journal* Mover & Shaker. She's written three books about social media and content marketing, specifically for libraries, and speaks nationally on both these and technology-related topics. As a former children's librarian, she enjoys bringing the "fun of technology" to audiences and in giving libraries the tools they need to better serve the virtual customer.

THUR MAY 16

EARLY LITERACY 101:
AN OHIO READY TO READ WORKSHOP
STOW-MUNROE FALLS PUBLIC LIBRARY
3512 DARROW RD.
STOW, OH 44224
9:30 AM - 3:00 PM

Back by popular demand! This hands-on workshop will help you build a firm foundation in early literacy. Participants will learn how brain development impacts how young children learn and will explore effective, research-based early literacy resources and activities. The workshop covers the Six Early Literacy Skills presented in the PLA/ALSC Every Child Ready to Read® 1st edition, and the Five Early Literacy Practices presented in the 2nd edition, along with other early literacy concepts and tools. The instructor will help attendees get ready to offer early literacy story times and become well-equipped to work with parents and community partners to share early literacy concepts and build community support.

Who will enjoy and benefit from this workshop?

✓ Library workers who are new to children's services
✓ Department managers or library directors with new children's services staff
✓ Outreach staff
✓ Newly degreed youth services librarians
✓ Any library worker who wants a refresher course in early literacy

Presenters:

Ohio Ready to Read Trained Facilitators: *Marianna DiGiacomo*, Community Services Director, and *Julia Shahee*n, Literacy Coordinator, both from Stark County District Library.

Lunch and light refreshments will be provided.

WED MAY 22

THRU

THUR MAY 23

2019 DIRECTORS' RETREAT:
STEPS TO STRESS FREE LEADERSHIP

MOHICAN LODGE & CONFERENCE CENTER
1098 ASHLAND COUNTY RD. #3006
PERRYSVILLE, OH 44864
9:30 AM - 12:00 PM

This year we will focus on you the leader. The first day will be devoted to Facilitative Leadership with topics to include: developer of people, developer of teams, manager of conflict and master of problem solving. The evening will continue with facilitated "Rich Conversations" focused on HR and other issues. The second day will begin with "Leading Inside & Out of Your Library: Finding Balance," followed by time for reflection and the creation of an action plan. We will end the Retreat with "The Art of Relaxation."

Day 1: 9:30 am - 4:00 pm

FACILITATIVE LEADERSHIP

Facilitative leadership involves four modes of behaviors - Manager of Conflict, Developer of People and Teams, and Master of Problems Solving Tools. These behaviors are sets of skills which can be learned and practiced. Effective leadership behaviors are unique to the group of followers you lead. Understanding the motivation of followers is critical to succeeding as a leader. Glenn Ray helps leaders relate to followers and peers in a personal way while maintaining focus on the organization's needs.

Learning Objectives:

✓ Learn how to develop people and teams
✓ Manage conflict with ease
✓ Take away problem solving tools
✓ Be aware of verbal and nonverbal listening

Presenter:

Glenn Ray is the President of RayCom Learning, which helps leaders who want to create an environment where people communicate clearly and choose to commit to organizational goals. He spent 16 years in industries such as chemical, construction, mining, and manufacturing and 10 years as an external consultant while Director of the Institute of Education and Training for Business at Marietta College. He has also had extensive experience training and facilitating federal government employees as well as family owned companies. His positions have spanned corporate training director, plant training manager, production supervisor, and production worker. As an internal consultant, he designed and administered employee development processes to improve organizational performance. He taught communication and leadership courses at Ohio University and Marietta College. He has led over 1500 workshops on facilitative leadership, small group facilitation techniques, communication, team development, and conflict management. His clients include 36 multinational companies, and 105 hospitals, government, education, and domestic industries spanning eleven states.

Dinner at 6 pm with Rich Conversations to follow.

Day 2: 9:30 am - 12:00 pm

LEADING INSIDE & OUT OF YOUR LIBRARY: FINDING BALANCE

This session is inspired by the *Library Journal* article, "Leading Inside & Out." Running a library is a full-time job and then some. Yet library leaders still find time to lead communitywide, state, and national initiatives. These efforts advance the power and prestige of libraries as a field but can still pull focus from their institutions. We will discuss the importance of leading outside your library and ways leaders juggle internal and external commitments, as well as how they balance their time—and why the balancing act is worth it.

Learning Objectives:

✓ Identify leadership opportunities outside of your library
✓ Identify strategies for prioritizing internal and external commitments and ways to balance your time

You will have a chance to:

- ✓ Create an action plan to get involved outside of your library if you are not already doing so OR increase external involvement if desired
- ✓ Analyze your current external commitments and determine if they are the right commitments for you at this time, create an action plan based on the results (if needed)

Presenter:

Wendy Tressler is the Manager of Project Management & Quality Department at the Columbus Metropolitan Library. Over the past 17 years, Wendy Tressler Jasper has worked in a variety of management roles at the Columbus Metropolitan Library (CML) beginning her career in the HR department as the Organizational Development Manager. After 7 years working on a variety of HR projects (such as, training on Customer Service, Diversity, Management, and Reference Skills, revision of Policies & Procedures, Job Descriptions, creation of a Wellness Program, Unobtrusive Survey, and Staff Development Day), she transitioned to the Project Management & Quality Department to serve as manager. Ms. Jasper and her team worked on a variety of projects including process improvements in support and public services, the creation of the Outdoor Reading Room at Columbus Commons Park (which gained national press), and the creation and implementation of project management methodology across the system. Her knowledge of project management lead Wendy to be assigned as a member of the 2020 Vision Plan core team in 2012. In 2013, Wendy joined the 2020 Vision Plan department full time.

ART OF RELAXATION

Learning Objectives:

- ✓ Various simple relaxation techniques that you can practice daily
- ✓ The benefits of practicing relaxation techniques

Presenter:

Dr. Michael Schechter has extensive experience as an instructor and administrator, and currently serves as the Director of Wellness Services. Dr. Schechter received his B.S. from Miami University and his M.D. from The Ohio State University College of Medicine in 1989. He received a Physician Executive Certificate from Johns Hopkins School of Medicine and Continuing Studies in 1999. He has served as the Chairman of the Departments of Psychiatry at St. Luke's Medical Center and St. Vincent Charity Hospitals in Cleveland, Ohio where he provided supervision and strategic planning to the clinical staff of two large departments. He has served as a medical director of several agencies. In addition, Dr. Schechter is an award-winning teacher, being recognized as Northeastern Ohio Universities Psychiatry Resident Teacher of the Year in 2000-2001 and 2003-2004. Prior to founding Be Well Solutions, he served as a staff psychiatrist and Chairman of Quality Improvement and Peer Review for the Department of Psychiatry at SUMMA Hospitals in Akron, Ohio. He has authored and presented nearly 100 lectures in the areas of wellness, strategies for change, behavioral health and professional responsibility. Dr. Schechter co-founded Be Well Solutions in 2005.

WED | JUN 05

HR STUFF THAT EVERY SUPERVISOR SHOULD KNOW
ONLINE
VIA ADOBE CONNECT
10:00 AM - 11:30 AM

In order to successfully lead others, supervisors need to feel empowered, knowledgeable, capable of exciting their team members and inspiring them to do their best work every day. Join Robin S. Wood as she walks you through the basics of Human Resource Management for library supervisors, managers and leaders.

Learning Objectives:

- ✓ Identify the most important core principals and concepts needed to successfully lead your team and keep you out of trouble

Presenter:

Robin Wood, MBA, MLIS, Director of Talent Acquisition, Cleveland Public Library

2019 EMERGING TECH SYMPOSIUM: AR/VR – IMMERSIVE REALITIES
HILTON GARDEN INN
8971 WILCOX DR.
TWINSBURG, OH 44087
9:00 AM - 4:00 PM

The 2019 Emerging Tech Symposium will focus on exposing library staff interested in emerging technologies to a broad array of possibilities. The day-long format of the Symposium will include two speakers and four breakout sessions as well as a poster session, and will conclude with a panel discussion. Breakout sessions will be scheduled so that every attendee may attend three different sessions.

Opening Session:

MASTERING THE 3D CONTENT PIPELINE: CURATING, IMPLEMENTING, AND ASSESSING IMPACTFUL AR/VR EXPERIENCES

Libraries at all levels are beginning to curate large amounts of 3D content that can positively impact teaching and learning when deployed in AR/VR environments. But, while headset hardware is becoming more affordable, it can be difficult to develop customized software that leverages this content effectively. This talk will explore a variety of content creation tools, content repositories, and output mechanisms (like 3D printing) relevant to AR/VR implementation strategy. Multiple on-the-ground case studies will be discussed, and participants will come away with information that can be used to create successful immersive visualization facilities within their own organizations.

