



Northeast Ohio
Regional
Library System

CONTINUING EDUCATION
WINTER/SPRING 2018

School | Public | Academic | Special

Maximizing Library Potential Together



Northeast Ohio
Regional
Library System

CONTINUING EDUCATION WINTER/SPRING 2018

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Directors' Retreat

24



Critical Conversations Program



New Supervisors' Academy



Emerging Tech Symposium

Register Online!

Register for all NEO-RLS programs online at

..... neo-rls.org

Stay in touch with us between programs:

 twitter.com/neorls

 facebook.com/neorls

A NOTE FROM THE EXECUTIVE DIRECTOR



“The capacity to learn is a gift; the ability to learn is a skill; the willingness to learn is a choice.” - Brian Herbert, American Author

As institutions devoted to the idea of lifelong learning it is imperative that libraries also support the continuing education and professional development of all those who work in them. We construct our schedule of continuing education opportunities based on input from our members and from those that participate on our Advisory Groups for Continuing Education, Youth Services, IT and Emerging Technology. YOU have provided the ideas for the workshops and webinars contained in these pages. YOU have enabled us to create a wide variety of opportunities, with something for everyone.



We hope that you will participate in our annual events including Critical Conversations, the Emerging Tech Symposium, Summer Reading, the New Supervisors' Academy and the Directors' Retreat which will feature the first RIPL Regional in Ohio. We also hope to see you at “Open Educational Resources 101 for Librarians” to learn about this emerging trend in libraries and educational settings. Or, come find out how to start or improve on your local history collections at “Libraries and Local History: You Can Do It, Too!” “A Day for Technical Services” will feature discussions about workflows and e-books while “A Day for Circ Staff” offers a “Crash-Course in Handling Some of the Worst Customers that Come Through Your Doors!”

Want more? This brochure represents a wide range of workshop and webinar content spanning February through June 2018. Information about each program can also be found on our website. We hope that by being able to look at what is being offered over the next five months, you will find programs that are important to you and your library and will choose to learn!

Betsy Lantz

CONTINUING EDUCATION

WINTER/SPRING 2018

UPCOMING TRAININGS



TEEN SUMMER READING 2018: LIBRARIES ROCK!

TWINSBURG PUBLIC LIBRARY

10050 RAVENNA RD.

TWINSBURG, OH 44087

9:30 AM - 3:30 PM

The Teen Summer Reading Workshop is back! Featured ideas will include incorporating music into coding, music pop culture through the decades and end of summer reading parties.

Get your tweens and teens rocking with fun music-themed programs this summer and beyond. Turn a nursery rhyme into a rap song, incorporate hip hop and other dance forms into SCRATCH programming, make history come alive through Hamilton-inspired programming, see and hear music come alive with Snap Circuits, and brainstorm together to discover even more wonderful opportunities to rock your library!

The Conneaut Public Library's teen department will cover pop culture beginning in the 1950s to today in their six-week summer reading program, "Libraries Rock 2018!" From the risqué dance moves of Elvis Presley to Michael Jackson's "Thriller" premiere to the NSYNC/Backstreet Boys fights, listen as they discuss weekly activities, crafts and more!

Representatives from Medina County District Library will be discussing their Summer Reading Game in which the library uses Wandoo Reader software from Evanced to run an online summer reading game for teens. Teens can record the amount of time they spend reading and challenges they have finished in order to win prizes and rewards. Each of the branches has a prize wheel that teens come in to spin to determine which prizes they will receive.

ATTENTION ATTENDEES: Please bring an idea to share during our 'round the room program share time. 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 rachelle.perry@neo-rls.org.

Presenters:

Jennifer Haag is head of Children's Services at the Fairview Park Branch of Cuyahoga County Public Library where she has worked since June 2016. Prior to that she was head of Children's Services at the Garfield Heights Branch for ten years where she developed youth programming utilizing the branch's sound and video recording studios. Jennifer loves music and performing and likes to include both in library programs for a variety of ages whenever possible.

Alex Ward is a Branch Services Assistant in Children's at the Fairview Park Branch of Cuyahoga County Public Library where he has worked since August 2016. Prior to that he was a teacher at Cleveland High School for Digital Arts with experience in a variety of different technologies. Alex loves to think outside the box when it comes to library programming and likes to make technology accessible to youth.

Amanda Latva is the Young Adult Coordinator at Conneaut Public Library.

Molly Theil is the Youth Services Assistant at Conneaut Public Library.

Sean Rapacki is the Teen Librarian at Medina County District Library. In addition to discussing MCDL's Summer Reading Game, Sean will also talk about Medina's Teen End of Summer Reading Party for all participants of the Summer Reading Game.

Brittany Craig is the Teen Librarian at the Brunswick branch of the Medina County District Library and will be discussing school outreach and programming to improve summer reading participation among teens.

Jennifer Kuczek is the Youth Services Librarian at the Public Library of Youngstown and Mahoning County. Jennifer will discuss two successful summer reading programs she has done over the past few years. The first, Hogwarts Summer School, saw 43 tweens and teens dressed as their favorite wizard get hands-on with various activities, potions and spells! The second, Drama Camp, allows those in grades 4-9 to learn about various aspects of theater, including auditions and casting, before presenting a show to family and friends.

TUES
FEB
06

ADULT PROGRAMMING SERIES: 20 MORE ADULT PROGRAMMING IDEAS IN ONE HOUR

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

Get ideas for new ways to engage adult patrons with programming in these fast paced, humorous sessions. Veteran programmer Amy Alessio will go over themes and ideas that were a hit – and ones you may want to avoid! Participate in the chat for a chance to win prizes and receive access to slides, an outline of all ideas and more.

Presenter:

Amy Alessio is an award-winning librarian with a black belt in karate. Her latest book is the co-authored *A Year of Fandom Fun* (American Library Association, 2017). Her fiction includes the Amazon bestselling Alana O'Neill Mysteries with Vintage Recipes series. She teaches graduate-level young adult literature and webinars on book trends and social media. She enjoys helping authors find readers through her work at AuthorRx and is a romance reviewer for Booklist. Learn more at www.amyalessio.com.

WEDS
FEB
07

WHAT THE HECK HAPPENED? 2017 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 in his own unique, practical, entertaining and humorous style. 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! More details coming soon.

In this webinar you will learn:

- ✓ What did the EEOC say about the ADA and LEAVES OF ABSENCE?
 - ✓ What EXACTLY must an employee say to be covered by the ADA?
 - ✓ Do you have to keep granting ADDITIONAL EXTENSIONS FOR LEAVE OF ABSENCE under the ADA?
 - ✓ What guidance did the EEOC give regarding its new Strategic Enforcement Plan (SEP)?
 - ✓ What did the EEOC say about the TIMING OF PROVIDING ADA ACCOMODATIONS?
 - ✓ Are HAIRSTYLES protected under RACE or RELIGIOUS DISCRIMINATION?
 - ✓ What should your application say about SEALED CONVICTIONS?
 - ✓ What did Ohio courts say about limiting STATUTE OF LIMITATIONS TO 180 DAYS?
 - ✓ How does Ohio's NEW VEHICLE CONCEALED CARRY LAW work, and how has it affected your policies?
 - ✓ What is changing with the EEO-1?
 - ✓ What did the courts say about public employees' FIRST AMENDMENT FREE SPEECH RIGHTS?
- ...and MUCH, MUCH more...

THUR
FEB
08

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.

CLASSROOM MANAGEMENT TECHNIQUES

ONLINE

VIA ADOBE CONNECT

10:00 AM - 11:00 AM

Have you ever done a library program but things didn’t go as smoothly as you would have liked? Do you ever struggle to maintain control with a group of kids? Have you ever had an issue with behavior in your programs? Then join us for this webinar featuring Angela Wojtecki and Jill Burket as they share some guidelines, tips and tricks they’ve used in schools and other various effective classroom management techniques.

Presenters:

Jill Burket had been teaching in the regular classroom for twelve years before receiving her Master’s in Library and Information Science in 2006. She has been teaching in the school library setting in Revere Local Schools for the past eleven years at both the primary and intermediate levels. She loves working with students and helping find the perfect book for them. Jill lives in Green with her husband, two dogs and two cats.

Angela Wojtecki has been the district library media specialist for Nordon Hills City Schools for the past five years. Before becoming a library media specialist, she taught early childhood students (K-3) in the Northeast Ohio area. She is also a Past President of the Ohio Educational Library Media Association (OELMA) and a Google for Education Certified Trainer. Angela lives in Copley with her husband and two cats.

THUR
FEB
15

ASSISTING OTHERS WITH PROQUEST ANCESTRY LIBRARY EDITION

ROCKY RIVER PUBLIC LIBRARY

1600 HAMPTON RD.

ROCKY RIVER, OH 44116

1:00 PM - 4:00 PM

PALE (ProQuest Ancestry Library Edition) is one of four databases offered by the company. We will consider the scope of the database in overview mode to get comfortable with navigational principles at work in the interface. Then, we’ll take a more systematic approach to the tools used within the database while also pointing out the genealogy concepts and supporting resources that anyone needs to make better use of the product. By the end of three hours, you should be able to help others plan and execute basic strategies for research and discovery across the massive collections of records that have been gathered in PALE. This is a hands-on class with limited seats. Register soon.

Presenter:

Walter Lesch has been helping others with the internet longer than OPLIN has existed. He became one of the first OPLIN trainers in 1998, and he’s had the word “train” in his job titles ever since. Earning an M.L.I.S. from Kent State in 2009, he lives in Cleveland and works for Rocky River Public Library.

FRI
FEB
16**READERS' ADVISORY NETWORK: FOCUS ON ROMANCE**

TWINSBURG PUBLIC LIBRARY
10050 RAVENNA RD.
TWINSBURG, OH 44087
1:00 PM - 3:30 PM

Join the Readers' Advisory Network to hear about the different facets of the romance genre shared by Sarah Flinn, Popular Library Manager, Cleveland Public Library. Join us for a roundtable discussion.

WEDS
FEB
21**CHILDREN'S SUMMER READING WORKSHOP 2018: LIBRARIES ROCK!**

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

Summer reading is back and thanks to overwhelming positive feedback, we will be holding one big event again this year on Wednesday, February 21st, 2018, at the Hilton Garden Inn! Featured ideas will include incorporating music into programming, interactive storytelling with music, crafts, decorations and, of course, our popular 'round the room program ideas.

ATTENTION ATTENDEES: Please bring an idea to share during our 'round the room program share time. 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 rachelle.perry@neo-rls.org.

Presenters:

Dani Gustavich is the Children Services Librarian for Dayton Metro Library. Dani will present ideas and provide interactive demonstrations on how to integrate music and sound into storytelling to make your libraries rock this summer! Dani realized her passion for early literacy while working as a lead teacher at a childcare and family center, where she devised and implemented a center-wide literacy program. She began her library career as a Children's Specialist for the Stark County District Library, where she implemented Sensory Story Times. As the former Children's Services Manager for the Dover Public Library, Dani enhanced community involvement by raising money for a permanent StoryWalk installation at Dover City Park and by organizing two large events featuring Eric Litwin. She is on the slate for the 2018 Caldecott Committee Ballot and hopes to have the dream of being on the committee fulfilled.

Kaitlin Walker And Bonnie Berg-Simmons are Youth Services Associates at Twinsburg Public Library. Kaitlin and Bonnie will discuss how to bring music to every facet of your children's department, from story times to programming and even passive activities that patrons can use at will. They will also discuss ways to drum up Summer Reading Club interest with class visits and school assemblies. Whether you have a background in music or have never even touched an instrument, every librarian can help foster a love of music and learning in their library.

Kaitlin has been a huge music nerd since she first learned to play the piano as a child. She has since played multiple instruments in multiple bands and loves to share her love of music with anyone who is interested. Bonnie has had a very brief musical career since a disastrous holiday concert in third grade. She currently plays the ukulele, has never been in a band and still loves to share music with families at the library.

Janet Dwyer is the Youth Services Library Consultant for the State Library of Ohio. Janet will give an overview of trends and current best practices in SRP, facilitating a discussion on what is working and what isn't, and she will lead a crowd-sourcing idea generation exercise she just learned at the YALSA/ state library youth consultants meeting.

Learning Objectives:

- ✓ Incorporating music into different aspects of youth services such as programming and storytelling
- ✓ Summer Reading Club school visits
- ✓ Current trends and best practices in summer reading



NEW SUPERVISORS' ACADEMY

SESSION ONE: IT ALL STARTS WITH ATTITUDE AND KNOWING YOURSELF

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 or 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 three face-to-face workshops and seven 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 with being a supervisor. I liked being able to bounce ideas off of each other, too."

SESSION ONE:

IT ALL STARTS WITH ATTITUDE AND KNOWING YOURSELF

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:

Andrew Mangels, Director, Westlake Porter Public Library

Michelle Alleman, Director, McKinley Memorial Library

Karla Aleman, Dean, Library & eLearning, Bass Library/Community Resource Center, Lorain County Community College

Jim Gill, Director, Dover Public Library

Molly Carver, Director, Sandusky 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

FRI
FEB
23**HUMAN RESOURCES NETWORKING EVENT**

WESTLAKE PORTER PUBLIC LIBRARY
27333 CENTER RIDGE RD.
WESTLAKE, OH 44145
10:00 AM - 3:00 PM

Join your peers for a lively discussion of the latest issues facing human resources. Please email any agenda items you are interested in discussing to Yvette Wasko at waskoy@wtcpl.org.

