

OLSSI Online 2021 Class List & Schedule

Monday 26th 9:00am

Virtual Team Building: Easy Energizers for Those who Hate Icebreakers.

Dr. Kristen Lindsay

Assistant Registrar, Terra State Community College

Need an online activity to boost team enthusiasm or motivation? Try an icebreaker that encourages comradery and fits the mood, from pop culture trivia to sharing personality insights. Melt the chill of even the toughest crowd by tailoring activities to the right temperature.

Art of Customer Service

Jessica Curtis

SearchOhio Coordinator, Adult Services Librarian; Westerville Public Library

This program is designed for anyone who interacts with the public. What is customer service and why is it important? This program will introduce and improve the soft skills needed to deliver truly excellent customer service. Staff and managers alike are invited to discover how patience, positive language, body language, and active training can make anyone a true “artist” of customer service.

***7:00pm Activity: Game Night #1**

Tuesday 27th 1:30pm

Can I Post / Copy / Digitize That?

Jenni Salamon

Manager, Digital Services & Web Properties, Ohio History Connection

Copyright should always be considered when sharing items outside your institution, from selecting items to include in your digital collection to posting on social media, to providing photocopies of materials for patrons. Jenni Salamon, Manager, Digital Services & Web Properties, at the Ohio History Connection, will provide a brief overview of copyright, covering terms for published and unpublished works; exceptions within the law; and resources for copyright status research.

Your Big Return: Professional Brand Management Post-Pandemic

Shawn Beem, J.D.

Assistant Dean for Professional Development, Capital University Law School

During the time of the COVID-19 pandemic, everyone has experienced workspaces with fewer colleagues and patrons, some level of new technology and remote work, and socially distanced, masked interactions. But what will work life be like for us as we start to return to “normal”? Attendees at this session will learn how to refresh their professional brand, how to use their brand to enhance their interactions with colleagues and patrons, and how to identify and market the new technology and communication skills learned during the pandemic for future professional use.

***7:00pm Activity: Movie Night (Netflix)**

Wednesday 28th 9:00am

Emerging Lab Tech

Holly Klingler

Research and Innovation Coordinator, Northeast Ohio Regional Library System (NEO-RLS)

NEO-RLS Tech Lab will be showing you the newest technology available to you and your library today. From gadgets that can put a doctor in your pocket, to robots with a large personality, to the new ways you can bring the virtual and augmented reality world to your community, and much more. The Tech Lab allows you to explore what this new tech can do, and consider the possibility of using these gadgets to better serve, teach, and entertain your library community. You will also learn about what other libraries have been doing to utilize this tech in their programs, events, and in their community. Come to ask questions, brainstorm, and explore with emerging tech!

[Wednesday 28th 9:00am \(cont.\)](#)

From Elevator Speech to Front Page News

Molly Calhoun

Public Relations Associate, Tuscarawas County Public Library System

&

Megan Kovalaske-Grimm

Public Relations Associate, Tuscarawas County Public Library System

Learn how to identify your brand's strengths and how to make sure your community knows them, too. During this session, you will learn how to identify engaging customer stories and use them to inform the public about your services in a way that doesn't shout "Look at Me!" Create a value-based elevator speech to promote your services, and learn to let our customers tell your story to the community.

***7:00pm Activity: Book Club:** *Neverwhere*, by Neil Gaiman.

Slipping through the cracks of reality, Richard lands in Neverwhere—a London of shadows and darkness, monsters and saints, murderers and angels, that exists entirely in a subterranean labyrinth.

[Thursday 29th 1:30pm](#)

Becoming a Friend of the Deaf Community

Dawn Watts

President, Ohio Citizens for Deaf Cultures

Culture and language intertwine, with language reflecting characteristics of culture. Learning about the culture of Deaf, Hard of Hearing, DeafBlind, plus disabilities people is also learning about their language.

Podcast like a Pro

Jeff Laser

Adult Services Librarian, Bexley Public Library

Podcasting is an excellent way for libraries to connect to their communities, especially as it becomes increasingly important to reach patrons beyond the library's physical space. Jeff Laser, Adult Services Librarian at Bexley Public Library and host of The BPL Podcast, will cover the ins and outs of starting a podcast at your library. Learn what equipment and software you'll need, how to find guests, and how to market your podcast on a reasonable budget.

***7:00pm Activity: Game Night #2**

[Friday 30th 9:00am - - Closing Speaker](#)

Finding a Future Together: Libraries Beyond COVID

John Burke

Library Director & Principal Librarian, Gardner-Harvey Library, Miami University

The COVID pandemic continues to impact the world, and has certainly not left out library staff and those we serve. As vaccines start to open up a return to a "normal" world, will libraries be able to re-establish normal routines, or will we find new paths? Let us join together to see what has changed in our libraries during the pandemic, what has remained, and how we can approach the future.

***7:00pm Activity: Crafting**