Learning Objectives:

✓ Explore a variety of tools for creation
✓ Discuss many case studies
✓ You will leave with ideas for immersive visualization in your library

Presenter:

Matt Cook is Head of Emerging Technologies for University of Oklahoma Libraries. In his role as educational technologist, he has co-founded multiple University makerspaces and earned Campus Technology "Innovator" and "Education Futurist" awards and has been named a Library Journal "Mover & Shaker." Matt has developed and deployed beacon-based indoor navigation applications, interactive mindfulness technology, and a custom designed virtual reality workstation, all of which have been adopted by multiple educational institutions. Matt has published and presented widely on the topic of virtual reality, including papers on the impact immersive visualization tools have on library browsing, learning, and classroom implementation strategies.

Breakouts Sessions

You will have the opportunity to attend three breakout sessions.

ACCESSING VIRTUAL REALITY IN THE LIBRARY

Virtual reality (VR) is an emerging technology with the potential to enhance many professions and disciplines, but it presents challenges in creating scaled access, designing useful learning spaces, and providing support to students and instructors. This session will look at ways of providing access to virtual reality in library spaces, and integrating VR tools into lending workflows. We will discuss tools from various price points to address differing budgets. Pete Schreiner from NCSU Libraries will share practical insights from two years of experimenting with VR services, opening VR learning spaces, and lending VR equipment.

Learning Objectives:

✓ Learn ways to provide virtual reality in your library space
✓ Learn about VR tools and lending workflows
✓ Hear about lessons learned along the way

Presenter:

Pete Schreiner is the Research Librarian for Design at North Carolina State University Libraries in Raleigh, NC. As a 2016 NCSU Libraries Fellow, he spent two years leading the Libraries' immersive technologies initiative by supporting VR technologies in library learning spaces and lending services. Prior to NCSU, he worked in Special Collections & Archives at Lewis & Clark College in Portland, OR. Before librarianship Pete ran a carpentry business, worked in media and design, and was a touring musician. He earned his MLS from Emporia State University and BFA from Indiana University.

EMERGING TECH LAB AND VENDOR DISPLAYS

Here is your opportunity to test out VR in NEO-RLS's Emerging Tech Lab and see what other vendors have to offer.

Facilitator:

Holly Klingler, Research and Innovation Coordinator, XRlibraries, and other vendors TBA

AUGMENTED REALITY: PROGRAMMING THAT'S CAPTIVATING

Since the release of Pokémon Go, augmented reality is more recognizable with library customers of all ages. How can libraries use augmented reality outside of Pokémon programs? Programmers at the Tuscarawas County Public Library System have been creating innovative and engaging programs for younger library customers (that can be done with adults too) using augmented reality. This program will explore different apps used to make programs come alive. Everything from making artwork to instructing customers in how to create their own AR to recreating Mr. Lemoncello's Library (adapted from the children's book Escape from Mr. Lemoncello's Library by New York Times Bestselling Author Chris Grabenstein). The success of these programs helped initiate a system wide augmented reality scavenger hunt, for all ages, during summer reading 2016.

Learning Objectives:

- ✓ Able to identify different types of Augmented reality apps
- ✓ Ability to adapt and use different AR in programming
- ✓ Hands on AR practice

Presenters:

Jessica Conley is the Bolivar Branch Supervisor of the Tuscarawas County Public Library System. She has been working in the stacks for over 8 years and loves working with the public. When at work you can find her anywhere from adult crafting classes to storytimes at the local schools. She loves coffee, children's literature, cozy mysteries and exploring new technology.

Virginia Wright is a 20 year veteran of the Tuscarawas County Library System. She currently holds the library's Emerging Technology Associate position, where she helps train the staff and public on different trending technology topics. She is an advocate of continual learning throughout your life time and is avid user of the library's digital services apps, she especially loves Hoopla.

One additional breakout session to be announced.

Afternoon Session:

XR (AUGMENTED, VIRTUAL AND MIXER REALITY) PROGRAMMING IN LIBRARIES: INTEGRATING IMMERSIVE MEDIA INTO LIBRARY COLLECTIONS

XR Immersive media; virtual, augmented and mixed reality media is being introduced into libraries. Each offers patrons experiences with different technology standards, resources and staffing requirements. We discuss implementations in California, Washington and Nevada libraries. Setup, installation, staff training and XR media collection development will be reviewed. Best practices will be shared and a roadmap for libraries to use in integrating XR into library collections. A review of emerging XR wireless hardware and software applications in immersive design and experience.

Learning Objectives:

> ✓ Hear about implementation of VR in various libraries
> ✓ Best Practices will be shared
> ✓ Receive a roadmap to use in integrating XR into your collection
> ✓ Review of XR wireless hardware and software

Presenter:

John MacLeod has worked for the last 25 years making technology available and accessible to the community through his non-profit New Media Learning. His startup tech background with Autodesk helped him understand the power these tools have for people to create the future. He started XRLibraries in 2016 to begin installing virtual and augmented reality programming in libraries. He coordinates the California Virtual Reality Experience Grant for State Librarian Greg Lucas. 200 VR systems have been installed in underserved libraries, making this the largest VR installation in public library networks. He continues to build a national network of libraries to share best practices in the use of XR technologies. Libraries are now beginning to create and archive XR content documenting the unique character and voice of their communities.

The concluding panel discussion will provide time for additional questions and answers.

CREATING A RESUME REVIEW PROGRAM FOR YOUR LIBRARY

TUES | JUN 11

ONLINE
VIA ADOBE CONNECT
10:00 AM - 11:00 AM

Want to provide a new service for your patron while also promoting your resources? Consider creating a resume review program for your patrons. This type of program allows your library to build relationships within your community and show how contemporary and traditional library materials can be used for practical concerns.

Learning Objectives:

> ✓ Research your community's need for the service
> ✓ Identify and utilize on-hand resources
> ✓ Utilize suggested best practices
> ✓ Promote your new program

Presenter:

Gregory Hatch is the Curator/Historian for Rocky River Public Library & Cowan Pottery Museum. He started his employment at Rocky River as an Adult Service Librarian and recently moved into his current position in September 2018. Gregory is a library and museum professional whose focus is to create programs and resources that reflect the needs of the community and patrons he serves. He holds a BA and MLIS from Kent State University and an MFA from Ohio University.

CARING FOR THE MIND

WED | JUN 12

ONLINE
VIA ADOBE CONNECT
2:00 PM - 3:00 PM

Library staff are often the first line of response for mental health issues, whether answering questions or dealing with afflicted patrons. In this class, participants will learn how to effectively provide mental health information using the best free electronic resources as well as best approaches for handling interactions with emotional patrons.

Learning Objectives:

✓ Gain awareness of mental health issues
✓ Learn to respond to challenging reference questions for mental health information
✓ Be informed of tools for collection development and mental health research including the latest web sites and databases

Presenter:

Sarah Miles is the Health Professions Coordinator for the South Central Regional Medical Library of the National Network of Libraries of Medicine. Sarah works closely with health professionals to develop out-reach programs and services throughout the region and serves as liaison in the areas of program plan-ning, evidence based practice, and substance misuse. She also coordinates the SCR office's educational offerings and monthly webinar series. Sarah completed her Masters in Library and Information Science from the University of Illinois Urbana-Champaign (UIUC) in August 2016, and also holds a Masters in East Asian Studies from Harvard Graduate School of the Arts and Sciences.

THUR JUN 13 — DAY FOR CIRC STAFF: IT'S ALL ABOUT MYERS-BRIGGS AND WORKING AS A TEAM

WAYNE COUNTY PUBLIC LIBRARY
220 WEST LIBERTY ST.
WOOSTER, OH 44691
9:30 AM - 3:30 PM

The morning will start with Understanding Your Myers-Briggs Personality Type. The Myers-Briggs Type Indicator assessment is one of the most popular and well-known personality assessments today, taken by 80% of Fortune 500 companies and 89% of Fortune 100 companies according to the CPP. It allows you to understand your personality type and effectively use your unique strengths. It also helps you to appreciate and successfully navigate differences in communication, decision-making and problem-solving.

Learning Objectives:

✓ Learn about what the Myers-Briggs Type Indicator measures (and does not measure) and how it is related to your personality preferences
✓ Understand how you can utilize the unique skills in your work dynamics effectively, from problem-solving to communication to leadership development
✓ Be provided with practical strategies for working more productively with other personalities

In the afternoon, we will focus specifically on communication in context to our co-workers and our community patrons. We will start by examining the new information we have learned about our personality types and ex-plore how those different types translate into the different and unique ways we communicate with each other.