TUES
FEB
27**STRENGTHENING RELATIONSHIPS THROUGH CONFLICT**

STOW-MUNROE FALLS PUBLIC LIBRARY
3512 DARROW RD.
STOW, OH 44224
9:30 AM - 12:30 PM

Conflict occurs for many reasons and is an inevitable part of unique human beings co-existing. Unfortunately few people have had formal training in conflict mediation techniques. As a result, incongruous methods used to manage the conflict can actually inhibit resolution.

This program provides strategies for achieving conflict resolution that strengthens harmony in a relationship rather than damaging it.

In this program, we will:

- ✓ Assess the connection between one's mindset toward the conflict and its outcome
- ✓ Practice converting the emotional component of disagreement into a rational discussion
- ✓ Develop strategies to create a resolution that respects all parties and strengthens the relationship among them.

Presenter:

Deborah A. Easton, Communication Skills Consultant, provides audiences with practical advice for utilizing effective communication skills. Her techniques for one-to-one interactions and group communications provide positive results. She has conducted training for organizations such as FirstEnergy, Hyland Software and Summa Health System. Easton has been instrumental in numerous special projects, including developing performance evaluation systems and facilitating cultural change. She earned a master's degree in speech communication and taught communication courses in Kent State University's Department of Communication Studies and Graduate School of Management.

WEDS
FEB
28**EVERYDAY DISABILITY: WELCOMING PATRONS WITH DISABILITIES**

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

People with disabilities—be it physical, mental or medical—are among the most disadvantaged in our society. According to the U.S. Department of Labor, only 16% of people with disabilities will complete a bachelor's degree and less than 50% will find gainful employment.

This session will offer actionable strategies for welcoming patrons and staff with disabilities into your libraries. A brief presentation will be followed by case studies with a focus on group brainstorming and a time for questions and discussion.

Presenter:

Vera Hayes is a Young Adult Librarian who you may recognize as the "Librarian from Kansas" who recently illustrated the cost of multiple chronic health conditions measured in iPhones. The article was turned into a Facebook video, which has been viewed more than 170K times. Vera presented on disability at both ALA and the YALSA Symposium.

THUR
MAR
01**CONSTRUCTION AND FACILITIES NETWORKING EVENT**

MADISON PUBLIC LIBRARY
6111 MIDDLE RIDGE RD.
MADISON, OH 44057
10:00 AM - 3:00 PM

Procurement of Library Facilities: Procurement of an Architect, Bidding, Procurement of a Construction Manager at Risk and Procurement of a Design Builder

This program will discuss the various processes for selecting professionals to assist with the design and construction of public library facilities in Ohio. Each of the major project delivery models will be discussed, including an overview of each procurement process, the standard for awarding contracts, the process for rejecting unqualified firms and the relative costs, benefits and risks associated with each process.

Presenters:

Jack Rosati, Jr. is the chair of Bricker & Eckler's Construction Law Group. With 27 years of experience as a construction attorney, Jack's practice emphasizes counseling and litigation related to bid disputes, construction defects, insurance coverage issues, project delivery systems, construction contracts and specifications.

Laura Bowman is an Associate at Bricker & Eckler. Her practice focuses on the preparation of construction project documents on behalf of private and public employers. She provides guidance on project delivery systems, including construction manager at risk and design-build, and creates procurement and bidding documents as well as construction project contracts. Her experience also includes advising public owners on compliance with Ohio statutory requirements relating to construction bidding and procurement.

This presentation will be followed by lunch, a roundtable discussion and a tour of the library. Please send agenda items to Shawna Keringer at shawna.keringer@madison-library.info.

TUES
MAR
06**CYBERSECURITY TRAINING**

MEDINA COUNTY DISTRICT LIBRARY
210 S. BROADWAY
MEDINA, OH 44256
9:30 AM - 12:00 PM

More than ever, cyberthieves are targeting Ohio's local governments and tax dollars with great sophistication. Auditor of State Dave Yost wants to help public employees fortify their governments to shield themselves from digital threats and fend off cyberattacks. The Auditor's office is offering FREE, 2.5-hour cybersecurity trainings across the state.

Learn about:

- ✓ Different types of cyberattacks
- ✓ Why governments are targeted
- ✓ How to minimize your risk
- ✓ Ways to spot digital threats
- ✓ What to do if you're attacked
- ✓ How bitcoin works

2.5 hours of CPE credit

Presenter:

Nicole Beckwith is an investigator and digital forensic analyst for the Auditor of State. She is a state-recognized expert on cybersecurity, policy and cyberterrorism, and she has spoken throughout the

state on many topics including cybercrime, money laundering, fraud and best practices for local governments. Nicole wrote the first policy on social media and internet usage for a leading defense industry corporation that has been adapted by many corporations since. In law enforcement, Nicole has brought dozens of criminals to justice, assisting in numerous undercover narcotics and prostitution stings and worked with the FBI on their public corruption unit. Nicole is a member of the U.S. Secret Service Southern District's Electronic and Financial Crime Task Force where she works alongside agents on investigations involving counterfeiting, terrorism and electronic crimes. Nicole was accepted into the National Computer Forensics Institute and is trained in computer forensics, network investigations and network intrusion response.

WEDS

MAR
07

BATTLE OF THE BOOKS: TEEN EDITION

ONLINE

VIA ADOBE CONNECT

2:00 PM - 3:00 PM

How can you encourage young people to read voraciously? Inject some competition into their reading! Join Huron Public Library Director, Benjamin Reid, and Public Services Librarian, Carol Opalka, for a webinar on the Erie County Libraries Battle of the Books. Implemented by Reid and Erie County Teen Librarians in 2015, this successful literary spectator sport is now a highlight of the fall programming schedule.

Learn about the rules of the game, time and personnel needed to prepare for the battles, and ways to market this program and build your own team. Huron Public Library does the program for grades 4-8, but it can easily be adjusted for high school students, as well. The Battle of the Books is a perfect way to collaborate with local libraries and share a love of great books...down to every last detail.

THUR

MAR
08

OPEN EDUCATIONAL RESOURCES 101 FOR LIBRARIANS

BALDWIN WALLACE UNIVERSITY

RITTER LIBRARY

BEREA, OH 44017

10:00 AM - 3:30 PM

Heard of Open Educational Resources (OERs) but not sure what they are? Want to gain some hands-on experience working with OERs and exploring their use in libraries and other educational settings? Join us at this all-day workshop to learn why you should care about OERs, where you can find them and how you can use them to better serve your community.

Interest in OERs is gaining momentum all over the world, and now more than ever, librarians are poised to become essential partners in their creation and promotion. Whether you work in a public, school or academic library, OERs can play an important role in building relationships, improving student learning and supporting our mission to share education and information widely. Participants will leave this workshop with a better sense of what OERs are, strategies for finding and evaluating open resources and take-away goals for promoting OERs in their own library or community.

Topics for the Workshop:

- ✓ What are OERs?
- ✓ Why should librarians care?
- ✓ Barriers to OERs
- ✓ OERs and Creative Commons
- ✓ Finding OERs
- ✓ Comparing and Evaluating OERs
- ✓ Using OERs as a practitioner

Presenters:

Mandi Goodsett is the Performing Arts and Humanities Librarian at Cleveland State University. She earned her M.L.I.S. from the University of Illinois at Urbana-Champaign in 2013. Mandi's professional

interests include open education, critical thinking and library instruction, and distance learning. In keeping with her interest in promoting open education, Mandi also serves as an OhioLINK Affordable Learning Ambassador for Ohio. To learn more about Mandi, you can visit her website at www.mandigoodsett.com.

Carla Myers serves as Assistant Professor and Coordinator of Scholarly Communications for the Miami University Libraries. She earned her M.L.I.S. from Kent State University. Her professional presentations and publications focus on fair use, copyright in the classroom, library copyright issues and open educational resources.

FRI
MAR
09

AOS TRAINING AND FISCAL OFFICER NETWORK

TWINSBURG PUBLIC LIBRARY
10050 RAVENNA RD.
TWINSBURG, OH 44087
10:00 AM - 3:00 PM

The morning will begin with a training on preparing for an audit. Our training will be provided by a representative from the Auditor of State's office, Joey Jones. Joey, a Chief Auditor in the Audit Division in the East Region, will present from 10:00 AM until noon.

The afternoon will be a roundtable discussion. Please send any agenda items to be discussed in the afternoon to Debbie Blair at deb.blair@neo-rls.org by February 26, 2018. The agenda will be distributed one week prior to the event

TUES
MAR
13

STAFFING STRATEGIES

EUCLID PUBLIC LIBRARY
631 E. 222ND ST.
EUCLID, OH 44123-2091
9:30 AM - 12:30 PM

Having the right people in place at the right time to serve your visitors/customers/clients is critical. But sometimes we are challenged by the availability of top talent in our labor market, or there are internal constraints such as time and budget that prevent us from finding and getting the best people.

Our March 2018 program will be an interactive one where we will discuss these challenges and learn how we can successfully meet them.

In this session you will learn:

- ✓ What the competitive landscape for talent is in 2018
- ✓ What employees are seeking in their career
- ✓ How to create a value proposition to attract and retain top talent
- ✓ Factors to consider when developing a staffing plan
- ✓ How to optimize your staff so that it is a win for your visitors/customers/clients, your organization and your employees.

Following this session will be a program on the importance of job descriptions. Job descriptions are more than just a list of tasks. They serve as the basis for employee performance expectations – protecting both the employer and employee. This program will address the importance of having solid job descriptions as well as provide the legal reasons for having accurate and updated job descriptions. Bring your job description questions with you!

Presenters:

Mark Fiala is President of Organizational Architecture, a certified veteran-owned small business founded in 2007 to provide organizations with workforce strategy solutions that align with their organizational strategy.

Pam Linger is the Senior Manager of Human Resources at Westlake Porter Public Library.

WEDS
MAR
14**NEW SUPERVISORS' ACADEMY
SESSION TWO: HIGHLY EFFECTIVE MEETINGS**ONLINE
VIA ADOBE CONNECT
10:00 AM - 11:00 AM

Meetings are important to organizations although many times we feel that nothing is accomplished and we have wasted our time. This webinar will focus on how to run an effective meeting by covering the following topics:

- ✓ How to prepare
- ✓ Who to invite
- ✓ Creating an agenda
- ✓ The meeting setup
- ✓ Dealing with problem personalities in a meeting
- ✓ The value of disagreement
- ✓ The importance of action steps and minutes

Presenter:

Betsy Lantz, Executive Director, NEO-RLS

THUR
MAR
15**A SAFETY DAY FOR EVERYONE**TWINSBURG PUBLIC LIBRARY
10050 RAVENNA RD.
TWINSBURG, OH 44087
9:30 AM - 3:30 PM

The fundamental safety responsibility of all employers is to provide an environment free of recognized hazards capable of causing loss. Understanding each and every potential hazard capable of causing a loss is an overwhelming task. Numerous standards and programs detailing responsibilities for specific hazards have been created. Not all of these standards and programs have direct application to library operations, but many have requirements that apply to all industries, private and public. This safety workshop will provide an overview of those safety programs with direct application to all library operations.

Topics to be covered:

- ✓ Hazard communication
- ✓ Fire prevention
- ✓ Electrical safety
- ✓ Slips, trips, falls
- ✓ Bloodborne pathogens
- ✓ Basic first aid
- ✓ Emergency response plans

Presenter:

Travis Thompson, CPSI, CSR, is the Director of Risk Management for Ohio Plan Risk Management, Inc.

TUES
MAR
27**LIBRARIES AND LOCAL HISTORY: YOU CAN DO IT, TOO!**CUYAHOGA VALLEY HISTORICAL MUSEUM
1775 MAIN ST.
PENINSULA, OH 44264
9:30 AM - 3:30 PM

We will cover some key points on how a library can provide local history services and programs to the community. We will look at the basics behind creating a local history program, tour the exhibits at the

Cuyahoga Valley Historical Museum and visit the Roush Room for Local History at the Peninsula Library & Historical Society. In the afternoon you will hear about the Cleveland Memory Project and the Ohio Outdoor Sculpture Inventory.

Presenters:

Randy Bergdorf is the Director/Fiscal Officer for the Peninsula Library & Historical Society and Cuyahoga Valley Historical Museum, as well as a Boston Township Trustee since 1988 and Secretary of the Boston Township Hall Committee since 1990. Bergdorf received his B.A. in American Studies and Master's in Library Science from Kent State University. Randy started as a Page at the Peninsula Library and has served as Archivist/Curator, Fiscal Officer and Director. He is also the co-author of *Cuyahoga Valley* (an Arcadia Publishing Company book) and member of the Subject and Special Collections Division for the Ohio Library Council.

William C. Barrow, M.A. M.L.S., is the Head of Special Collections at the Michael Schwartz Library at Cleveland State University

WEDS
MAR
28

YEAH! PASSPORTS IN THE LIBRARY

ONLINE

VIA ADOBE CONNECT

10:00 AM - 11:00 AM

Thinking about becoming a Passport Acceptance Facility? Learn what to expect when setting up space for accepting passports, training your staff to become Passport Agents and what you can do to make the process run smoothly.

In this webinar you will learn:

- ✓ Space needed for passport setup
- ✓ The process
- ✓ Training staff

Presenters:

Ann Salazar, Circulation Manager at Westlake Porter Public Library

Anita Woods, Assistant Director at Westlake Porter Public Library

WEDS
APR
04

CREATING A CODING CLUB IN YOUR LIBRARY

ONLINE

VIA ADOBE CONNECT

10:00 AM - 11:00 AM

Real advice for real librarians! We all know that STEAM programming is important, but how practical is a coding club in a real library with limitations like budgets, space and a staff who has never touched code before? Learn how one librarian took herself from coding newbie to successful educator running two coding clubs for grades 6-12.

This webinar addresses:

- ✓ Real concerns and pitfalls
- ✓ Best practices
- ✓ Useful tools
- ✓ Why coding is important for ALL your patrons (hint—it has less to do with jobs and more to do with learning.)

Presenter:

Marisha Sullivan is the Teen Services Librarian at the Ashtabula County District Library. She may be relatively new to the field of librarianship, but she has hit the ground running. Her programming specialties include STEM programming (especially computer coding, engineering and emerging technologies), and anything involving geek culture. In her semi-existent spare time, she likes to read steampunk, fantasy, independent graphic novels and anything else that her library kids love. She is a strong LGBT+ advocate, teaches theatre, has a cat named Hufflepuff and might have a problem with buying too much tea. She may be freely approached in her natural habitat, as she is widely considered to be about as dangerous as a basket of baby bunnies.

TUES
APR
10**A DAY FOR TECHNICAL SERVICES**

STOW-MUNROE FALLS PUBLIC LIBRARY

3512 DARROW RD.

STOW, OH 44224

9:30 AM - 3:30 PM

We are pleased to bring you “A Day for Technical Services”. Join your technical services colleagues in learning more about the topics that impact your daily work.

Workshop topics include:

- ✓ Analysis of Technical Services workflows
- ✓ What Public Services wants Technical Services to know
- ✓ Ergonomics in the workplace
- ✓ E-books from beginning to end

Presenters:

Greg Burlingame, Collections Director, Stark County District Library

Travis Thompson, CPSI, CSR, Director of Risk Management, Ohio Plan Risk Management, Inc.

Patricia Lowrey, Digital Projects Advisor, Overdrive

WEDS
APR
11**UNDERSTANDING THE MYERS-BRIGGS TYPE INDICATOR FOR YOU AND YOUR LIBRARY**

ONLINE

VIA ADOBE CONNECT

10:00 AM - 11:00 AM

The Myers-Briggs Type Indicator assessment is one of the most popular and well-known personality tests today, taken by 80% of Fortune 500 companies and 89% of Fortune 100 companies according to the CPP. There has recently been a lot of buzz—both positive and negative—surrounding the assessment, but it continues to be a highly demanded test to be taken by professionals. What is the Myers-Briggs Type Indicator assessment? How can it help you work more effectively as a colleague, manager or customer service representative?

In this webinar, you will:

- ✓ Learn about what the Myers-Briggs Type Indicator measures and how it is related to your personality preferences
- ✓ Understand how you can utilize the information in your work dynamics and effectiveness, 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

THUR
APR
12**Presenter:**

Holly Klingler is the Research and Innovation Coordinator at NEO-RLS. Holly helps people learn to use and love technology. She is also a certified Myers-Briggs Type Indicator (MBTI) Facilitator, coaching others on how to understand their preferences and type, how to work and lead others with a variety of different personality traits, how to capitalize on each other's strengths and talents, and ways to utilize these strengths to build a strong, dynamic and productive team.

INTERACTIVE STORYTELLING

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

Join storyteller Lindsay Bonilla for this immersive, hands-on half day workshop on storytelling. This workshop will get participants thinking about ways to actively involve the audience in their tellings. Reasons for interactive storytelling, how to choose appropriate material and different levels of audience participation will be discussed. Opportunities to develop stories and make them interactive will also be given. Also, tips for how to learn a story so you can tell it instead of read it; how to approach a story or picture book and find ways to make it interactive; how to involve the audience through kinesthetic and vocal participation; how to use simple props and puppets to engage audience members; additional dramatic techniques to help bring stories to life.

Please note: Attendees are asked to bring a picture book with them to the workshop.

Presenter:

Lindsay Bonilla can't remember a time in her life when she's wasn't immersed in a world of stories. She spent most of her childhood devouring books, scribbling stories in her notebook and dramatically acting out her own "plays" on the front porch. Today Lindsay shares her love of stories and the stage through her company, World of Difference Ltd., where she performs interactive folktales while teaching about foreign countries and cultures, inspiring the imagination and promoting a love for learning and literacy.

Lindsay is an avid writer, having written poetry, picture books, skits, magazine articles and even screenplays. She has four published children's books (*Lily and the City of Light*, *Lily and the Return to Htrae*, *'Twas the Year Christ Left Christmas* and *O Christmas Tree*) and two DVD films, *Flight to India* and *Voyage to Russia*, based on some of her most popular storytelling programs. She is always working on one, two or ten different picture book ideas!

Lindsay is a graduate of Northwestern University, where her studies focused on theatre, creative dramatics, storytelling and world religions. Before founding her own company she performed and taught locally for such organizations as Magical Theatre Company and Malone University. She also spent a year and a half in Madrid where she toured Spain and Portugal with Interacting, an audience-participatory theatre company that used interactive performances to teach English to speakers of other languages.

Lindsay's love for world travel has taken her to five continents, and she has performed and taught in such places as Ghana, Haiti, Argentina and most recently, Guatemala and El Salvador. Lindsay lives in North Canton, Ohio, where you can often find her speaking Spanish with her Colombian-born husband, Estith, telling superhero stories to her sons Rafael and Alejandro and running with their one-of-a-kind rescue dog, Blitzen.

The speaker for Interactive Storytelling is generously funded through a gift from the Leigh and Mary Carter Family Foundation.

FRI
APR
13**PR NETWORK GROUP: FOCUSED ON INFOGRAPHICS AND STYLE GUIDES**

CUYAHOGA FALLS LIBRARY
2015 3RD ST.
CUYAHOGA FALLS, OH 44221
1:00 PM - 4:00 PM

In the first half of this discussion, we'll go over infographics, which are simply visual representations of complex information done in a way that is easily digestible for your audience. We'll talk about why and when you might want to use them as well as some basics on getting started on creating your own.

Then we'll tackle creating a simplified style guide for your organization. A style guide helps insure that all publications and materials from your organization have a unified look. We'll discuss why that's important and what to include so that it's both useful and easy for other members of the team to understand and implement. We will end with a roundtable discussion of your challenges and successes.

Presenter:

Adam Littell has worked in non-profits and marketing for 20 years and is currently the owner of Next Step Services, a small business-focused marketing company. In addition to his marketing experience, Adam has been married to a librarian for most of those years, so he has experienced and "volunteered" within the library world and helped apply business marketing concepts to non-profit and library goals.

TUES
APR
17**TIME MANAGEMENT FOR ALL**

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

This fast-paced webinar will lead you through how to plan, prioritize and schedule for a highly effective day. Come with your issues and concerns as there will be time for specific questions and concerns. Don't miss out on this interactive, informative session with handouts and lots of tips and tricks to reduce your stress and get more done.

Learning Objectives:

- ✓ Learn how planning upfront can save you time in the long run.
- ✓ Understand three different prioritizing methods and which one works best for you.
- ✓ Recognize how blocking your time for important tasks can help you get more accomplished.

Presenter:

Susan Aldrich has spent years motivating and inspiring audiences to step out of their comfort zone in order to reach their full potential individually or as part of a team. With more than 25 years of experience, she is now seen as the go-to motivational speaker and trainer for corporations interested in investing in their high potential employees with a proven program that guides emerging leaders and employees on a journey to success.

WEDS
APR
18**LIBRARIAN'S GUIDE TO HOMELESSNESS**

AKRON SUMMIT COUNTY PUBLIC LIBRARY
60 S. HIGH ST.
AKRON, OH 44326
9:00 AM - 4:00 PM

In the morning, participants will learn to address common problems associated with homeless patrons (e.g. odor, panhandling, etc.). The focus of this practical training is for frontline staff to have the tools they need to prevent/resolve problems while still remaining an inclusive library.

A deeper dive into the concepts learned in the morning session, the afternoon training provides opportunities for participants to try out the tools and techniques they have learned in an interactive (and surprisingly fun) environment.

Presenter:

Ryan Dowd is the Executive Director of Hesed House. Ryan started volunteering at his local homeless shelter when he was 13 and started working there when he was 21. He became Executive Director of the second largest homeless shelter in Illinois immediately after law school. Ryan has worked with tens of thousands of homeless individuals. He accidentally became the foremost expert on homeless library patrons after a short YouTube video he made on the subject went viral.

FRI
APR
20

NEW SUPERVISORS NETWORK

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. Based on input from our membership, NEO-RLS has created a New Supervisors Network Group. Please join us for the first meeting on Friday, April 20, 2018, at the Twinsburg Public Library. This will be a self-directed group open to all new supervisors in any library within our region. You do not need to be a NEO-RLS Member Library and there is no charge.

TUES
APR
24

TEAM BUILDING FOR ALL STAFF

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

Not all teams are born to be highly effective. In this workshop, you will find out how to overcome obstacles, personalities and conflict. You will learn the five key steps to becoming a highly functioning team. Through activities, examples and experience you will gain the knowledge and experience you need to work well together.

Objectives:

- ✓ Appreciate the four different behavioral styles
- ✓ Effectively deal with team conflict
- ✓ Understand the five key steps to building highly effective teams

Presenter:

Susan Aldrich has spent years motivating and inspiring audiences to step out of their comfort zone in order to reach their full potential individually or as part of a team. With more than 25 years of experience, she is now seen as the go-to motivational speaker and trainer for corporations interested in investing in their high potential employees with a proven program that guides emerging leaders and employees on a journey to success.

WEDS
APR
25

NEW SUPERVISORS' ACADEMY**SESSION THREE: 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 and capable of exciting their team members and inspiring them to do their best work every day. Join Robin S. Wood, MBA, M.L.I.S., Assistant Director of Public Service - Main Library at 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, is the Assistant Director of Public Service - Main Library at Cleveland Public Library.

THUR
APR
26

DIGITAL PROJECTS: HOW TO GET STARTED

CLEVELAND PUBLIC LIBRARY
325 SUPERIOR AVE. N.E.
CLEVELAND, OH 44114
9:30 AM - 3:30 PM

In the morning we will touch upon the nuts and bolts of building a digitization program. We'll start from the very beginning as we discuss the reasons why you want to start scanning, the equipment and knowledge potentially needed and workflows to achieve your goals in a timely and efficient manner.

The workflow section will include topics such as: selection of materials, gathering information about the materials, scanning best practices, creation of derivatives, backing up your work, providing access to your ravenous public, etc. Examples will be given of projects performed at each presenters' institutions.

This workshop will cover:

- ✓ Why a digitization project
- ✓ What equipment is needed
- ✓ Knowledge needed
- ✓ Workflows
- ✓ Examples of projects

Following lunch we will have a question and answer session about the digital projects that you are working to complete and/or start. Bring your questions and concerns and receive answers from the experts. You will also have the opportunity to tour the Digi-Lab.

Then you will hear about the DPLA (Digital Public Library of America) and learn the following:

- ✓ What DPLA is
- ✓ How to increase access to your own collections
- ✓ What you need to do now with your digital project to participate

Presenters:

Rachel McPherson, Digital Projects Librarian, Ingalls Library, Cleveland Museum of Art

Chatham Ewing, Digital Library Strategist, Cleveland Public Library

Jen Johnson, DPLA Project Coordinator, State Library of Ohio

FRI
APR
27

EARLY LITERACY 101 – AN OHIO READY TO READ WORKSHOP

NEO-RLS
1580 GEORGETOWN RD.
HUDSON, OH 44236
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.

There is an additional \$15 surcharge for facility use and amenities.

TUES
MAY
01**THE WELCOMING LIBRARY: A MULTISENSORY APPROACH**

ONLINE

VIA ADOBE CONNECT

10:00 AM - 11:00 AM

You want your library to be welcoming. It is more than just customer service. You want to surprise and delight your patrons to keep them coming back. By attending this engaging webinar, participants will be able to:

- ✓ Explore all five senses and discover how to best use each in delivering a welcoming library experience for our patrons
- ✓ Identify your strengths in addressing the needs of all types of patrons
- ✓ Ponder the talents of your team at your branch

Presenter:

Andrea Eagan, Youth Services Assistant at Geauga County Public Library, has been involved in library work for 17 years. A graduate of Cleveland State University, wife of Paul and mom to adult sons, Joe and Josh, Andrea has been a lifelong lover of people and has found all kinds of ways to make them the focus of her job! From fast food to banking and from retail to teaching, and even marketing pet food, Andrea has been working with and for people for 35 years and plans to continue serving patrons of all ages for as long as she is able. She looks forward to sharing experience and a fresh perspective on welcoming patrons in your libraries.