Learning Objectives:

✓ Learn how to use our strengths to communicate our needs and perspectives successfully
✓ Explore how we can reach and appreciate other diverse communication styles

We will then hone our skills even more by looking at one of the most significant and important elements of communication, namely nonverbal communication. We will learn about how essential it is to be aware of our nonverbal cues, and how can we learn to read the cues of others, both our colleagues and our patrons, in order to understand them more effectively.

Learning Objectives:

✓ Explore where body language comes from, why it is important and how it affects us and others
✓ Discover ways to utilize nonverbal cues to communicate your message clearly in context to a variety of scenarios circ staff may encounter

Presenter:

Holly Klingler, Research and Innovation Coordinator, NEO-RLS

WED | **JUN 19**

TEAM + WORK = TEAMWORK
ONLINE
VIA ADOBE CONNECT
10:00 AM - 11:00 AM

"Teamwork" can't exist unless you have a motivated "TEAM" and are willing to put in "WORK". In this presentation, we will discuss how to facilitate a staff development session that demonstrates how important effective communication is in building a strong, cohesive and productive team that works together to reach common organizational goals. The best part is that you can do it with little to no money using supplies you probably already have in the library!

Communication is not easy...it takes WORK! A staff that communicates effectively understands that communication is affected by the varied personalities and temperaments of the individuals who make up the collective "team". It is key that team members learn one another's communication styles and, more importantly, develop strategies for constructively articulating individual wants and needs while considering the needs and wants of other team members, so that they can collaborate together to further the organization. For example, think of the library as a giant wheel, and the only way it can move forward is if all of the individual gears inside of that wheel—all staff members from all departments—work together.

In this webinar you will learn four different games/activities that you can do with your staff during a staff development session that demonstrate the importance of communicating clearly rather than assuming that others can read your mind:

- ✓ Salt And Pepper
- ✓ He-Said-She-Said Game
- ✓ Minefield
- ✓ Googly Eyes

Finally there will be a culminating activity that will bring it all together and allow your team to participate in an exercise that will require them to work together and use effective communication practices.

Learning Objectives:

- ✓ Learn to facilitate a staff day on a shoe string budget
- ✓ Discover ways to demonstrate to staff the importance of using effective, articulate communication skills
- ✓ Learn an activity that will allow you to put effective communication and positive team work into practice

Presenter:

Kim Garrett has been the Director for the Kinsman Free Public Library since 2016. Prior to becoming a Director, Kim served as a Youth Services Manager for 7 years. Kim also serves as the Vice President/President-Elect of the NEO-RLS Board of Trustees.

WED JUN 26

BULLET JOURNAL BASICS
ONLINE
VIA ADOBE CONNECT
10:00 AM - 11:00 AM

Have you seen bullet journaling on social media? Are you wondering what it's all about? This webinar will teach you about bullet journaling, which is a flexible organization method that can be your planner, to-do list, notebook, calendar, and more - all in one place! A bullet journal allows you to create a customizable system that works for you to help you get organized, whether you prefer a beautifully decorated scrapbook or a lean list-making planner. You will also learn how to present a program on bullet journaling at your own library.

Learning Objectives:

- ✓ Attendees will learn what bullet journaling is and what components typically make up a bullet journal
- ✓ Attendees will learn how to create a bullet journal and ways to use a bullet journal as an organization system
- ✓ Attendees will learn how to facilitate a class on bullet journaling at their own library

Presenter:

Mary Jo Kachurik is an Adult Services Librarian at Warren-Trumbull County Public Library, where she is responsible for providing reference service, presenting programs, and assisting with collection development. Her professional interests include programming for younger adults and community engagement. Mary Jo began bullet journaling in 2015 and has taught several classes on bullet journaling since then.

THUR JUN 27

BRAINSTORMING AND INNOVATION
ONLINE
VIA ADOBE CONNECT
10:00 AM - 11:30 AM

Brainstorming is an incredibly powerful innovation tool. From solving problems to generating creative, groundbreaking ideas, the act of brainstorming can spark fresh and extraordinary concepts, vision and actions. However, is there a systematic way to brainstorm? And how can we make our brainstorming sessions most productive and efficient in order to produce innovative ideas?

There are hundreds of brainstorming techniques available, and each can produce valuable ideas and objectives, but not all are created equally. In addition to this, people think that brainstorming is best when it has no boundaries or plans, letting ideas flow. While the goal is to create an open environment, brainstorming works best when there is a framework.

Learning Objectives:

- ✓ Discover what can hinder the brainstorming process and strategies on how to successfully over come them, providing "out of the box" thinking for innovation
- ✓ Work on ways to break down problems systematically and create a foundation for effective and productive brainstorming
- ✓ Understand and apply a wide variety of brainstorming techniques to be used individually, in meetings, with groups and more, for immediate results
- ✓ Use brainstorming to get past the conventional ideas and move into new, uncharted and innovative thinking

Presenter:

Holly Klingler, Research and Innovation Coordinator, NEO-RLS

CONTINUING EDUCATION
WINTER/SPRING 2019

TRAININGS BY TRACK

ACADEMIC LIBRARIES

WED JAN 09

HIRE FOR SUCCESS
Hiring the right person is not easy. You need to take many things into consideration. For more information, see **page 4**.

WED JAN 16

MOVING FORWARD THROUGH THE FOG: NAVIGATING THE INTERNET IN A POST-TRUTH ERA
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. For more information, see **page 5**.

THUR JAN 17

WHAT THE HECK HAPPENED? 2018 EMPLOYMENT LAW UPDATE: PART I
Join Scott Warrick as he reviews the most recent and most important employment law changes and updates. Scott will not only inform you of these important changes, but he will use his over three decades of Employment Law/Human Resource Management experience to tell you how to use this information IMMEDIATELY! For more information, see **page 6**.

WED JAN 23

CATALOGING IS NOT NEUTRAL: IMPROVING EQUITY AND INCLUSION IN RESOURCE DESCRIPTION
Working toward equity and inclusion in library services is not just the responsibility of public-facing staff. As catalogers and other metadata professionals, viewing our controlled vocabularies and classification systems with a critical perspective can make us more aware of the inherent biases and oppressive language present in those systems. For more information, see **page 6**.

THUR JAN 24

EMPLOYEE ONBOARDING
Show your new employees that you're excited that they're joining your team! Nothing sours a new employee on their new job faster than a ho-hum onboarding experience. For more information, see **page 7**.

TUES FEB 12

ADVANCED CYBERSECURITY AND IT NETWORK
The internet can be a scary place for you, but what about your users? From ransomware and malware to data breaches you might think twice about letting them connect online. Learn the tips and tricks to keep data safe and get a good night's rest. For more information, see **page 10**.

WED FEB 13

WHAT THE HECK HAPPENED? 2018 EMPLOYMENT LAW UPDATE: PART II
Join Scott Warrick as he reviews the most recent and most important employment law changes and updates. Scott will not only inform you of these important changes, but he will use his over three decades of Employment Law/Human Resource Management experience to tell you how to use this information IMMEDIATELY! For more information, see **page 11**.

WED FEB 20

SERVICES FOR IMMIGRANTS (AND YOUR COMMUNITY): LESSONS LEARNED FROM LIBRARY SERVICES FOR IMMIGRANTS ONLINE
In her book *Library Services for Immigrants and New Americans*, Jennifer Koerber reviewed programs and services provided by more than 20 libraries across the country. In this webinar, Jennifer Koerber will share 5 case studies and highlight the best practices they represent, including how to broaden the scope to include long-time residents and other community members. For more information, see **page 12**.

TUES FEB 26

KEEPING IT WEIRD: CATALOGING THE LIBRARY OF THINGS
Libraries maintain collections of cake pans, bicycles, garden tools, musical instruments, equipment… you name it, somebody circulates it. This practical, interactive cataloging workshop will break down the areas of catalog records dedicated to content, usage, and physical description of all of your best objects. For more information, see **page 14**.

THUR FEB 28

NEW SUPERVISORS' ACADEMY
The NEO-RLS New Supervisor's Academy is back by popular demand. Becoming a supervisor adds new and different challenges to your work day regardless of the type of library you work in or the size of library you work in. The Academy's courses will provide you with the skills and confidence you need to handle the many and varied challenges of being a supervisor. For more information, see **page 15**.

FRI MAR 01

ACADEMIC LIBRARY DIRECTORS' NETWORKING MEETING
Join your fellow academic library directors for a lively discussion. Please send your discussion topic ideas to Irene M.H. Herold at iherold@wooster.edu. For more information, see **page 20**.

WED MAR 06

HUMAN TRAFFICKING 101
In Ohio, an estimated 1,078 American-born minors are trafficked annually. Nearly 3,000 American-born minors are at risk for being trafficked. By coming to this webinar you will have a better understanding of what human trafficking is and if it is going on in your library. For more information, see **page 21**.

TUES MAR 12

DIFFICULT CONVERSATIONS RE: CORRECTIVE ACTION AND TERMINATION
Having a difficult conversation with an employee is a manager's least favorite, yet extremely necessary, part of the job. Addressing performance issues head-on will not only save you and your organization time and energy, it could help a poor performing employee become a star performer. For more information, see **page 22**.

WED MAR 13

IF IT'S BROKE, FIX IT: HANDLING LEFTOVER CHALLENGES EFFECTIVELY
All too often, outgoing supervisors leave unresolved challenges "for the next guy" to fix. Then, you arrive! In this webinar, we'll consider 5 Simple Steps to Starting with a Clean Slate. Learn how to use expectations, goals, communication, follow-up and follow-through to right the ship and move forward with confidence. For more information, see **page 22**

THUR MAR 14

TOOLS TO IMPROVE YOUR WORKFLOW AND INCREASE PRODUCTIVITY
Have you ever found a tool or service that made you go "AHA!"? Are there little gems that make your life so much easier that you wonder how you lived without them? This informative webinar is filled with online (and free!) tools that can help you improve your workflow. For more information, see **page 23**.

THUR MAR 21

UNDERSTANDING YOUR MYERS-BRIGGS PERSONALITY TYPE
The Myers-Briggs Type Indicator assessment is one of the most popular and well-known personality assessments today, taken by 80% of Fortune 500 companies and 89% of Fortune 100 companies according to the CPP. It allows you to understand your personality type and effectively use your unique strengths. For more information, see **page 24**.

THUR MAR 28

TELLING YOUR STORY: TIPS AND TRICKS TO ENGAGE YOUR AUDIENCE
Whether you regularly teach, train, or speak in front of others, we're always looking for new ways to connect and engage with our audience. Learn how to apply acting, storytelling, and visual design techniques to help you prepare and deliver engaging presentations no matter what the context. For more information, see **page 25**.

THUR APR 04

CRITICAL CONVERSATIONS CONFERENCE: MENTAL HEALTH AWARENESS: LIBRARIES CREATE SAFE ZONES FOR CUSTOMERS & STAFF
"Mental Health Awareness: Libraries Create Safe Zones for Customers and Staff" is the theme for the 2019 Critical Conversations Conference. Speakers will focus on providing library staff with an overview of mental health issues and the implications for library service and themselves. For more information, see **page 26**.

TUES APR 09

REFERENCE NETWORK

Come to this network to share your successes and challenges. In the past this group has setup field trips to visit other libraries and institutions. For more information, see **page 29**.

WED APR 10

EFFECTIVE WORKPLACE COMMUNICATION FOR NEW SUPERVISORS

Experts suggest that we are communicating in one way or another more than 90% of the time we are awake! Communication can be positive or negative, verbal, non-verbal or in writing. Communicating effectively is a learned skill that requires practice, patience and a desire to be more effective every day. For more information, see **page 30**.

FRI APR 12

NEW SUPERVISORS NETWORK MEETING

Being a new supervisor can be a daunting experience. The ability to share successes and find answers to your challenges can go a long way toward making the transition a positive one. Please join us for this self-directed group open to all new supervisors in any library within our region. For more information, see **page 30**.

THUR APR 18

INCREASE LIBRARY USAGE THROUGH STRATEGIC MERCHANDISING

There's a lot of science and psychology in the retail merchandising world that can benefit your library. In this webinar, Kathy Dempsey will explain what merchandising is and will reveal strategies to help you do it quickly and effectively with pro tips and lots of photographic examples. For more information, see **page 32**.

TUES APR 30

MYERS-BRIGGS COMMUNICATION

An ideal complement to the introductory workshop, "Understanding Your Myers-Briggs Personality Type," this workshop will focus specifically on how you can use your Myers-Briggs personality type to maximize your communication skills and your teamwork abilities. For more information, see **page 32**.

THUR MAY 02

COLLABORATION CONNECTION

Are you waiting for a collaborator in order to get your great idea off the ground or to apply for a grant? Do you have services, collections, skills, etc. that you or your organization could offer to potential collaborators? Join us for this opportunity to learn more about successful collaborations and find the collaboration partner you are looking for. For more information, see **page 33**.

WEDS MAY 08

A DAY FOR PUBLIC SERVICE

This is a day for all public service staff. We will start with "Providing Great Customer Service" followed by "Verbal De-escalation" and end with a roundtable discussion to help one another. For more information, see **page 35**.

THUR MAY 09

GRIPES, GRUMBLES AND GRIEVANCES: IMPROVING LABOR-MANAGEMENT RELATIONS THROUGH EFFECTIVE COMMUNICATION

This highly interactive course will help participants build strong labor-management relationships through effective communication and grievance handling skills. For more information, see **page 36**.

TUES MAY 14

RDA IN PRACTICE: ENRICHMENT VS. ORIGINAL CATALOGING

Join us for an overview of RDA and its use in enrichment vs. original cataloging. For more information, see **page 36**.

WEDS MAY 15

FREE TOOLS FOR WORKING WITH GRAPHICS AND THE WEB

Do you spend a good part of your job working with graphics, social media or websites? In this webinar, you will discover online tools you can use to improve your workflow or create new content. For more information, see **page 37**.

WED MAY 22

2019 DIRECTORS' RETREAT: STEPS TO STRESS FREE LEADERSHIP

The first day will be devoted to Facilitative Leadership with topics to include: developer of people, developer of teams, manager of conflict and master of problem solving. The evening will continue with facilitated "Rich Conversations" focused on HR and other issues. The second day will begin with "Leading Inside & Out of Your Library: Finding Balance," followed by time for reflection and the creation of an action plan. We will end the Retreat with "The Art of Relaxation." For more information, see **page 38**.

WED JUN 05

HR STUFF THAT EVERY SUPERVISOR SHOULD KNOW

In order to successfully lead others, supervisors need to feel empowered, knowledgeable, capable of exciting their team members and inspiring them to do their best work every day. Join Robin S. Wood as she walks you through the basics of Human Resource Management for library supervisors, managers and leaders. For more information, see **page 39**.

THUR JUN 06

2019 EMERGING TECH SYMPOSIUM: AR/VR – IMMERSIVE REALITIES

The 2019 Emerging Tech Symposium will focus on exposing library staff interested in emerging technologies to a broad array of possibilities. The day-long format of the Symposium will include two speakers and four breakout sessions as well as a poster session, and will conclude with a panel discussion. For more information, see **page 40**.

WED JUN 12

CARING FOR THE MIND

Library staff are often the first line of response for mental health issues, whether answering questions or dealing with afflicted patrons. In this class, participants will learn how to effectively provide mental health information using the best free electronic resources as well as best approaches for handling interactions with emotional patrons. For more information, see **page 42**.

WED JUN 19

TEAM + WORK = TEAMWORK

"Teamwork" can't exist unless you have a motivated "TEAM" and are willing to put in "WORK". In this presentation, we will discuss how to facilitate a staff development session that demonstrates how important effective communication is in building a strong, cohesive and productive team that works together to reach common organizational goals. For more information, see **page 44**.

WED JUN 26

BULLET JOURNAL BASICS

This webinar will teach you about bullet journaling, which is a flexible organization method that can be your planner, to-do list, notebook, calendar, and more - all in one place! A bullet journal allows you to create a customizable system that works for you to help you get organized. For more information, see **page 45**.

THUR JUN 27

BRAINSTORMING AND INNOVATION

Brainstorming is an incredibly powerful innovation tool. From solving problems to generating creative, groundbreaking ideas, the act of brainstorming can spark fresh and extraordinary concepts, vision and actions. For more information, see **page 45**.

ADULT

THUR JAN 10

KEPRO - FREE MEDICARE SERVICES & RESOURCES FOR SENIORS

KEPRO offers information and assistance to Medicare beneficiaries and families regarding complaints, discharge appeals, Immediate Advocacy, and Patient Navigation. This webinar will provide a general overview of KEPRO's services. For more information, see **page 5**.

WED MAR 06

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THUR MAR 07

ESCAPE ROOMS FROM SCRATCH

Design your own library escape room for children, teens, and adults! We'll explain how we put together a Seuss-themed escape room using a Breakout EDU kit, props we had on hand, and our love for all things puzzling. For more information, see **page 21**.

FRI MAR 22

BOOK DISCUSSION CIRCUIT MEETING

This is a meeting you don't want to miss if you want your opinion to be counted in choosing the titles to be added to the book discussion circuit. Titles recommended for addition to the collection will be the main topic of the day. For more information, see **page 25**.