WEDS
MAY
02**NEW SUPERVISORS' ACADEMY****SESSION FOUR: 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 do's 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 10 years. He has presented web-based, online 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.

THUR
MAY
03**CRITICAL CONVERSATIONS MINI-CONFERENCE: TOLERANCE IS NOT ENOUGH: LIBRARIES RESPOND TO HATE**

HILTON GARDEN INN

8971 WILCOX DR

TWINSBURG , OH 44087

9:00 AM - 4:00 PM

"No matter what type of library you work in and what type of position you hold in the library, you are embedded in 'intercultural labor' every day," according to Beate Gersch. In the midst of our busy days we don't always understand the challenges faced by others. Do you want to grow in your understanding of how biases impact our service to patrons and our profession? Are you aware of your personal cultural

identity and biases?

“Tolerance is Not Enough: Libraries Respond to Hate” is the theme for the May 3, 2018, Critical Conversations Mini-conference. Following on the success of last year’s Critical Conversations, NEO-RLS has put together an interactive program focused on helping library staff assess their own cultural identities and biases and looking at how these biases impact service. The day-long format will include speakers on the issues of diversity and inclusion within libraries and breakout sessions examining specific responses. The day will conclude with a panel discussion. We hope you will join us for this thoughtful and informative day.

Beate Gersch, Assistant Professor of Bibliography, Coordinator of Instruction Services and Undergraduate Outreach Librarian at the University of Akron, who has taught extensively on the topic of cultural identity, will kick off the day. Dr. Gersch’s interactive presentation is entitled “Library Staff and Information Professionals as Cultural Brokers: Celebrating the Joys and Tackling the Challenges of Cultural Diversity and Inclusion.” Whether you work in Reference, teach tech workshops, enhance bibliographic records or manage collections, you inevitably work as a moderator, translator, negotiator and navigator of “library culture” for your patrons and your community as they engage with your resources and services. As librarians we comfortably function in our library world, and sometimes the rut of our daily routines keeps us from recognizing barriers or challenges that may exist for others in our library world, including patrons and co-workers.

This interactive presentation looks at libraries as cultures, complete with their own language, rituals, economic contexts, cultural challenges and conflicts. Through the lens of intercultural communication we reflect on our multifaceted identities as librarians and explore strategies to foster cultural diversity and mutual respect in our engagement with patrons and colleagues.

Some of the themes we will explore are:

- ✓ Anxiety/uncertainty management: The first step in managing anxiety and uncertainty is to recognize it. How can we help our patrons navigate and feel comfortable in our library culture, especially if they don’t reveal their apprehension to us? How can we anticipate potential triggers of anxiety and uncertainty and proactively manage them?
- ✓ Intercultural communication competence: How can we improve communication with patrons and co-workers, even when we seemingly speak the same language? While there is no easy recipe to follow or badge to earn, taking a look at our own assumptions and behaviors is a good first step. How can we engage in continuous self-reflection without it becoming an arduous exercise in self-deprecation?
- ✓ Critical librarianship: While this term may be considered a buzzword in academic librarianship, the notion of critical consciousness in our work as librarians applies to all types of libraries. How can we engage our patrons, our colleagues and ourselves in civic discourse and matters of social justice?

This interactive presentation will not solve intercultural communication challenges, political discord or social injustice, but it will provide you with ideas to begin conversations, raise important issues and foster diversity and inclusion in your libraries and communities.

Following Dr. Gersch’s presentation, participants will have a choice of breakout sessions to attend:

- ✓ #LibrariesRespond: Jody Gray from ALA’s Office for Diversity will talk about the #LibrariesRespond program, the reason it was launched and its ongoing use.
- ✓ Serving the Underserved: Libraries as Community Champions. The Great Recession forced many families and communities to rely heavily on public libraries while libraries across the U.S. are experiencing different levels of budget constraints and reductions in services and staff. Libraries are still playing a critical role in addressing socio-economic disparities in high-crime and poverty stricken communities. Americans agree that libraries help improve the quality of life giving everyone a chance to succeed by breaking multigenerational cycles of poverty. This session will be led by Shanika Heyward, Regional Manager, Fort Harrison Branch, Indianapolis Public Library and a *Library Journal* 2016 Movers & Shakers – Change Agent (LJ March 15, 2016).

- ✓ Karen Jensen, Young Adult Services Coordinator at the Public Library of Mount Vernon and Knox County, will focus on her interactions with African-American students who came to her upset about incidents occurring in their school after the election in November 2016.
- ✓ LGBTQ Diversity: In this workshop, participants will explore the social and cultural impacts of identifying as lesbian, gay, bisexual, transgender or queer in the U.S. today. Key concepts and competencies for working with members of these communities will be explored. Some key concepts explored include: gender pronouns, definitions of sexual orientations, explanations of preferred/updated language and statistics regarding the implications of LGBTQ discrimination. Participants will be better prepared to address biased language and inequities toward the LGBTQ community after attending this session led by The Diversity Center of Northeast Ohio. Participants will leave with increased confidence in their ability to create a library that is respectful, inclusive and affirming for all.

Following lunch, Stacy Collins, Liaison Librarian at Simmons College, will talk about what equity means, the use of language and systems of oppression in her presentation, “Ally is a Verb: Anti-Oppression and Systems-Thinking in Libraries.” As library staff and information professionals, we are committed to equity in our service as well as to being agents of positive change in our communities. Using an anti-oppression lens, this presentation will discuss these goals and the importance of systems-thinking to examine power and privilege and to unpack what equity and allyship truly entail as part of our work.

Participants will then have the opportunity to participate in another one of the above breakout sessions.

Nicole Cooke, Assistant Professor and MS/LIS Program Director at The iSchool at Illinois, will be the last presenter of the day. Dr. Cooke’s talk is entitled, “Tolerance is Not Enough: Striving Towards a Critical and Proactive LIS Practice.” Library professionals are advocates and libraries are proponents of equal access; this access is not solely relegated to books and information within the library. This talk will situate social justice advocacy within LIS and discuss ways for library professionals to expand their cultural competence into a socially just information practice.

The day will end with a panel of all the speakers to be sure that you receive the answers you are seeking.

Presenters:

Dr. Beate Gersch is the Coordinator of Instruction Services at University Libraries at the University of Akron, where she also serves as liaison to the School of Communication and the Department of Modern Languages. She holds a Ph.D. in Media Studies from the University of Oregon, an M.L.I.S. from Kent State University and an M.A. in American Studies from the Freie Universität Berlin, Germany. Prior to becoming a librarian, she taught at Trinity University and the University of Texas at San Antonio. Her experiences as a legal alien and as a researcher of incarcerated populations, as well as her work with students from diverse cultural and economic backgrounds have fostered her interest in exploring the intersections between intercultural communication and information literacy.

Anastasia “Stacy” Collins (she/her/hers) is a Research & Instruction Librarian at the Simmons College Beasley Library where she provides research, teaching and learning support with an emphasis in critical and anti-oppressive practice. She developed an Anti-Oppression Guide for her library and has given several presentations on equity work in many facets of LIS. Outside of librarianship, Stacy is a children’s literature scholar and reviewer as a facilitator with the Anti-Racism Collaborative in Cambridge, Massachusetts.

Dr. Nicole A. Cooke is an Assistant Professor and the M.S./L.I.S. Program Director at the School of Information Sciences, the University of Illinois at Urbana-Champaign. Her research and teaching interests include human information behavior (particularly in an online context), critical cultural information studies and diversity and social justice in librarianship (with an emphasis on infusing them into L.I.S. education and pedagogy). She was named a “Mover & Shaker” by *Library Journal* in 2007 and was the 2016 recipient of the American Library Association’s (ALA) Equality Award and the Achievement in Library Diversity Research Award presented by ALA’s Office for Diversity, Literacy & Outreach. Her latest work is *Information Services to Diverse Populations* (Libraries Unlimited, 2016).

Speakers for the Critical Conversations Mini-Conference are generously sponsored by an LSTA Open Grant from the State Library of Ohio.

WEDS
MAY
09**READERS' ADVISORY NETWORK: FEATURING PENGUIN RANDOM HOUSE BOOK BUZZ**

MEDINA COUNTY DISTRICT LIBRARY
210 S. BROADWAY
MEDINA, OH 44256
10:30 AM - 12:30 PM

Join Amanda Fensch, Penguin Random House representative, for a sneak peek at upcoming titles for Spring. You'll want to stay for a roundtable discussion with your peers.

WEDS
MAY
09**SCHOOL'S OUT, NOW WHAT?: AFTER SCHOOL PROGRAMMING FOR YOUTH ONLINE**

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

Do you find it challenging to keep youth engaged after school? Looking for some new after-school programming ideas? Then join us as we hear tips and tricks from youth services librarians on how to keep youth engaged through active and passive programs. You will also have an opportunity to share your after-school program successes and challenges with other attendees.

THUR
MAY
10**INFUSING ART INTO YOUR ADULT LIBRARY PROGRAMMING**

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

Art is important and there are many ways to infuse art into your library and programs.

Workshop Topics Include:

- ✓ Running a community art show
- ✓ Circulating art in your library
- ✓ Designing and running art programs for your patrons
- ✓ When to hire an artist to run a program for you
- ✓ Programs to avoid

Attendees will be given full instruction sheets with room layouts, project photos, instructions and approximate cost. Class attendees will leave with a finished work of art: an altered book.

Presenters:

Paula Wagner, Adult Services Supervisor, Burton Public Library

Becky Wiegman, Adult Services Librarian, Burton Public Library

FRI
MAY
11**BRANCH MANAGERS NETWORK**

MEDINA COUNTY DISTRICT LIBRARY - BRUNSWICK BRANCH
3649 CENTER RD.
BRUNSWICK, OH 44212
1:00 PM - 4:00 PM

As a result of the Day for Small Libraries and Branches, we are starting a Branch Managers Network. Here is an opportunity to share your challenges and successes with other branch managers within the region. This will be the first meeting. Please join us at the Brunswick Branch of Medina County District Library on Friday, May 11, 2018.

WEDS
MAY
16

THRU

THUR
MAY
17**6TH ANNUAL DIRECTORS' RETREAT**

HILTON GARDEN INN

8971 WILCOX DR.

TWINSBURG , OH 44087

9:00 AM - 5:30 PM

The 6th Annual Directors' Retreat will focus on training directors, assistant directors and deputy directors from multi-type libraries in the purposeful collection, analysis and use of data for effective decision-making. Conducted by three instructors from the Research Institute for Public Libraries (RIPL), the two-day retreat will act as Ohio's first RIPL Regional. To ensure applicability for academic and special library attendees, Eric Resnis, Organizational Effectiveness Coordinator for the Miami University Libraries, will facilitate breakout sessions on Community Needs Assessment and Data Analysis. The 50 attendee limit will allow facilitators to work with participants on hands-on activities, provide individual coaching and engage in discussions related to the application of concepts to your specific library and community.

The NEO-RLS two-day Directors' Retreat is open to Directors from multi-type libraries. Over the past two years, the retreat has been opened to Assistant and Deputy Directors, as well, and has attracted academic, special and public librarians. The format of the Directors' Retreat – immersive learning around a specific theme and including small group work, roundtable discussion and personal action plans – lends itself well to the format of RIPL's two-day regional meetings. In addition to helping individual attendees gain knowledge and confidence with data and evaluation, Dr. Linda Hofschire, Director of the Library Research Service, State Library of Colorado, says that the regional format aims to build an ongoing network of librarians who can share their expertise.

Workshop Topics:

- ✓ Tools and competencies to lead evidence-based practice within your specific library and community
- ✓ Methods to increase overall knowledge in the areas of community needs assessment, outcome-based evaluation, survey design, data analysis, benchmarking and data visualization
- ✓ Collaboration with RIPL to advocate for rigorous evaluation practices and the use of data in strategic planning and all other aspects of library management

Presenters:

Linda Hofschire is the Director of the Colorado State Library's Library Research Service. She has more than 15 years of experience working in social science research and evaluation. At LRS, she manages a variety of research and evaluation projects such as a biennial study of U.S. public library websites and social media and outcome-based evaluations of state library programs. She also serves as the chair of ALA's Committee on Research and Statistics. She has an MA and PhD in Mass Media from Michigan State University, where she received extensive training in research methods and statistics, and an M.L.I.S. from the University of Illinois. She is passionate about making data accessible and meaningful to users.

Rochelle Logan retired in 2015 from Douglas County Libraries, Colorado (DCL), where she served as Associate Director of Support Services. Rochelle's previous work as Associate Director of the Library Research Service at the Colorado State Library prepared her for a lifelong interest in library research and statistics. She currently serves on the PLA Project Outcome Taskforce where she is helping design, test and implement tools for outcome measurement for libraries across the country. Logan spent many years serving on Colorado Association of Libraries committees and was the President of CAL in 2010. Her work on national-level research committees includes PLA Research and Statistics and the Public Library Data Service. She was chair of the ALA Committee on Research and Statistics in 2007-08. Rochelle is now a library consultant specializing in training, outcome-based evaluation, survey administration, data analysis and collection development.