THUR MAR 28

TELLING YOUR STORY: TIPS AND TRICKS TO ENGAGE YOUR AUDIENCE

Whether you regularly teach, train, or speak in front of others, we're always looking for new ways to connect and engage with our audience. Learn how to apply acting, storytelling, and visual design techniques to help you prepare and deliver engaging presentations no matter what the context. For more information, see **page 25**.

TUES APR 09

REFERENCE NETWORK

Come to this network to share your successes and challenges. In the past this group has setup field trips to visit other libraries and institutions. For more information, see **page 29**.

WEDS MAY 01

SERVING FORGOTTEN PATRONS:
LIBRARIES IN THE FIGHT AGAINST ALZHEIMER'S DEMENTIA

Alzheimer's dementia already affects more than 5 million Americans and is the 6th leading cause of death in the United States; all predictions are for even more rapid spread as the Baby Boomers age. Libraries in many cases have been slow to consider how specifically to serve this growing population among our users, and how to serve the even-larger group of those caring for people with dementia. For more information, see **page 33**.

WEDS MAY 08

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ALL STAFF

WED FEB 20

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WED JUN 26

BULLET JOURNAL BASICS

This webinar will teach you about bullet journaling, which is a flexible organization method that can be your planner, to-do list, notebook, calendar, and more - all in one place! A bullet journal allows you to create a customizable system that works for you to help you get organized. For more information, see **page 45**.

THUR JUN 27

BRAINSTORMING AND INNOVATION

Brainstorming is an incredibly powerful innovation tool. From solving problems to generating creative, groundbreaking ideas, the act of brainstorming can spark fresh and extraordinary concepts, vision and actions. For more information, see **page 45**.

CHILDRENS

THUR JAN 31

GADGETS AND GIZMOS: EXPLORING TECHNOLOGY FOR YOUTH

Want to engage children with the latest technology but don't know where to begin? Interested in using technology in your programming but you're on a tight budget? Join us for the third annual Gadgets and Gizmos webinar. For more information, see **page 7**.

THUR FEB 21

CHILDREN'S SUMMER READING PROGRAM
"A Universe of Stories" is the theme for this year's summer reading program. Come join your children's library colleagues for a program focused on summer reading. There will be something for everyone whether you choose this theme or not. For more information, see **page 12**.

WED MAR 06

HUMAN TRAFFICKING 101
In Ohio, an estimated 1,078 American-born minors are trafficked annually. Nearly 3,000 American-born minors are at risk for being trafficked. By coming to this webinar you will have a better understanding of what human trafficking is and if it is going on in your library. For more information, see **page 21**.

THUR MAR 07

ESCAPE ROOMS FROM SCRATCH
Design your own library escape room for children, teens, and adults! We'll explain how we put together a Seuss-themed escape room using a Breakout EDU kit, props we had on hand, and our love for all things puzzling. For more information, see **page 21**.

THUR MAR 14

READERS' ADVISORY NETWORK FOR CHILDREN AND TEENS: TRENDS, TOOLS, AND TRICKS
Join us to talk about readers' advisory and the latest trends and popular titles in literature for youth of all ages. We will also discuss the ins and out of the readers' advisory interview, tools available to help with readers' advisory, and much more. For more information, see **page 23**.

WED MAR 20

TWEENS...AFTER SCHOOL BEHAVIOR: TO BATTLE OR ENGAGE?
Do you dread the after school crowd? Tired of shushing over and over and getting nowhere? Stuck in a rut in programming for your tweens? This webinar will help give you some ideas and information to help you with your tween crowd. For more information, see **page 24**.

TUES APR 16

PLAY YOUR WAY TO LITERACY THROUGH STEM AND MUSICAL MADNESS!
Don't miss this two-day extravaganza of fun and learning for Youth Services staff! NORWELD and NEO-RLS are partnering to bring back Dr. Betsy Diamant-Cohen of Mother Goose On the Loose to lead the first day of this workshop. For more information, see **page 30**.

WEDS MAY 08

A DAY FOR PUBLIC SERVICE
This is a day for all public service staff. We will start with "Providing Great Customer Service" followed by "Verbal De-escalation" and end with a roundtable discussion to help one another. For more information, see **page 35**.

THUR MAY 16

EARLY LITERACY 101: AN OHIO READY TO READ WORKSHOP
Back by popular demand! This hands-on workshop will help you build a firm foundation in early literacy. Participants will learn how brain development impacts how young children learn and will explore effective, research-based early literacy resources and activities. For more information, see **page 37**.

THUR JUN 06

2019 EMERGING TECH SYMPOSIUM: AR/VR – IMMERSIVE REALITIES
The 2019 Emerging Tech Symposium will focus on exposing library staff interested in emerging technologies to a broad array of possibilities. The day-long format of the Symposium will include two speakers and four breakout sessions as well as a poster session, and will conclude with a panel discussion. For more information, see **page 40**.

CIRCULATION

WED FEB 06

MICHIGAN ACTIVITY PASS: YOUR LIBRARY CAN LOAN PASSES TOO!
The Michigan Activity Pass (MAP) is a collaborative effort between Michigan's public libraries and cultural partners including state parks, museums and a wide variety of other family friendly venues. For more information, see **page 10**.

WED | FEB 27

I DIDN'T KNOW YOU DID THAT! - PUBLIC LIBRARY BOARD GAME CIRCULATION

Spend an agreeable hour learning how to write a board game circulation policy that aligns with your library's mission and strategic plan, how to determine your audience, what type of games you should invest in, and the best places to purchase them. For more information, see **page 15**.

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THUR | JUN 13

DAY FOR CIRC STAFF: IT'S ALL ABOUT MYERS-BRIGGS AND WORKING AS A TEAM

The morning will start with Understanding Your Myers-Briggs Personality Type. In the afternoon, we will focus specifically on communication in context to our co-workers and our community patrons. For more information, see **page 43**.

EMERGING TECHNOLOGY

THUR | JAN 31

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FISCAL & BUDGET

FRI | MAR 08

FISCAL OFFICERS AND HUMAN RESOURCES NETWORK MEETING

Join your peers for a lively discussion of the latest issues facing human resources and fiscal officers. Please send any items to be discussed for the agenda by February 25, 2019, to Yvette Wasko or Debbie Blair. For more information, see **page 22**.

HUMAN RESOURCES

WED | JAN 09

HIRE FOR SUCCESS

Hiring the right person is not easy. You need to take many things into consideration. For more information, see **page 4**.

THUR | JAN 17

WHAT THE HECK HAPPENED?
2018 EMPLOYMENT LAW UPDATE: PART I

Join Scott Warrick as he reviews the most recent and most important employment law changes and updates. Scott will not only inform you of these important changes, but he will use his over three decades of Employment Law/Human Resource Management experience to tell you how to use this information IMMEDIATELY! For more information, see **page 6**.

THUR | JAN 24

EMPLOYEE ONBOARDING

Show your new employees that you're excited that they're joining your team! Nothing sours a new employee on their new job faster than a ho-hum onboarding experience. For more information, see **page 7**.

WED FEB 13

WHAT THE HECK HAPPENED? 2018 EMPLOYMENT LAW UPDATE: PART II
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TUES MAR 12

DIFFICULT CONVERSATIONS RE: CORRECTIVE ACTION AND TERMINATION
Having a difficult conversation with an employee is a manager's least favorite, yet extremely necessary, part of the job. Addressing performance issues head-on will not only save you and your organization time and en-ergy, it could help a poor performing employee become a star performer. For more information, see **page 22**.

WED MAR 13

IF IT'S BROKE, FIX IT: HANDLING LEFTOVER CHALLENGES EFFECTIVELY
All too often, outgoing supervisors leave unresolved challenges "for the next guy" to fix. Then, you arrive! In this webinar, we'll consider 5 Simple Steps to Starting with a Clean Slate. Learn how to use expecta-tions, goals, communication, follow-up and follow-through to right the ship and move forward with confi-dence. For more information, see **page 22**

WED JUN 05

HR STUFF THAT EVERY SUPERVISOR SHOULD KNOW
In order to successfully lead others, supervisors need to feel empowered, knowledgeable, capable of excit-ing their team members and inspiring them to do their best work every day. Join Robin S. Wood as she walks you through the basics of Human Resource Management for library supervisors, managers and leaders. For more information, see **page 39**.

WED JUN 19

TEAM + WORK = TEAMWORK
"Teamwork" can't exist unless you have a motivated "TEAM" and are willing to put in "WORK". In this pre-sentation, we will discuss how to facilitate a staff development session that demonstrates how important effective communication is in building a strong, cohesive and productive team that works together to reach common organizational goals. For more information, see **page 44**.