Sharon Morris is Director of Library Development at the Colorado State Library. She recently completed a doctorate in Managerial Leadership in Libraries from Simmons College. Sharon has an M.L.S., has worked at the state library for 13 years and previously worked at the Denver Public Library for nine years. She provides workshops throughout Colorado and nationally on library development topics. She also facilitates public library strategic planning, focus groups, usability testing and needs assessment.

Eric Resnis currently serves as Organizational Effectiveness Coordinator for the Miami University Libraries. He participated in ACRL's Assessment in Action program both as a team leader (year 1) and as a co-facilitator (year 3). Eric is Vice President/President-Elect (2017-2018) of the Academic Library Association of Ohio, the Ohio chapter of ACRL. He regularly publishes and presents on the value of assessment in meeting information literacy outcomes, strengthening liaison roles and demonstrating library impact towards institutional outcomes.

This program is generously sponsored by an LSTA Open Grant from the State Library of Ohio.

TUES
MAY
22

TIPS AND BEST PRACTICES FOR HOSTING A SUCCESSFUL CORD CUTTING CLASS

ONLINE

VIA ADOBE CONNECT

10:00 AM - 11:00 AM

Some people pay for cable and satellite television, others opt for Internet streaming services. The latter group, often known as cord cutters, is a population quickly growing in popularity as the ease and accessibility of online streaming content is made available. While there are people who cancel their cable and jump right into the new territory, you may be surprised to know that you have many patrons in your community that would like to learn about cord cutting before they begin—making this a popular choice for an adult informational program. Pack the house at your library with a Cord Cutting 101 class.

This webinar will provide tips and tricks for you to develop an informational and useful program while promoting what the library can offer for the cord cutting population.

In this webinar you will learn:

- ✓ How to be a cord cutter including popular devices and streaming services
- ✓ What trends are shaping the cord cutting market
- ✓ Tips and best practices for hosting a cord cutting informational program of your own
- ✓ FAQs and tech support issues you may come across in your journey

Presenter:

Kelsey Logston is a Reference Librarian at Reed Memorial Library and cord cutter since 2007.

WEDS
MAY
23

DAY FOR CIRC STAFF: DON'T EAT THE RED FROG! A CRASH-COURSE IN HANDLING SOME OF THE WORST CUSTOMERS THAT COME THROUGH YOUR DOORS!

CANFIELD LIBRARY

43 W. MAIN ST.

CANFIELD, OH 44406

9:30 AM - 3:30 PM

Some library customers are like the Red Poison Dart Frog of Costa Rica. Their behaviors are toxic! How many times a day are you dealing with angry, difficult and even downright unreasonable customers? They truly can be poisonous – if you let them! The good news is that you can choose to not let them ruin your day or poison your “service attitude” with their venom. And by using a few proven techniques and questions, some of these red frog customers could actually leave feeling better!

The Don't Eat the Red Frog Crash-Course program is an interactive and fun-filled program with information, videos and experiences that you'll be using to more effectively handle your angry and difficult customers when you return to work!

Participants will learn and begin to master:

- ✓ Using the E+R=O technique to reduce stress and improve their response to situations they can or cannot control

- ✓ Three powerful techniques for not “eating the poison of your red frog customers” and not taking things personally
- ✓ Tips for de-escalating an angry patron’s behavior whether you’re the first person they see...or the next
- ✓ When to handle angry, difficult customers with emotional responses and when to use logical responses
- ✓ Safety tips for when customer behaviors go beyond unreasonable

This session will be followed by a roundtable discussion and tour of the library.

Presenter:

Andrew Sanderbeck has been developing and conducting training seminars for libraries and library organizations for more than 15 years. He has presented web-based, online 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 author of two books and more than 50 webinars.



**DAY FOR CIRC STAFF: DON'T EAT THE RED FROG!
A CRASH-COURSE IN HANDLING SOME OF THE WORST CUSTOMERS THAT
COME THROUGH YOUR DOORS!**

HOLMES COUNTY DISTRICT PUBLIC LIBRARY
3102 GLEN DR.
MILLERSBURG, OH 44654
9:30 AM - 3:30 PM

Some library customers are like the Red Poison Dart Frog of Costa Rica. Their behaviors are toxic! How many times a day are you dealing with angry, difficult and even downright unreasonable customers? They truly can be poisonous – if you let them! The good news is that you can choose to not let them ruin your day or poison your “service attitude” with their venom. And by using a few proven techniques and questions, some of these red frog customers could actually leave feeling better!

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WEDS
MAY
30**COLLABORATION CONNECTION: A MIXER FOR ALL TYPES OF LIBRARIES**

BEREA BRANCH OF CUYAHOGA COUNTY PUBLIC LIBRARY

7 BEREA COMMONS

BEREA, OH 44017

9:30 AM - 12:30 PM

Are you waiting for a collaborator in order to get your great idea off the ground or to apply for a grant? Are you at a university or community college library that would like to work with a special library? A public library that would like to work with a university or community college library? A school library that would like to work with the public library? Or, any of the other possible combinations for collaboration? 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, what are the logistics of such partnerships and how does each entity benefit? Join us for this opportunity to find the collaboration partner you are looking for. Facilitators Kieth Peppers and Wendy Wasman have successfully collaborated on a grant-funded project to digitize an archival collection and create science-based curriculum for middle schoolers. They will open the workshop by focusing on collaboration case studies and will then lead attendees through “Collaboration Connection,” an interactive process designed to help you find the collaborator that you need – right in this very workshop.

Presenters:

Kieth A. Peppers is the University Archivist and 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 cataloging and photographing museum collections.

Wendy Wasman is the Librarian and Archivist at Cleveland Museum of Natural History. Wendy has a B.A. in Cultural Anthropology from Oberlin College. She received her Master’s in Library Science (M.L.S.) 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.

FRI
JUN
01**HUMAN RESOURCES NETWORKING EVENT**

TBA

10:00 AM - 3:00 PM

Join your peers for a lively discussion of the latest issues facing human resources. Please email any agenda items you are interested in discussing to Yvette Wasko at waskoy@wtcpl.org.

TUES
JUN
05**EMERGING TECH SYMPOSIUM: THINKING OUTSIDE THE [MAKERSPACE] BOX**

HILTON GARDEN INN

8971 WILCOX DR.

TWINSBURG, OH 44087

9:00 AM - 4:00 PM

Already have a Makerspace and wondering what is next? Still don’t have a Makerspace and wondering if you should? The 2018 Emerging Tech Symposium, “Thinking Outside the [Makerspace] Box,” will focus on assessing community needs and evaluating emerging technologies in relationship to those needs.

Join your colleagues for a day of speakers, breakout sessions, a poster session and concluding panel discussion. Go back to your library with a better idea of what your next innovative tech project could or should be.

Featured Presentations:

We will start the day with *Evaluate, Evaluate, Evaluate!* presented by Jennifer Koerber, Writer, Consultant and Trainer on Libraries & Technology. Technology is a strange thing - we live with it every day, but we don't often think about what we need and why we need it. As library staff, that goes a step further: we believe that we should have technology and tech programming at our libraries, but we don't always think about what and why.

There are many ways to evaluate the what and why of technology at the library – before, during and after we've bought something or implemented a program. In this session, we'll review library, staff and community analysis tools (including the Edge assessment process); practice evaluating gadgets and products for use in a library environment; and explore how planning for outcomes measurement can help keep you focused on your tech-related goals. Through this discussion, you'll be able to identify evaluation options that work for your library, regardless of type, size and budget.

After breakouts, we will continue the morning with Nick Grove, Tech Library Supervisor, Meridian Library District, who will present *unBound Potential*. What does it take to create something new for your library? Money helps, training is nice, new equipment is fun and extra staffing never hurts but those are not necessary to be successful. The best results come from hiring the right staff, creating a culture of change, embracing the unknown and being present throughout the community. Learn how Meridian Library District transformed an abandoned bank building into a vital asset to revitalize its downtown. This is the story of unBound, a technology library.

Doug Baldwin, Head of Technology at Piscataway Public Library, will kick off the afternoon talking about *Fostering Community Connection, Engagement and Learning Through the Maker Movement*. The Maker Movement is about much more than space and places, it's about people and passions. NJ Makers Day, now in its 4th year, is a statewide initiative bringing together host organizations of all types to provide STEM and maker events embedded within their local communities. Doug Baldwin, President of NJ Makers Day, will focus on how NJ Makers Day incubated from idea to reality in trying to bring together communities and organizations statewide to foster connections, relationships and experiences for residents of New Jersey statewide. This will include covering areas of recruitment, logistics, fundraising, professional development, cultivating collaborations and partnerships, reporting and evaluation, as well as developing support mechanisms for host locations supporting events in their communities. The presentation will also consider the impact of NJ Makers Day for participating hosts, their communities, sustainable partnerships and network development with various organizations and institutions, as well as the challenges and benefits of moving from a library consortium funded project to a stand-alone 501(c)(3) non-profit.

Everyone will have the opportunity to attend the poster session and each of the following breakout sessions throughout the day:

- ✓ *Emerging Tech Lab* gives you an opportunity to see and try out new technologies, presented by Holly Klingler, NEO-RLS Research and Innovation Coordinator
- ✓ *Introduction To Applying For Technology-Related Grants*, presented by Cindy Boyden, LSTA Coordinator / Library Consultant, State Library of Ohio
- ✓ *Innovative Solutions For Better Patient Care, Prevention And Education*. This breakout session presented by Brian Moynihan, Head of Health Technology & Informatics at the University of North Carolina Health Sciences Library and Director of the Carolina Digital Health Research Initiative (CaDHRI), will focus on enterprise and consumer-based e-Health devices.

Presenters:

Jennifer Koerber is a consultant, writer and trainer working in the intersection of technology, libraries and everyday life. She held a variety of roles during her 17 years at the Boston Public Library and is currently the training project manager for Harvard (University) Library's implementation of the Alma (Ex

Libris) unified resource management system. Jennifer is co-author of *Emerging Technologies: a Primer for Librarians* (Rowman & Littlefield, May 2015, with Michael P. Sauers) and has written extensively for *Library Journal* on technology and public service in libraries. In April of 2018, Libraries Unlimited published her second book, *Library Services for Immigrants and New Americans: Celebration and Integration*. In what remains of her time, she is a semi-professional photographer and avid traveler. Visit her online at www.jenniferkoerber.com.

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 eight 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.

Doug Baldwin is a librarian, informal educator, presenter and advocate who is passionate about developing and delivering hands-on, interactive learning experiences for those of all ages. He is one of the principal organizers and current President of NJ Makers Day, a statewide showcase event highlighting innovative play, entrepreneurship, making and STEM which drew 85,000+ residents across 300 hosting locations in 2016. He has also written and co-written successful grants to fund initiatives related to computer science education, as well as STE(A)M workshops and programs. Doug is also part of the planning team for the Build it Better Design Challenge, in partnership with ManufactureNJ, a one-day competition designed as a bridge experience in areas of engineering, design and entrepreneurship for high school students. Additionally, he was part of the planning team which incubated and produced the first New Jersey Makers Summit at Rutgers University in August 2017. His program initiatives have been recognized for their impact and excellence from the NJ State Legislature, New Jersey Library Association (NJLA) and American Association of School Librarians. He is a recipient of the NJLA Library Service Award and was most recently named a 2017 *Library Journal* Mover and Shaker for Advocacy. Presently, Doug serves as Head of Technology at the Piscataway Public Library where he has worked for the last five years. He has B.A. (History) and M.L.I.S. degrees from Rutgers University and an M.A. degree in Social Science from Montclair State University.

Speakers for the Emerging Tech Symposium are generously sponsored by an LSTA Open Grant from the State Library of Ohio.



WE CAN'T STOP DOING THAT!

ONLINE

VIA ADOBE CONNECT

10:00 AM - 11:00 AM

Why is it so easy to start new projects or formulate new procedures and policies, yet so hard to stop doing things that are no longer important, efficient or effective, especially if they were once necessary or successful? How can you help yourself and your staff see the value in cutting procedures or services that are no longer working? This webinar will look at the reasons it is often difficult to eliminate something that we do or provide and will talk about a model for actively involving staff in determining if something can be stopped, why it can be stopped, when it can be stopped and how it can be stopped.

Learning Objectives:

- ✓ Understand barriers to stopping a task or activity
- ✓ Examine tasks and activities in terms of value to the organization
- ✓ Provide a model for effectively involving staff in the decisions

Presenter:

Betsy Lantz, Executive Director, Northeast Ohio Regional Library System

THUR
JUN
07**VOLUNTEERS: HOW TO MANAGE THEM**

NEO-RLS

1580 GEORGETOWN RD.

HUDSON, OH 44236

9:30 AM - 12:30 PM

When money is tight, libraries frequently look to volunteers to help get work done. Even if money isn't tight, free labor is hard to ignore. However, is it really free? The benefits of having volunteers can be far greater than the obvious labor they provide. Sometimes having a volunteer program in a library is about much more than getting tangible aid. Taking a look at the benefits and challenges of having volunteers can allow you to decide if it is something that you want to do at your library. Melanie Lyttle and Shawn Walsh of Madison Public Library will explore the benefits and challenges of utilizing volunteers in the library.