INFORMATION & TECHNOLOGY (IT)

TUES FEB 12

ADVANCED CYBERSECURITY AND IT NETWORK
The internet can be a scary place for you, but what about your users? From ransomware and malware to data breaches you might think twice about letting them connect online. Learn the tips and tricks to keep data safe and get a good night's rest. For more information, see **page 10**.

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MANAGEMENT & ADMINISTRATION

WED JAN 09

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THUR JAN 31

CONSTRUCTION AND FACILITIES NETWORK
Join your colleagues for a round table discussion about the latest issues affecting construction and facili-ties in libraries. For more information, see **page 7**.

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FRI FEB 08

PUBLIC RELATIONS NETWORK
Library Marketing is evolving. Targeted emailing is changing the way the Stow-Munroe Falls Public Li-brary Marketing does business. We are making data-driven decisions based on our customer's check-out habits, and then sending them custom emails based on what their interests are. For more information, see **page 10**.

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WED FEB 20

SERVICES FOR IMMIGRANTS (AND YOUR COMMUNITY): LESSONS LEARNED FROM LIBRARY SERVICES FOR IMMIGRANTS ONLINE
In her book *Library Services for Immigrants and New Americans*, Jennifer Koerber reviewed programs and services provided by more than 20 libraries across the country. In this webinar, Jennifer Koerber will share 5 case studies and highlight the best practices they represent, including how to broaden the scope to include long-time residents and other community members. For more information, see **page 12**.

WED FEB 27

I DIDN'T KNOW YOU DID THAT! - PUBLIC LIBRARY BOARD GAME CIRCULATION
Spend an agreeable hour learning how to write a board game circulation policy that aligns with your library's mission and strategic plan, how to determine your audience, what type of games you should invest in, and the best places to purchase them. For more information, see **page 15**.

THUR FEB 28

NEW SUPERVISORS' ACADEMY
The NEO-RLS New Supervisor's is back by popular demand. Becoming a supervisor adds new and dif-ferent challenges to your work day regardless of the type of library you work in or the size of library you work in. The Academy's courses will provide you with the skills and confidence you need to handle the many and varied challenges of being a supervisor. For more information, see **page 15**.

FRI MAR 01

ACADEMIC LIBRARY DIRECTORS' NETWORKING MEETING
Join your fellow academic library directors for a lively discussion. Please send your discussion topic ideas to Irene M.H. Herold at iherold@wooster.edu. For more information, see **page 20**.

WED MAR 06

HUMAN TRAFFICKING 101
In Ohio, an estimated 1,078 American-born minors are trafficked annually. Nearly 3,000 American-born minors are at risk for being trafficked. By coming to this webinar you will have a better understanding of what human trafficking is and if it is going on in your library. For more information, see **page 21**.

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FRI MAR 22

BRANCH MANAGERS NETWORK MEETING
Here is an opportunity to share your challenges and successes with other branch managers within the region. Light refreshments will be provided. For more information, see **page 25**.

THUR MAR 28

TELLING YOUR STORY: TIPS AND TRICKS TO ENGAGE YOUR AUDIENCE
Whether you regularly teach, train, or speak in front of others, we're always looking for new ways to connect and engage with our audience. Learn how to apply acting, storytelling, and visual design techniques to help you prepare and deliver engaging presentations no matter what the context. For more information, see **page 25**.

WED APR 10

EFFECTIVE WORKPLACE COMMUNICATION FOR NEW SUPERVISORS
Experts suggest that we are communicating in one way or another more than 90% of the time we are awake! Communication can be positive or negative, verbal, non-verbal or in writing. Communicating effectively is a learned skill that requires practice, patience and a desire to be more effective every day. For more information, see **page 30**.

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THUR APR 18

INCREASE LIBRARY USAGE THROUGH STRATEGIC MERCHANDISING
There's a lot of science and psychology in the retail merchandising world that can benefit your library. In this webinar, Kathy Dempsey will explain what merchandising is and will reveal strategies to help you do it quickly and effectively with pro tips and lots of photographic examples. For more information, see **page 32**.

THUR MAY 02

COLLABORATION CONNECTION
Are you waiting for a collaborator in order to get your great idea off the ground or to apply for a grant? Do you have services, collections, skills, etc. that you or your organization could offer to potential collaborators? Join us for this opportunity to learn more about successful collaborations and find the collaboration partner you are looking for. For more information, see **page 33**.

THUR MAY 09

GRIPES, GRUMBLES AND GRIEVANCES: IMPROVING LABOR-MANAGEMENT RELATIONS THROUGH EFFECTIVE COMMUNICATION
This highly interactive course will help participants build strong labor-management relationships through effective communication and grievance handling skills. For more information, see **page 36**.

WEDS MAY 15

FREE TOOLS FOR WORKING WITH GRAPHICS AND THE WEB
Do you spend a good part of your job working with graphics, social media or websites? In this webinar, you will discover online tools you can use to improve your workflow or create new content. For more information, see **page 37**.

WED MAY 22

2019 DIRECTORS' RETREAT: STEPS TO STRESS FREE LEADERSHIP

The first day will be devoted to Facilitative Leadership with topics to include: developer of people, developer of teams, manager of conflict and master of problem solving. The evening will continue with facilitated "Rich Conversations" focused on HR and other issues. The second day will begin with "Leading Inside & Out of Your Library: Finding Balance," followed by time for reflection and the creation of an action plan. We will end the Retreat with "The Art of Relaxation." For more information, see **page 38**.

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READERS' ADVISORY

THUR MAR 14

READERS' ADVISORY NETWORK FOR CHILDREN AND TEENS: TRENDS, TOOLS, AND TRICKS

Join us to talk about readers' advisory and the latest trends and popular titles in literature for youth of all ages. We will also discuss the ins and out of the readers' advisory interview, tools available to help with readers' advisory, and much more. For more information, see **page 23**.

REFERENCE

THUR JAN 10

KEPRO - FREE MEDICARE SERVICES & RESOURCES FOR SENIORS

KEPRO offers information and assistance to Medicare beneficiaries and families regarding complaints, discharge appeals, Immediate Advocacy, and Patient Navigation. This webinar will provide a general overview of KEPRO's services. For more information, see **page 5**.

WED JAN 16

MOVING FORWARD THROUGH THE FOG: NAVIGATING THE INTERNET IN A POST-TRUTH ERA

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. For more information, see **page 5**.

TUES | APR 09

REFERENCE NETWORK

Come to this network to share your successes and challenges. In the past this group has setup field trips to visit other libraries and institutions. For more information, see **page 29**.

WEDS | MAY 01

SERVING FORGOTTEN PATRONS:
LIBRARIES IN THE FIGHT AGAINST ALZHEIMER'S DEMENTIA

Alzheimer's dementia already affects more than 5 million Americans and is the 6th leading cause of death in the United States; all predictions are for even more rapid spread as the Baby Boomers age. Libraries in many cases have been slow to consider how specifically to serve this growing population among our users, and how to serve the even-larger group of those caring for people with dementia. For more information, see **page 33**.

WEDS | MAY 08

A DAY FOR PUBLIC SERVICE

This is a day for all public service staff. We will start with "Providing Great Customer Service" followed by "Verbal De-escalation" and end with a roundtable discussion to help one another. For more information, see **page 35**.

TUES | JUN 11

CREATING A RESUME REVIEW PROGRAM FOR YOUR LIBRARY

A resume review program allows your library to build relationships within your community and show how contemporary and traditional library materials can be used for practical concerns. For more information, see **page 42**.

WED | JUN 12

CARING FOR THE MIND

Library staff are often the first line of response for mental health issues, whether answering questions or dealing with afflicted patrons. In this class, participants will learn how to effectively provide mental health information using the best free electronic resources as well as best approaches for handling interactions with emotional patrons. For more information, see **page 42**.

WED | JUN 26

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SCHOOL LIBRARIES

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WED | JAN 23

CATALOGING IS NOT NEUTRAL:
IMPROVING EQUITY AND INCLUSION IN RESOURCE DESCRIPTION

Working toward equity and inclusion in library services is not just the responsibility of public-facing staff. As catalogers and other metadata professionals, viewing our controlled vocabularies and classification systems with a critical perspective can make us more aware of the inherent biases and oppressive language present in those systems. For more information, see **page 6**.

THUR | JAN 31

GADGETS AND GIZMOS: EXPLORING TECHNOLOGY FOR YOUTH

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TUES FEB 26

KEEPING IT WEIRD: CATALOGING THE LIBRARY OF THINGS

Libraries maintain collections of cake pans, bicycles, garden tools, musical instruments, equipment… you name it, somebody circulates it. This practical, interactive cataloging workshop will break down the areas of catalog records dedicated to content, usage, and physical description of all of your weirdest objects. For more information, see **page 14**.