Using volunteers in the library can indeed be challenging. Lindsey Smith, Outreach Services/Volunteer Coordinator for Worthington Libraries, is a full-time staff member who spends about ten hours a week administering the volunteer program at her mid-sized library. She has the benefit of more than 10 years of volunteer management experience and will discuss some of the common staff concerns about volunteer training, appropriate jobs and behavior management.

Presenters:

Melanie A. Lyttle is the Head of Public Services at Madison Public Library. She has contributed to *IFLA Libraries For Children and Young Adults Division* magazine, *ALSCMatters*, *Children and Libraries*, *Public Libraries Online* and chapters in several different library-related anthologies. She is the co-author of the book *Library Service to Tweens* published in 2017. She has served on various ALSC and YALSA committees including the 2019 Morris Award Committee.

Shawn D. Walsh is the Emerging Services and Technologies Librarian at Madison Public Library. 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.

Lindsey Smith is the Outreach Services/Volunteer Coordinator at Worthington Libraries, a mid-size and *Library Journal* five-star library in a suburb of Columbus, Ohio. Lindsey began her career organizing and training volunteers to meet with their legislators to advocate on behalf of cancer issues before entering Kent State University's M.L.I.S. program. Upon graduation, Lindsey worked at Columbus State Community College as a reference librarian and as a library associate at Worthington Libraries before she was hired into her current position in 2009.

WEDS
JUN
13**THE IRON IS HOT - LIBRARIES AS INNOVATIVE AND DYNAMIC COMMUNITY CATALYSTS**

TWINSBURG PUBLIC LIBRARY

10050 RAVENNA RD.

TWINSBURG, OH 44087

9:30 AM - 3:30 PM

Public library director, Mary Lou Carolan, has worked to dynamically transform libraries using a blend of innovative marketing techniques, community-centered projects, storytelling and placemaking principles. Carolan believes public libraries need to use their unique status as trusted institutions to implement what she calls the "3i" approach – initiate, innovate and instigate – to become true community leaders.

Carolan asserts that a successful library today builds enduring relationships with school districts, collaborates and innovates with local small businesses, is a catalyst for important community conversations

and regularly connects with legislative leaders to be a voice in the decision-making process. A customer-centered library develops from knowing, engaging and fostering the interests of the community.

Drawing from 14 years of library experience, bolstered by 25 years leading community-based non-profit organizations, Carolan shares a variety of techniques from successful marketing campaigns to outreach initiatives. Participants will engage in a lively and interactive workshop to discuss challenges, share ideas, learn to tell stories, explore possibilities and utilize tools designed to help you make the community the heart of your library.

THUR
JUN
14

PERSONAL LIBRARIAN PROGRAM: WHAT WORKED, WHAT DIDN'T AND HOW TO GET ONE STARTED

ONLINE

VIA ADOBE CONNECT

10:00 AM - 11:00 AM

Many colleges and universities are developing personal librarian programs in an effort to reach more students. Join Jennifer Starkey and Amanda Koziura for a discussion touching on program logistics, assessment, marketing, outreach, programming and what they've learned from being personal librarians over the years.

Learning Objectives:

- ✓ Attendees will examine the value and impact of such a program on the lives of first-year students
- ✓ Attendees will develop a list of considerations to help make decisions when creating a program that meets the needs of their student population
- ✓ Attendees will learn strategies to assess and improve their program

Presenters:

Amanda Koziura joined Case Western Reserve University as a Digital Learning & Scholarship Librarian in 2014. She manages the daily operations of the instructional series CaseLearns, which features workshops on a variety of media, digital scholarship and information literacy topics. She also frequently teaches and consults on digital projects and has been a personal librarian for several years. She holds a B.A. in Theatre & English from Skidmore College and an M.L.S. from the University at Buffalo, SUNY.

Jen Starkey is a Research Services Librarian for Social Sciences and Humanities at Case Western Reserve University, joining the staff in 2017. Jen manages the daily operations of the Personal Librarian Program, focusing on the first-year experience and KSL's library instruction program, as well as reference services and collection development and management. Prior to 2017, Jen was a Reference & Instruction Librarian at Oberlin College, where she developed Oberlin's unique First Year Library Advisor Program.

FRI
JUN
15

SMALL LIBRARIES NETWORK

PERRY PUBLIC LIBRARY

3753 MAIN ST.

PERRY, OH 44081

1:00 PM - 4:00 PM

As a result of the Day for Small Libraries and Branches, we are starting a Small Libraries Network. Here is an opportunity to share your challenges and successes with other branch managers within the region.

WEDS
JUN
20

QUICK COPY WRITING TIPS THAT WORK

ONLINE

VIA ADOBE CONNECT

10:00 AM - 11:00 AM

Brush up on your writing skills in this one-hour webinar focusing on content, style, tone and structure. Many library workers write their own program descriptions and promotions, as well as their own news-

letters, and this workshop will provide some quick, formal training on writing. Learn how to communicate what the audience needs to know by effectively stating and positioning pertinent details. Attendees will also learn how to make their content catchy, as well as persuasive, to get desired results.

In the webinar you will learn:

- ✓ To communicate what the audience needs to know
- ✓ Make content catchy
- ✓ Make content persuasive

Presenter:

Kristin Casale is the Children's Librarian at Stow-Munroe Falls Public Library. Kristin has managed the children's department newsletter for approximately seven years. Kristin also used to be a reporter and editor for Record Publishing Co. and has a degree in journalism from Penn State University as well as a master's in library science from Kent State University.

WEDS
JUN
27

BEST PRACTICES IN PERFORMANCE DOCUMENTATION

ONLINE

VIA ADOBE CONNECT

10:00 AM - 11:00 AM

Proper employee performance documentation can protect a library from future litigation and benefits its employees by providing concrete and specific feedback on areas in need of improvement.

This webinar will explore:

- ✓ How to document performance
- ✓ Scoring perils
- ✓ How to deliver difficult performance evaluations

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.

ACADEMIC LIBRARIES

THUR
FEB
15

ASSISTING OTHERS WITH PROQUEST ANCESTRY LIBRARY EDITION

We will consider the scope of the PALE (ProQuest Ancestry Library Edition) database in overview mode to get comfortable with navigational principles at work in the interface. For more information, see [page 6](#).

TUES
FEB
27

STRENGTHENING RELATIONSHIPS THROUGH CONFLICT

Conflict occurs for many reasons and is an inevitable part of unique human beings co-existing. Unfortunately few people have had formal training in conflict mediation techniques. For more information, see [page 9](#).

THUR
MAR
08

OPEN EDUCATIONAL RESOURCES 101 FOR LIBRARIANS

Heard of Open Educational Resources (OERs) but not sure what they are? Want to gain some hands-on experience working with OERs and exploring their use in libraries and other educational settings? Join us at this all-day workshop. For more information, see [page 11](#).

WEDS
MAR
14

NEW SUPERVISORS' ACADEMY SESSION TWO: HIGHLY EFFECTIVE MEETINGS

The New Supervisors' Academy will provide you with the skills and confidence you need to handle the many challenges of being a supervisor. This second installment of the Academy will focus on how to run an effective meeting. For more information, see [page 13](#).

TUES
MAR
27

LIBRARIES AND LOCAL HISTORY: YOU CAN DO IT, TOO!

We will cover some key points on how a library can provide local history services and programs to the community. We will look at the basics behind creating a local history program and tour the exhibits at the Cuyahoga Valley Historical Museum. For more information, see [page 13](#).

WEDS
APR
11

UNDERSTANDING THE MYERS-BRIGGS TYPE INDICATOR FOR YOU AND YOUR LIBRARY

The Myers-Briggs Type Indicator assessment is one of the most popular and well-known personality tests today, taken by 80% of Fortune 500 companies and 89% of Fortune 100 companies according to the CPP. For more information, see [page 15](#).

TUES
APR
17

TIME MANAGEMENT FOR ALL

This fast-paced webinar will lead you through how to plan, prioritize and schedule for a highly effective day. Come with your issues and concerns as there will be time for specific questions. For more information, see [page 17](#).

FRI
APR
20

NEW SUPERVISORS NETWORK

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. For more information, see [page 18](#).

TUES
APR
24

TEAM BUILDING FOR ALL STAFF

Not all teams are born to be highly effective. In this workshop, you will find out how to overcome obstacles, personalities and conflict. For more information, see [page 18](#).

WEDS
MAY
02

NEW SUPERVISORS' ACADEMY SESSION FOUR: EFFECTIVE WORKPLACE COMMUNICATION FOR NEW SUPERVISORS

The New Supervisors' Academy will provide you with the skills and confidence you need to handle the many challenges of being a supervisor. This fourth installment of the Academy will focus on the do's and don'ts of effectively communicating with others. For more information, see [page 20](#).

THUR
MAY
03**CRITICAL CONVERSATIONS MINI-CONFERENCE: TOLERANCE IS NOT ENOUGH: LIBRARIES RESPOND TO HATE**

In the midst of our busy days we don't always understand the challenges faced by others. Do you want to grow in your understanding of how biases impact our service to patrons and our profession? Are you aware of your personal cultural identity and biases? For more information, see [page 20](#).

WEDS
MAY
16**6TH ANNUAL DIRECTORS' RETREAT**

The 6th Annual Directors' Retreat will focus on training directors, assistant directors and deputy directors from multi-type libraries in the purposeful collection, analysis and use of data for effective decision-making. For more information, see [page 24](#).

WEDS
MAY
30**COLLABORATION CONNECTION: A MIXER FOR ALL TYPES OF LIBRARIES**

Are you waiting for a orator in order to get your great idea off the ground or to apply for a grant? Are you at a university or community college library that would like to work with a special library? A public library that would like to work with a university or community college library? For more information, see [page 27](#).

TUES
JUN
05**2018 EMERGING TECH SYMPOSIUM: THINKING OUTSIDE THE [MAKERSPACE] BOX**

Already have a Makerspace and wondering what is next? Still don't have a Makerspace and wondering if you should? The 2018 Emerging Tech Symposium, "Thinking Outside the [Makerspace] Box," will focus on evaluating emerging technologies in relationship to community needs. For more information, see [page 27](#).

WEDS
JUN
06**WE CAN'T STOP DOING THAT!**

Why is it so easy to start new projects or formulate new procedures and policies, yet so hard to stop doing things that are no longer important, efficient or effective, especially if they were once necessary or successful? For more information, see [page 29](#).

THUR
JUN
14**PERSONAL LIBRARIAN PROGRAM: WHAT WORKED, WHAT DIDN'T AND HOW TO GET ONE STARTED**

Many colleges and universities are developing personal librarian programs in an effort to reach more students. Join Jennifer Starkey and Amanda Koziura for a discussion touching on program logistics, assessment, marketing, outreach and more. For more information, see [page 31](#).

ADULTTUES
FEB
06**ADULT PROGRAMMING SERIES: 20 MORE ADULT PROGRAMMING IDEAS IN ONE HOUR**

Get ideas for new ways to engage adult patrons with programming in these fast paced, humorous sessions. Veteran programmer Amy Alessio will go over themes and ideas that were a hit — and ones you may want to avoid! For more information, see [page 5](#).

FRI
FEB
16**READERS' ADVISORY NETWORK: FOCUS ON ROMANCE**

Join the Readers' Advisory Network to hear about the different facets of the romance genre shared by Sarah Flinn, Popular Library Manager, Cleveland Public Library. Join us for a roundtable discussion. For more information, see [page 7](#).

TUES
FEB
27**STRENGTHENING RELATIONSHIPS THROUGH CONFLICT**

Conflict occurs for many reasons and is an inevitable part of unique human beings co-existing. Unfortunately few people have had formal training in conflict mediation techniques. For more information, see [page 9](#).

WEDS
FEB
28**EVERYDAY DISABILITY: WELCOMING PATRONS WITH DISABILITIES**

People with disabilities—be it physical, mental, or medical—are among the most disadvantaged in our society. According to the US Department of Labor, only 16% of people with disabilities will complete a bachelor's degree and less than 50% will find gainful employment. For more information, see [page 9](#).

TUES
MAR
27**LIBRARIES AND LOCAL HISTORY: YOU CAN DO IT, TOO!**

We will cover some key points on how a library can provide local history services and programs to the community. We will look at the basics behind creating a local history program and tour the exhibits at the Cuyahoga Valley Historical Museum. For more information, see [page 13](#)

TUES
APR
17**TIME MANAGEMENT FOR ALL**

This fast-paced webinar will lead you through how to plan, prioritize and schedule for a highly effective day. Come with your issues and concerns as there will be time for specific questions and concerns. For more information, see **page 17**.

WEDS
APR
18**LIBRARIAN'S GUIDE TO HOMELESSNESS**

Participants will learn to address common problems associated with homeless patrons. The focus of this practical training is for frontline staff to have the tools they need to prevent/resolve problems while still remaining an inclusive library. For more information, see **page 17**.

THUR
APR
26**DIGITAL PROJECTS: HOW TO GET STARTED**

In the morning we will touch upon the nuts and bolts of building a digitization program. We'll start from the very beginning as we discuss the reasons why you want to start scanning as well as the equipment and knowledge potentially needed. For more information, see **page 19**.