THUR FEB 28

NEW SUPERVISORS' ACADEMY

The NEO-RLS New Supervisor's Academy is back by popular demand. Becoming a supervisor adds new and different challenges to your work day regardless of the type of library you work in or the size of library you work in. The Academy's courses will provide you with the skills and confidence you need to handle the many and varied challenges of being a supervisor. For more information, see **page 15**.

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THUR MAR 14

TOOLS TO IMPROVE YOUR WORKFLOW AND INCREASE PRODUCTIVITY

Have you ever found a tool or service that made you go "AHA!"? Are there little gems that make your life so much easier that you wonder how you lived without them? This informative webinar is filled with online (and free!) tools that can help you improve your workflow. For more information, see **page 23**.

THUR MAR 21

UNDERSTANDING YOUR MYERS-BRIGGS PERSONALITY TYPE

The Myers-Briggs Type Indicator assessment is one of the most popular and well-known personality assessments today, taken by 80% of Fortune 500 companies and 89% of Fortune 100 companies according to the CPP. It allows you to understand your personality type and effectively use your unique strengths. For more information, see **page 24**.

TUES APR 02

WHAT ARE THEY THINKING? TEEN BEHAVIOR IN YOUR LIBRARY

We work hard to plan services to attract teens, but there are times when teen behavior can make us stop to wonder what's going on inside their head. Most people can see that teens are growing at a fast pace, but forget that their brains have more work to be done. For more information, see **page 26**.

THUR APR 04

CRITICAL CONVERSATIONS CONFERENCE: MENTAL HEALTH AWARENESS: LIBRARIES CREATE SAFE ZONES FOR CUSTOMERS & STAFF

"Mental Health Awareness: Libraries Create Safe Zones for Customers and Staff" is the theme for the 2019 Critical Conversations Conference. Speakers will focus on providing library staff with an overview of mental health issues and the implications for library service and themselves. For more information, see **page 26**.

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TUES APR 30

MYERS-BRIGGS COMMUNICATION
An ideal complement to the introductory workshop, "Understanding Your Myers-Briggs Personality Type," this workshop will focus specifically on how you can use your Myers-Briggs personality type to maximize your communication skills and your teamwork abilities. For more information, see **page 32**.

THUR MAY 02

COLLABORATION CONNECTION
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TUES MAY 14

RDA IN PRACTICE: ENRICHMENT VS. ORIGINAL CATALOGING
Join us for an overview of RDA and its use in enrichment vs. original cataloging. For more information, see **page 36**.

WEDS MAY 15

FREE TOOLS FOR WORKING WITH GRAPHICS AND THE WEB
Do you spend a good part of your job working with graphics, social media or websites? In this webinar, you will discover online tools you can use to improve your workflow or create new content. For more information, see **page 37**.

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Working toward equity and inclusion in library services is not just the responsibility of public-facing staff. As catalogers and other metadata professionals, viewing our controlled vocabularies and classification systems with a critical perspective can make us more aware of the inherent biases and oppressive language present in those systems. For more information, see **page 6**.

THUR JAN 24

EMPLOYEE ONBOARDING
Show your new employees that you're excited that they're joining your team! Nothing sours a new employee on their new job faster than a ho-hum onboarding experience. For more information, see **page 7**.

TUES FEB 12

ADVANCED CYBERSECURITY AND IT NETWORK
The internet can be a scary place for you, but what about your users? From ransomware and malware to data breaches you might think twice about letting them connect online. Learn the tips and tricks to keep data safe and get a good night's rest. For more information, see **page 10**.

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THUR FEB 28

NEW SUPERVISORS' ACADEMY
The NEO-RLS New Supervisor's Academy is back by popular demand. Becoming a supervisor adds new and different challenges to your work day regardless of the type of library you work in or the size of library you work in. The Academy's courses will provide you with the skills and confidence you need to handle the many and varied challenges of being a supervisor. For more information, see **page 15**.

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DIFFICULT CONVERSATIONS RE: CORRECTIVE ACTION AND TERMINATION
Having a difficult conversation with an employee is a manager's least favorite, yet extremely necessary, part of the job. Addressing performance issues head-on will not only save you and your organization time and energy, it could help a poor performing employee become a star performer. For more information, see **page 22**.

WED MAR 13

IF IT'S BROKE, FIX IT: HANDLING LEFTOVER CHALLENGES EFFECTIVELY
All too often, outgoing supervisors leave unresolved challenges "for the next guy" to fix. Then, you arrive! In this webinar, we'll consider 5 Simple Steps to Starting with a Clean Slate. Learn how to use expectations, goals, communication, follow-up and follow-through to right the ship and move forward with confidence. For more information, see **page 22**

THUR MAR 14

TOOLS TO IMPROVE YOUR WORKFLOW AND INCREASE PRODUCTIVITY
Have you ever found a tool or service that made you go "AHA!"? Are there little gems that make your life so much easier that you wonder how you lived without them? This informative webinar is filled with online (and free!) tools that can help you improve your workflow. For more information, see **page 23**.

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Come to this network to share your successes and challenges. In the past this group has setup field trips to visit other libraries and institutions. For more information, see **page 29**.

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Experts suggest that we are communicating in one way or another more than 90% of the time we are awake! Communication can be positive or negative, verbal, non-verbal or in writing. Communicating effectively is a learned skill that requires practice, patience and a desire to be more effective every day. For more information, see **page 30**.

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There's a lot of science and psychology in the retail merchandising world that can benefit your library. In this webinar, Kathy Dempsey will explain what merchandising is and will reveal strategies to help you do it quickly and effectively with pro tips and lots of photographic examples. For more information, see **page 32**.

TUES APR 30

MYERS-BRIGGS COMMUNICATION
An ideal complement to the introductory workshop, "Understanding Your Myers-Briggs Personality Type," this workshop will focus specifically on how you can use your Myers-Briggs personality type to maximize your communication skills and your teamwork abilities. For more information, see **page 32**.

THUR MAY 02

COLLABORATION CONNECTION
Are you waiting for a collaborator in order to get your great idea off the ground or to apply for a grant? Do you have services, collections, skills, etc. that you or your organization could offer to potential collaborators? Join us for this opportunity to learn more about successful collaborations and find the collaboration partner you are looking for. For more information, see **page 33**.

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A DAY FOR PUBLIC SERVICE
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WED MAY 22

2019 DIRECTORS' RETREAT: STEPS TO STRESS FREE LEADERSHIP
The first day will be devoted to Facilitative Leadership with topics to include: developer of people, developer of teams, manager of conflict and master of problem solving. The evening will continue with facilitated "Rich Conversations" focused on HR and other issues. The second day will begin with "Leading Inside & Out of Your Library: Finding Balance," followed by time for reflection and the creation of an action plan. We will end the Retreat with "The Art of Relaxation." For more information, see **page 38**.

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2019 EMERGING TECH SYMPOSIUM:
AR/VR – IMMERSIVE REALITIES

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TEAM + WORK = TEAMWORK

"Teamwork" can't exist unless you have a motivated "TEAM" and are willing to put in "WORK". In this presentation, we will discuss how to facilitate a staff development session that demonstrates how important effective communication is in building a strong, cohesive and productive team that works together to reach common organizational goals. For more information, see **page 44**.

WED JUN 26

BULLET JOURNAL BASICS

This webinar will teach you about bullet journaling, which is a flexible organization method that can be your planner, to-do list, notebook, calendar, and more - all in one place! A bullet journal allows you to create a customizable system that works for you to help you get organized. For more information, see **page 45**.

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BRAINSTORMING AND INNOVATION

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TECHNICAL SERVICES

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TEEN

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TEEN SUMMER READING PROGRAM

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THUR MAR 07

ESCAPE ROOMS FROM SCRATCH

Design your own library escape room for children, teens, and adults! We'll explain how we put together a Seuss-themed escape room using a Breakout EDU kit, props we had on hand, and our love for all things puzzling. For more information, see **page 21**.

THUR MAR 14

READERS' ADVISORY NETWORK FOR CHILDREN AND TEENS: TRENDS, TOOLS, AND TRICKS

Join us to talk about readers' advisory and the latest trends and popular titles in literature for youth of all ages. We will also discuss the ins and out of the readers' advisory interview, tools available to help with readers' advisory, and much more. For more information, see **page 23**.

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CONTINUING EDUCATION
WINTER/SPRING 2019

TRAININGS BY LOCATION

ASHLAND

WED | MAY 22

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CUYAHOGA

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THUR | MAY 09

GRIPES, GRUMBLES AND GRIEVANCES: IMPROVING LABOR-MANAGEMENT RELATIONS THROUGH EFFECTIVE COMMUNICATION
This highly interactive course will help participants build strong labor-management relationships through effective communication and grievance handling skills. For more information, see **page 36**.

ERIE

TUES | APR 16

PLAY YOUR WAY TO LITERACY THROUGH STEM AND MUSICAL MADNESS!
Don't miss this two-day extravaganza of fun and learning for Youth Services staff! NORWELD and NEO-RLS are partnering to bring back Dr. Betsy Diamant-Cohen of Mother Goose On the Loose to lead the first day of this workshop. For more information, see **page 30**.

GEAUGA

TUES | FEB 12

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LAKE

THUR | JAN 31

CONSTRUCTION AND FACILITIES NETWORK
Join your colleagues for a round table discussion about the latest issues affecting construction and facilities in libraries. For more information, see **page 7**.

MEDINA

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PORTAGE

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RICHLAND

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SUMMIT

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"A Universe of Stories" is the theme for this year's summer reading program. Come join your teen library colleagues for a program focused on teens and tweens. For more information, see **page 8**.

FRI | FEB 08

PUBLIC RELATIONS NETWORK
Library Marketing is evolving. Targeted emailing is changing the way the Stow-Munroe Falls Public Library Marketing does business. We are making data-driven decisions based on our customer's check-out habits, and then sending them custom emails based on what their interests are. For more information, see **page 10**.

THUR FEB 21

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"A Universe of Stories" is the theme for this year's summer reading program. Come join your children's library colleagues for a program focused on summer reading. There will be something for everyone whether you choose this theme or not. For more information, see **page 12**.

TUES FEB 26

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FRI MAR 08

FISCAL OFFICERS AND HUMAN RESOURCES NETWORK MEETING
Join your peers for a lively discussion of the latest issues facing human resources and fiscal officers. Please send any items to be discussed for the agenda by February 25, 2019, to Yvette Wasko or Debbie Blair. For more information, see **page 22**.

THUR MAR 21

UNDERSTANDING YOUR MYERS-BRIGGS PERSONALITY TYPE
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FRI MAR 22

BOOK DISCUSSION CIRCUIT MEETING
This is a meeting you don't want to miss if you want your opinion to be counted in choosing the titles to be added to the book discussion circuit. Titles recommended for addition to the collection will be the main topic of the day. For more information, see **page 25**.

FRI MAR 22

BRANCH MANAGERS NETWORK MEETING
Here is an opportunity to share your challenges and successes with other branch managers within the region. Light refreshments will be provided. For more information, see **page 25**.

THUR APR 04

CRITICAL CONVERSATIONS CONFERENCE: MENTAL HEALTH AWARENESS: LIBRARIES CREATE SAFE ZONES FOR CUSTOMERS & STAFF
"Mental Health Awareness: Libraries Create Safe Zones for Customers and Staff" is the theme for the 2019 Critical Conversations Conference. Speakers will focus on providing library staff with an overview of mental health issues and the implications for library service and themselves. For more information, see **page 26**.

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NEW SUPERVISORS NETWORK MEETING
Being a new supervisor can be a daunting experience. The ability to share successes and find answers to your challenges can go a long way toward making the transition a positive one. Please join us for this self-directed group open to all new supervisors in any library within our region. For more information, see **page 30**.

THUR MAY 16

EARLY LITERACY 101: AN OHIO READY TO READ WORKSHOP
Back by popular demand! This hands-on workshop will help you build a firm foundation in early literacy. Participants will learn how brain development impacts how young children learn and will explore effective, research-based early literacy resources and activities. For more information, see **page 37**.

WAYNE

FRI MAR 01

ACADEMIC LIBRARY DIRECTORS' NETWORKING MEETING
Join your fellow academic library directors for a lively discussion. Please send your discussion topic ideas to Irene M.H. Herold at iherold@wooster.edu. For more information, see **page 20**.

THUR JUN 13

DAY FOR CIRC STAFF:
IT'S ALL ABOUT MYERS-BRIGGS AND WORKING AS A TEAM
The morning will start with Understanding Your Myers-Briggs Personality Type. In the afternoon, we will focus specifically on communication in context to our co-workers and our community patrons. For more information, see **page 43**.

CONTINUING EDUCATION
WINTER/SPRING 2019

WED JAN 09

HIRE FOR SUCCESS
Hiring the right person is not easy. You need to take many things into consideration. For more information, see **page 4**.

THUR JAN 10

KEPRO - FREE MEDICARE SERVICES & RESOURCES FOR SENIORS
KEPRO offers information and assistance to Medicare beneficiaries and families regarding complaints, discharge appeals, Immediate Advocacy, and Patient Navigation. This webinar will provide a general overview of KEPRO's services. For more information, see **page 5**.

WED JAN 16

MOVING FORWARD THROUGH THE FOG:
NAVIGATING THE INTERNET IN A POST-TRUTH ERA
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. For more information, see **page 5**.

THUR JAN 17

WHAT THE HECK HAPPENED? 2018 EMPLOYMENT LAW UPDATE: PART I
Join Scott Warrick as he reviews the most recent and most important employment law changes and updates. Scott will not only inform you of these important changes, but he will use his over three decades of Employment Law/Human Resource Management experience to tell you how to use this information IMMEDIATELY! For more information, see **page 6**.

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WED FEB 06

MICHIGAN ACTIVITY PASS: YOUR LIBRARY CAN LOAN PASSES TOO!
The Michigan Activity Pass (MAP) is a collaborative effort between Michigan's public libraries and cultural partners including state parks, museums and a wide variety of other family friendly venues. For more information, see **page 10**.

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WED FEB 20

SERVICES FOR IMMIGRANTS (AND YOUR COMMUNITY):
LESSONS LEARNED FROM LIBRARY SERVICES FOR IMMIGRANTS ONLINE
In her book *Library Services for Immigrants and New Americans*, Jennifer Koerber reviewed programs and services provided by more than 20 libraries across the country. In this webinar, Jennifer Koerber will share 5 case studies and highlight the best practices they represent, including how to broaden the scope to include long-time residents and other community members. For more information, see **page 12**.

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WEDS MAY 01

SERVING FORGOTTEN PATRONS:
LIBRARIES IN THE FIGHT AGAINST ALZHEIMER'S DEMENTIA

Alzheimer's dementia already affects more than 5 million Americans and is the 6th leading cause of death in the United States; all predictions are for even more rapid spread as the Baby Boomers age. Libraries in many cases have been slow to consider how specifically to serve this growing population among our users, and how to serve the even-larger group of those caring for people with dementia. For more information, see **page 33**.

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TUES JUN 11

CREATING A RESUME REVIEW PROGRAM FOR YOUR LIBRARY
A resume review program allows your library to build relationships within your community and show how contemporary and traditional library materials can be used for practical concerns. For more information, see **page 42**.

WED JUN 12

CARING FOR THE MIND
Library staff are often the first line of response for mental health issues, whether answering questions or dealing with afflicted patrons. In this class, participants will learn how to effectively provide mental health information using the best free electronic resources as well as best approaches for handling interactions with emotional patrons. For more information, see **page 42**.

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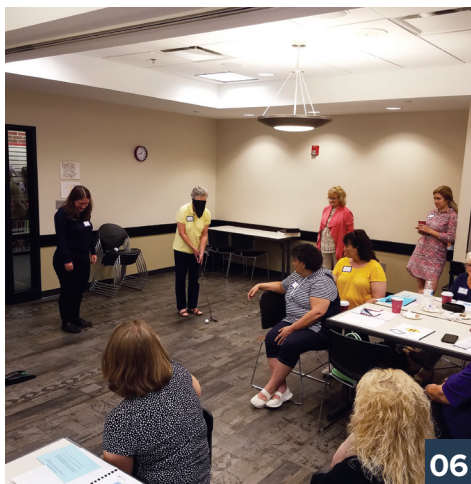
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01 New Supervisors' Aademy   **02** A Safety Day for Everyone

03 Day for Circ Staff   **04** 2018 Staff Day   **05** Early Literacy 101

06 Communication is a Two-Way Street   **07** Disaster Planning: Are Your Prepared?

08

14

13

09

Reserved for Speaker
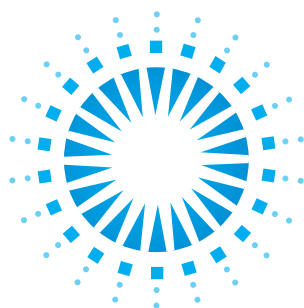
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08 Andrea Egan, 2018 Pat Carterette Awardee   **09** Christina Mihalic, 2018 Rising Star Awardee

10 Opioids in Communites - Libraries in Response   **11** Summer Reading Program

12 Visiting Librarians from Mongolia   **13** Making Movable Books Pop

14 2018 Membership Meeting and Appreciation Breakfast