WEDS
MAY
09**READERS' ADVISORY NETWORK: FEATURING PENGUIN RANDOM HOUSE BOOK BUZZ**

Join Amanda Fensch, Penguin Random House representative, for a sneak peek at upcoming titles for Spring. You'll want to stay for a roundtable discussion with your peers. For more information, see **page 23**.

THUR
MAY
10**INFUSING ART INTO YOUR ADULT LIBRARY PROGRAMMING**

Art is important and there are many ways to infuse art into your library and programs. For more information, see **page 23**.

TUES
MAY
22**TIPS AND BEST PRACTICES FOR HOSTING A SUCCESSFUL CORD CUTTING CLASS**

Some people pay for cable and satellite television, others opt for Internet streaming services. The latter group, often known as cord cutters, is a population quickly growing in popularity as the ease and accessibility of online streaming content is made available. For more information, see **page 25**.

WEDS
JUN
20**QUICK COPY WRITING TIPS THAT WORK**

Brush up on your writing skills in this one-hour webinar focusing on content, style, tone and structure. Many library workers write their own program descriptions and promotions, as well as their own newsletters, and this workshop will provide some quick tips. For more information, see **page 31**.

ALL STAFFTUES
FEB
27**STRENGTHENING RELATIONSHIPS THROUGH CONFLICT**

Conflict occurs for many reasons and is an inevitable part of unique human beings co-existing. Unfortunately few people have had formal training in conflict mediation techniques. For more information, see **page 9**.

THUR
MAR
15**A SAFETY DAY FOR EVERYONE**

The fundamental safety responsibility of all employers is to provide an environment free of recognized hazards capable of causing loss. Understanding each and every potential hazard capable of causing a loss is an overwhelming task. For more information, see **page 13**.

WEDS
APR
11**UNDERSTANDING THE MYERS-BRIGGS TYPE INDICATOR FOR YOU AND YOUR LIBRARY**

The Myers-Briggs Type Indicator assessment is one of the most popular and well-known personality tests today, taken by 80% of Fortune 500 companies and 89% of Fortune 100 companies according to the CPP. For more information, see **page 15**.

TUES
MAY
01**THE WELCOMING LIBRARY: A MULTISENSORY APPROACH**

You want your library to be welcoming. It is more than just customer service. You want to surprise and delight your patrons to keep them coming back. For more information, see **page 20**.

THUR
MAY
03**CRITICAL CONVERSATIONS MINI-CONFERENCE: TOLERANCE IS NOT ENOUGH: LIBRARIES RESPOND TO HATE**

In the midst of our busy days we don't always understand the challenges faced by others. Do you want to grow in your understanding of how biases impact our service to patrons and our profession? Are you aware of your personal cultural identity and biases? For more information, see [page 20](#).

WEDS
MAY
30**COLLABORATION CONNECTION: A MIXER FOR ALL TYPES OF LIBRARIES**

Are you waiting for an orator in order to get your great idea off the ground or to apply for a grant? Are you at a university or community college library that would like to work with a special library? A public library that would like to work with a university or community college library? For more information, see [page 27](#).

CHILDRENSTHUR
FEB
08**CLASSROOM MANAGEMENT TECHNIQUES**

Have you ever done a library program but things didn't go as smoothly as you would have liked? Do you ever struggle to maintain control with a group of kids? Have you ever had an issue with behavior in your programs? Then join us for this webinar. For more information, see [page 6](#).

WEDS
FEB
21**CHILDREN'S SUMMER READING WORKSHOP 2018: LIBRARIES ROCK!**

Featured ideas will include incorporating music into programming, interactive storytelling with music, crafts, decorations and of course our popular 'round the room program ideas. For more information, see [page 7](#).

TUES
FEB
27**STRENGTHENING RELATIONSHIPS THROUGH CONFLICT**

Conflict occurs for many reasons and is an inevitable part of unique human beings co-existing. Unfortunately few people have had formal training in conflict mediation techniques. For more information, see [page 9](#).

WEDS
FEB
28**EVERYDAY DISABILITY: WELCOMING PATRONS WITH DISABILITIES**

People with disabilities, be it physical, mental, or medical, are among the most disadvantaged in our society. According to the US Department of Labor, only 16% of people with disabilities will complete a bachelor's degree and less than 50% will find gainful employment. For more information, see [page 9](#).

WEDS
APR
04**CREATING A CODING CLUB IN YOUR LIBRARY**

Real advice for real librarians! We all know that STEAM programming is important, but how practical is a coding club in a real library with limitations like budgets, space and a staff who has never touched code before? For more information, see [page 14](#).

THUR
APR
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Join storyteller Lindsay Bonilla for this immersive, hands-on half day workshop on storytelling. This workshop will get participants thinking about ways to actively involve the audience in their tellings. For more information, see [page 16](#).

TUES
APR
17**TIME MANAGEMENT FOR ALL**

This fast-paced webinar will lead you through how to plan, prioritize and schedule for a highly effective day. Come with your issues and concerns as there will be time for specific questions. For more information, see [page 17](#).

FRI
APR
27**EARLY LITERACY 101 – AN OHIO READY TO READ WORKSHOP**

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 19](#).

WEDS
MAY
09**SCHOOL'S OUT, NOW WHAT?: AFTER SCHOOL PROGRAMMING FOR YOUTH**

Do you find it challenging to keep youth engaged after school? Looking for some new after school programming ideas? Then join us as we hear tips and tricks from youth services librarians on how to keep youth engaged through active and passive programs. For more information, see [page 23](#).

WEDS
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WEDS
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Thinking about becoming a Passport Acceptance Facility? Learn what to expect when setting up space for accepting passports, training your staff to become Passport Agents and what you can do to make the process run smoothly. For more information, see **page 14**.

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In the morning, participants will learn to address common problems associated with homeless patrons. The focus of this practical training is for frontline staff to have the tools they need to prevent/resolve problems while still remaining an inclusive library. For more information, see **page 17**.

WEDS
MAY
23**DAY FOR CIRC STAFF: DON'T EAT THE RED FROG!
A CRASH-COURSE IN HANDLING SOME OF THE WORST CUSTOMERS THAT
COME THROUGH YOUR DOORS!**

The Don't Eat the Red Frog Crash-Course program is an interactive and fun-filled program with information, videos and experiences that you'll be using to more effectively handle your angry and difficult customers. For more information, see **page 25**.

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EMERGING TECHNOLOGYWEDS
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TUES
JUN
05**2018 EMERGING TECH SYMPOSIUM: THINKING OUTSIDE THE [MAKERSPACE] BOX**

Already have a Makerspace and wondering what is next? Still don't have a Makerspace and wondering if you should? The 2018 Emerging Tech Symposium, "Thinking Outside the [Makerspace] Box," will focus on evaluating emerging technologies in relationship to community needs. For more information, see **page 27**.

FISCAL & BUDGET

FRI
MAR
09

AOS TRAINING AND FISCAL OFFICER NETWORK

The morning will begin with a training on preparing for an audit. Our training will be provided by a representative from the Auditor of State's office. The afternoon will be a roundtable discussion. For more information, see [page 12](#).

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TIME MANAGEMENT FOR ALL

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HUMAN RESOURCES

WEDS
FEB
07

WHAT THE HECK HAPPENED? 2017 EMPLOYMENT LAW UPDATE: PART II

Join Scott Warrick as he reviews the most recent and most important employment law changes and updates in his own unique, practical, entertaining and humorous style. For more information, see [page 5](#).

FRI
FEB
23

HUMAN RESOURCES NETWORKING EVENT

Join your peers for a lively discussion of the latest issues facing human resources. For more information, see [page 9](#).

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WEDS
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BEST PRACTICES IN PERFORMANCE DOCUMENTATION

Proper employee performance documentation can protect a library from future litigation and benefits its employees by providing concrete and specific feedback on areas in need of improvement. For more information, see [page 32](#).

INFORMATION & TECHNOLOGY (IT)

TUES
MAR
06

CYBERSECURITY TRAINING

More than ever, cyberthieves are targeting Ohio's local governments and tax dollars with great sophistication. Auditor of State Dave Yost wants to help public employees fortify their governments to shield themselves from digital threats and fend off cyberattacks. For more information, see [page 10](#).

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MANAGEMENT & ADMINISTRATION

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NEW SUPERVISORS' ACADEMY SESSION ONE: IT ALL STARTS WITH ATTITUDE AND KNOWING YOURSELF

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TUES
MAR
13

STAFFING STRATEGIES

Having the right people in place at the right time to serve your visitors/customers/clients is critical. But sometimes we are challenged by the availability of top talent in our labor market or there are internal constraints such as time and budget. For more information, see **page 12**.

WEDS
MAR
14

NEW SUPERVISORS' ACADEMY SESSION TWO: HIGHLY EFFECTIVE MEETINGS

The New Supervisors' Academy will provide you with the skills and confidence you need to handle the many challenges of being a supervisor. This second installment of the Academy will focus on how to run an effective meeting. For more information, see **page 13**.

TUES
MAR
27

LIBRARIES AND LOCAL HISTORY: YOU CAN DO IT, TOO!

We will cover some key points on how a library can provide local history services and programs to the community. We will look at the basics behind creating a local history program and tour the exhibits at the Cuyahoga Valley Historical Museum. For more information, see **page 13**.

WEDS
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FRI
APR
13

PR NETWORK GROUP: FOCUSED ON INFOGRAPHICS AND STYLE GUIDES

In this program, we'll go over infographics, which are visual representations of complex information done in a way that is easily digestible for your audience. In addition, you will create a simplified style guide for your organization. For more information, see **page 17**.

TUES
APR
17

TIME MANAGEMENT FOR ALL

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WEDS
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18

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Participants will learn to address common problems associated with homeless patrons. The focus of this practical training is for frontline staff to have the tools they need to prevent/resolve problems while still remaining an inclusive library. For more information, see **page 17**.

FRI
APR
20**NEW SUPERVISORS NETWORK**

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. For more information, see **page 18**.

WEDS
APR
25**NEW SUPERVISORS' ACADEMY SESSION THREE: HR STUFF THAT EVERY SUPERVISOR SHOULD KNOW**

The New Supervisors' Academy will provide you with the skills and confidence you need to handle the many challenges of being a supervisor. In this third session, we will identify the core HR principals you will need to know to successfully lead your team. For more information, see **page 18**.

WEDS
MAY
02**NEW SUPERVISORS' ACADEMY SESSION FOUR: EFFECTIVE WORKPLACE COMMUNICATION FOR NEW SUPERVISORS**

The New Supervisors' Academy will provide you with the skills and confidence you need to handle the many challenges of being a supervisor. This fourth installment of the Academy will focus on the do's and don'ts of effectively communicating with others. For more information, see **page 20**.

FRI
MAY
11**BRANCH MANAGERS NETWORK**

As a result of the Day for Small Libraries and Branches we are starting a Branch Managers Network. Here is an opportunity to share your challenges and successes with other branch managers within the region. For more information, see **page 23**.

WEDS
MAY
16**6TH ANNUAL DIRECTORS' RETREAT**

The 6th Annual Directors' Retreat will focus on training directors, assistant directors and deputy directors from multi-type libraries in the purposeful collection, analysis and use of data for effective decision-making. For more information, see **page 24**.

WEDS
MAY
30**COLLABORATION CONNECTION: A MIXER FOR ALL TYPES OF LIBRARIES**

Are you waiting for a orator in order to get your great idea off the ground or to apply for a grant? Are you at a university or community college library that would like to work with a special library? A public library that would like to work with a university or community college library? For more information, see **page 27**.

FRI
JUN
01**HUMAN RESOURCES NETWORKING EVENT**

Join your peers for a lively discussion of the latest issues facing human resources. For more information, see **page 27**.

WEDS
JUN
06**WE CAN'T STOP DOING THAT!**

Why is it so easy to start new projects or formulate new procedures and policies, yet so hard to stop doing things that are no longer important, efficient or effective, especially if they were once necessary or successful? For more information, see **page 29**.

THUR
JUN
07**VOLUNTEERS: HOW TO MANAGE THEM**

When money is tight, libraries frequently look to volunteers to help get work done. Even if money isn't tight, free labor is hard to ignore. However, is it really free? The benefits of having volunteers can be far greater than the obvious labor they provide. For more information, see **page 30**.

WEDS
JUN
13**THE IRON IS HOT - LIBRARIES AS INNOVATIVE AND DYNAMIC COMMUNITY CATALYSTS**

Public library director, Mary Lou Carolan, has worked to dynamically transform libraries using a blend of innovative marketing techniques, community-centered projects, storytelling and placemaking principles. For more information, see **page 30**.

FRI
JUN
15**SMALL LIBRARIES NETWORK**

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Proper employee performance documentation can protect a library from future litigation and benefits its employees by providing concrete and specific feedback on areas in need of improvement. For more information, see **page 32**.

READERS' ADVISORYFRI
FEB
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Join the Readers' Advisory Network to hear about the different facets of the romance genre shared by Sarah Flinn, Popular Library Manager, Cleveland Public Library. For more information, see **page 7**.

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Join Amanda Fensch, Penguin Random House representative, for a sneak peek at upcoming titles for Spring. You'll want to stay for a roundtable discussion with your peers. For more information, see **page 23**.

REFERENCETHUR
FEB
15**ASSISTING OTHERS WITH PROQUEST ANCESTRY LIBRARY EDITION**

We will consider the scope of the PALE (ProQuest Ancestry Library Edition) database in overview mode to get comfortable with navigational principles at work in the interface. For more information, see **page 6**.

THUR
MAR
08**OPEN EDUCATIONAL RESOURCES 101 FOR LIBRARIANS**

Heard of Open Educational Resources (OERs) but not sure what they are? Want to gain some hands-on experience working with OERs and exploring their use in libraries and other educational settings? Join us at this all-day workshop. For more information, see **page 11**.

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TECHNICAL SERVICESTUES
FEB
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APR
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THUR
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26**DIGITAL PROJECTS: HOW TO GET STARTED**

We will touch upon the nuts and bolts of building a digitization program. We'll start from the very beginning as we discuss the reasons why you want to start scanning, the equipment and knowledge potentially needed and workflows to achieve your goals in a timely and efficient manner. For more information, see **page 19**.

TEENTHUR
FEB
01**TEEN SUMMER READING 2018: LIBRARIES ROCK!**

The Teen Summer Reading Workshop is back! Featured ideas will include incorporating music into coding, music pop culture through the decades and end of summer reading parties. For more information, see **page 4**.

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WEDS
MAR
07**BATTLE OF THE BOOKS: TEEN EDITION**

How can you encourage young people to read voraciously? Inject some competition into their reading! Join Huron Public Library Director, Benjamin Reid, and Public Services Librarian, Carol Opalka, for a webinar on the Erie County Libraries Battle of the Books. For more information, see **page 11**.

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CONTINUING EDUCATION WINTER/SPRING 2018

TRAININGS BY LOCATION

CUYAHOGA

THUR
FEB
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TUES
APR
24

TEAM BUILDING FOR ALL STAFF

Not all teams are born to be highly effective. In this workshop, you will find out how to overcome obstacles, personalities and conflict. For more information, see **page 18**.

THUR
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DIGITAL PROJECTS: HOW TO GET STARTED

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HOLMES

FRI
MAY
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THUR
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15**A SAFETY DAY FOR EVERYONE**

The fundamental safety responsibility of all employers is to provide an environment free of recognized hazards capable of causing loss. Understanding each and every potential hazard capable of causing a loss is an overwhelming task. For more information, see **page 13**.

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FRI
APR
13**PR NETWORK GROUP: FOCUSED ON INFOGRAPHICS AND STYLE GUIDES**

In this program, we'll go over infographics, which are visual representations of complex information done in a way that is easily digestible for your audience. In addition, you will create a simplified style guide for your organization. For more information, see **page 17**.

WEDS
APR
18**LIBRARIAN'S GUIDE TO HOMELESSNESS**

In the morning, participants will learn to address common problems associated with homeless patrons. The focus of this practical training is for frontline staff to have the tools they need to prevent/resolve problems while still remaining an inclusive library. For more information, see **page 17**.

FRI
APR
20**NEW SUPERVISORS NETWORK**

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. For more information, see **page 18**.

FRI
APR
27**EARLY LITERACY 101 – AN OHIO READY TO READ WORKSHOP**

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 19**.

THUR
MAY
03**CRITICAL CONVERSATIONS MINI-CONFERENCE: TOLERANCE IS NOT ENOUGH: LIBRARIES RESPOND TO HATE**

In the midst of our busy days we don't always understand the challenges faced by others. Do you want to grow in your understanding of how biases impact our service to patrons and our profession? Are you aware of your personal cultural identity and biases? For more information, see **page 20**.

THUR
MAY
10**INFUSING ART INTO YOUR ADULT LIBRARY PROGRAMMING**

Art is important, and there are many ways to infuse art into your library and programs. For more information, see **page 23**.

TUES
JUN
05**2018 EMERGING TECH SYMPOSIUM: THINKING OUTSIDE THE [MAKERSPACE] BOX**

Already have a Makerspace and wondering what is next? Still don't have a Makerspace and wondering if you should? The 2018 Emerging Tech Symposium, "Thinking Outside the [Makerspace] Box," will focus on evaluating emerging technologies in relationship to community needs. For more information, see **page 27**.

THUR
JUN
07**VOLUNTEERS: HOW TO MANAGE THEM**

When money is tight, libraries frequently look to volunteers to help get work done. Even if money isn't tight, free labor is hard to ignore. However, is it really free? The benefits of having volunteers can be far greater than the obvious labor they provide. For more information, see **page 30**.

WEDS
JUN
13**THE IRON IS HOT - LIBRARIES AS INNOVATIVE AND DYNAMIC COMMUNITY CATALYSTS**

Public library director, Mary Lou Carolan, has worked to dynamically transform libraries using a blend of innovative marketing techniques, community-centered projects, storytelling and placemaking principles. For more information, see **page 30**.

CONTINUING EDUCATION WINTER/SPRING 2018

LIVE WEBINARS

TUES
FEB
06

ADULT PROGRAMMING SERIES: 20 MORE ADULT PROGRAMMING IDEAS IN ONE HOUR

Get ideas for new ways to engage adult patrons with programming in these fast paced, humorous sessions. Veteran programmer Amy Alessio will go over themes and ideas that were a hit — and ones you may want to avoid! For more information, see [page 5](#).

WEDS
FEB
07

WHAT THE HECK HAPPENED? 2017 EMPLOYMENT LAW UPDATE: PART II

Join Scott Warrick as he reviews the most recent and most important employment law changes and updates in his own unique, practical, entertaining and humorous style. For more information, see [page 5](#).

THUR
FEB
08

CLASSROOM MANAGEMENT TECHNIQUES

Have you ever done a library program but things didn't go as smoothly as you would have liked? Do you ever struggle to maintain control with a group of kids? Have you ever had an issue with behavior in your programs? Then join us for this webinar. For more information, see [page 6](#).

WEDS
FEB
28

EVERYDAY DISABILITY: WELCOMING PATRONS WITH DISABILITIES

People with disabilities, be it physical, mental, or medical, are among the most disadvantaged in our society. According to the US Department of Labor, only 16% of people with disabilities will complete a bachelor's degree and less than 50% will find gainful employment. For more information, see [page 9](#).

WEDS
MAR
07

BATTLE OF THE BOOKS: TEEN EDITION

How can you encourage young people to read voraciously? Inject some competition into their reading! Join Huron Public Library Director, Benjamin Reid, and Public Services Librarian, Carol Opalka, for a webinar on the Erie County Libraries Battle of the Books. For more information, see [page 11](#).

WEDS
MAR
14

NEW SUPERVISORS' ACADEMY SESSION TWO: HIGHLY EFFECTIVE MEETINGS

The New Supervisors' Academy will provide you with the skills and confidence you need to handle the many challenges of being a supervisor. This second installment of the Academy will focus on how to run an effective meeting. For more information, see [page 13](#).

WEDS
MAR
28

YEAH! PASSPORTS IN THE LIBRARY

Thinking about becoming a Passport Acceptance Facility? Learn what to expect when setting up space for accepting passports, training your staff to become Passport Agents and what you can do to make the process run smoothly. For more information, see [page 14](#).

WEDS
APR
04

CREATING A CODING CLUB IN YOUR LIBRARY

We all know that STEAM programming is important, but how practical is a coding club in a real library with limitations like budgets, space and a staff who has never touched code before? For more information, see [page 14](#).

WEDS
APR
11

UNDERSTANDING THE MYERS-BRIGGS TYPE INDICATOR FOR YOU AND YOUR LIBRARY

The Myers-Briggs Type Indicator assessment is one of the most popular and well-known personality tests today, taken by 80% of Fortune 500 companies and 89% of Fortune 100 companies according to the CPP. For more information, see [page 15](#).

TUES
APR
17

TIME MANAGEMENT FOR ALL

This fast-paced webinar will lead you through how to plan, prioritize and schedule for a highly effective day. Come with your issues and concerns as there will be time for specific questions. For more information, see [page 17](#).

WEDS
APR
25**NEW SUPERVISORS' ACADEMY SESSION THREE: HR STUFF THAT EVERY SUPERVISOR SHOULD KNOW**

The New Supervisors' Academy will provide you with the skills and confidence you need to handle the many challenges of being a supervisor. In this third session, we will identify the core HR principals you will need to know to successfully lead your team. For more information, see **page 18**.

TUES
MAY
01**THE WELCOMING LIBRARY: A MULTISENSORY APPROACH**

You want your library to be welcoming. It is more than just customer service. You want to surprise and delight your patrons to keep them coming back. For more information, see **page 20**.

WEDS
MAY
02**NEW SUPERVISORS' ACADEMY SESSION FOUR: EFFECTIVE WORKPLACE COMMUNICATION FOR NEW SUPERVISORS**

The New Supervisors' Academy will provide you with the skills and confidence you need to handle the many challenges of being a supervisor. This fourth installment of the Academy will focus on the do's and don'ts of effectively communicating with others. For more information, see **page 20**.

WEDS
MAY
09**SCHOOL'S OUT, NOW WHAT?: AFTER-SCHOOL PROGRAMMING FOR YOUTH**

Do you find it challenging to keep youth engaged after school? Looking for some new after-school programming ideas? Then join us as we hear tips and tricks from youth services librarians on how to keep youth engaged through active and passive programs. For more information, see **page 23**.

TUES
MAY
22**TIPS AND BEST PRACTICES FOR HOSTING A SUCCESSFUL CORD CUTTING CLASS**

Some people pay for cable and satellite television, others opt for Internet streaming services. The latter group, often known as cord cutters, is a population quickly growing in popularity as the ease and accessibility of online streaming content is made available. For more information, see **page 25**.

WEDS
JUN
06**WE CAN'T STOP DOING THAT!**

Why is it so easy to start new projects or formulate new procedures and policies, yet so hard to stop doing things that are no longer important, efficient or effective, especially if they were once necessary or successful? For more information, see **page 29**.

THUR
JUN
14**PERSONAL LIBRARIAN PROGRAM: WHAT WORKED, WHAT DIDN'T AND HOW TO GET ONE STARTED**

Many colleges and universities are developing personal librarian programs in an effort to reach more students. Join Jennifer Starkey and Amanda Koziura for a discussion touching on program logistics, assessment, marketing, outreach and more. For more information, see **page 31**.

WEDS
JUN
20**QUICK COPY WRITING TIPS THAT WORK**

Brush up on your writing skills in this one-hour webinar focusing on content, style, tone and structure. Many library workers write their own program descriptions and promotions, as well as their own newsletters, and this workshop will provide some quick tips. For more information, see **page 31**.

WEDS
JUN
27**BEST PRACTICES IN PERFORMANCE DOCUMENTATION**

Proper employee performance documentation can protect a library from future litigation and benefits its employees by providing concrete and specific feedback on areas in need of improvement. For more information, see **page 32**.

TESTIMONIALS



FULL S.T.E.A.M. AHEAD:

“The first session, which was on math, was fabulous! I will be using many of the ideas in storytime as well as special preschool programs. It was mind-blowing to hear that in the first month of kindergarten kids will be expected to use equations, so I will make a point of introducing them at my programs.”

A.L.I.C.E. TRAINING:

“With our current culture, I think this training is very important not just because we work in a library, but it is something we can take with us everywhere we go. When we go out to eat, to concerts, movies, travelling, etc., there is a real chance that eventually we will need to use some of this training. I especially take value in the Barricade idea of hiding. Don’t just hide beneath a desk, but barricade the entrance if I have to hide so the killer will not enter.”

WINNING LIBRARY GRANTS:

“I really liked the info about where to find specific grant funders and all the details about how to plan before writing.”

IT’S A MANAGER’S JOB TO MOTIVATE STAFF:

“The hour was packed full of a lot of great ideas that will transfer to my work as TL at our library.”

A DAY FOR CIRC:

“Thank you for the opportunity to attend today’s class. I found the information educational and “eye-opening.” ... The afternoon discussion was the real “eye-opener” as to issues that other library staff deal with daily. I will certainly share this information with my manager, director and peers.”

TRAVELING TECH LAB

“Most libraries can’t afford to buy every new high-tech gadget, but this program provides a cost-effective way of introducing kids, teens and adults to the latest trends in technology. This is hands-on learning, with participants able to use each device and understand how it works. It also helps library staff determine which devices are popular and worth buying for their library. We’ll bring the Tech Lab in again when they’ve added new devices!”

“...She brought the “wow factor” by introducing new products/gadgets for staff to use. This informative hour allowed us to understand how we can provide innovative services to our patrons.”



01 2017 Directors' Retreat

02 Cultural Intelligence Workshop

03 Full S.T.E.A.M. Ahead Workshop

04 Facilitating Training Workshop

05 A.L.I.C.E. Interactive Workshop

06 Adult Summer Reading Workshop

07 Critical Conversations Panel



08



09



14



10



13



12



11

08 Managing Different Generations Workshop

09 2017 New Supervisors' Academy

10 Critical Conversations Program

11 A Day for Circ Staff Workshop

12 Book Repair Workshop

13 Emerging Technology Symposium

14 Mobile Home Meals Workshop



Northeast Ohio
Regional
Library System