

# Calendar of Events

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May 7, 2024	<p><b>Outreach Networking Meeting</b></p> <p><b>Online</b></p> <p><b>Via Zoom</b></p> <p>,</p> <p>02:00 PM - 03:00 PM EST</p> <p>Melissa Lattanzi, lattanzm@neo-rls.org</p> <p><i>Here is an opportunity to share your challenges and successes with other staff involved in library outreach. You will receive a link in your confirmation email a reminder 2 hours before the meeting. We hope you will join us. Please send agenda items/questions to Melissa Lattanzi.</i></p>
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May 9, 2024

**Dynamic Dialogue: Understanding Socio-economic Diversity and Uplifting Underserved Communities**  
Hilton Garden Inn  
8971 Wilcox Dr  
Twinsburg, OH 44087

09:30 AM - 04:00 PM EST

Melissa Lattanzi,  
lattanzm@neo-ris.org

*2024 Dynamic Dialogue: Understanding Socio-economic Diversity and Uplifting Underserved Communities, is an event aimed at helping libraries better serve diverse socio-economic and marginalized groups. Attendees will explore practical strategies to promote inclusivity and social equity within their library services. The day-long format of the conference will include a poverty simulation in the morning, breakout sessions in the afternoon, and will conclude with a Q&A. Breakout sessions will be scheduled so that every attendee may attend two different sessions.*

#### *Morning Session: Poverty Simulation*

*Join us for a thought-provoking morning session featuring a poverty simulation. Through this immersive experience, gain invaluable insights into the daily challenges faced by individuals living in poverty. It's an opportunity to cultivate empathy and gain understanding, both of which are crucial for effective community engagement. The Poverty Simulation, presented by the Lakeland Nonprofit and Public Service Center, is an interactive program that helps to promote poverty awareness. Participants assume the roles of family members who are at different levels of poverty. Volunteers take the parts of different community members during the simulation.*

#### *Presenter:*

*Amy Sabath serves as the Executive Director for the Non-Profit & Public Service Center and Director for Government Affairs, at Lakeland Community College located in Kirtland, Ohio. She has been with Lakeland since February of 2017. Prior to joining Lakeland, Amy was President of Sabath Consulting for nearly twenty years focusing on political fundraising, strategy, campaign management and nonprofit fundraising and consulting.*

*Amy is a graduate of Kent State University, Leadership Lake County and the JoAnn Davidson Leadership Institute. Throughout her career, Amy has always found time to share her knowledge and experience by instructing and lecturing at regional campaign schools, community organizations and classes. She serves on the Non-Profit Board of Directors of the Lake County Visitors Bureau (Board President), the Salvation Army (Painesville Citadel Board President), Lake/Geauga Habitat for Humanity, and the Advisory Board of Birthright Lake, Inc. Amy is also a Willoughby Rotarian and a member of the Western Reserve Junior Service League.*

*While Amy enjoys work and public service, her world revolves around her seven-year-old daughter, Stella, who is the light of her life.*

#### *Afternoon Breakouts:*

##### *Serving the Incarcerated and Beyond: A Panel Discussion*

##### *Unlocking Potential: The Transformative Impact of Adult Education in Correctional Settings*

*For individuals, the absence of a high school diploma restricts access to higher education, training, and employment opportunities. Yet, for formerly incarcerated individuals, these educational deficiencies are compounded by numerous barriers and the enduring stigma they confront upon reintegration into their communities and the workforce. Returning citizens with limited education often encounter financial constraints and lack social support systems upon release, increasing their susceptibility to recidivism rather than successful community reintegration. Education plays a pivotal role*

*in empowering individuals, expanding opportunities, and restoring self-esteem and social competency. Through strategic partnerships with nonprofit and governmental entities, the Cuyahoga County Public Library has been uniquely positioned to offer such programs within correctional facilities and community settings. This presentation will showcase the transformative impact of adult education initiatives within correctional institutions across Cuyahoga County.*

*Presenter:*

*Jami Lee Harris is the Adult Education Services Corrections Specialist for Aspire Greater Cleveland, a department within the Cuyahoga County Public Library, where she coordinates all educational programming for five corrections and reentry facilities. Jami is responsible for teaching classes, scheduling instructors, and managing a variety of grants and reporting requirements.*

*Before starting her position at Aspire, Jami spent four years building and expanding the Corrections Education program at Project Learn, Greater Cleveland's oldest community-based youth and adult basic education program. After a successful merger of Project Learn and the Cuyahoga County Public Library, Jami was able to continue her work in corrections education on a much larger scale.*

*When she's not teaching, Jami enjoys reading fantasy novels, tabletop gaming, and attending weekend-long music and cultural festivals.*

#### *Serving the Incarcerated and Their Families*

*Serving every patron in a rural community, including the incarcerated and their families, can be both a challenge and a reward! Join the team from the Conneaut Public Library as they describe their organizational relationship and share tips on how to provide library resources to not only those living in correctional institutions, but also to the families affected.*

*Presenter:*

*Kathy Zappitello, Executive Director at Conneaut Public Library*

*In addition to her role as Executive Director, Kathy is a past president of ARSL, the Association for Rural & Small Libraries. With over 20 years of experience, she has displayed courageous commitment to leadership paired with a genuine passion for empowering others, all within the framework of rural library service.*

#### *IIA (International Institute of Akron) 101 and Inclusion in the Library*

*Join us for an informative presentation by the International Institute of Akron as they delve into their comprehensive array of services designed to support immigrants and refugees, from facilitating housing, education, and workforce training, to providing social services and legal assistance. Gain insights into different immigration statuses and understand the journey refugees and asylees undertake to reach Akron. Additionally, discover strategies for fostering inclusivity in libraries to create welcoming environments for refugees and immigrants.*

*Presenter:*

*Liv Randall is the Communications and Development Specialist at the International Institute of Akron. Her roles include external communications, such as updating IIA's social media, blog, and newsletters, as well as applying for grant funding on behalf of*

*IIA and community outreach. Prior to joining IIA, Liv worked at a refugee resettlement agency in Cleveland for multiple years, giving her experience with resettlement services in Northeast Ohio as a whole. Liv graduated from the Ohio State University in 2020 with a Bachelor of Arts in International Relations and Middle East Studies.*

#### *Community ESL Classes at Public Libraries: The Why and How*

*We know that libraries are safe spaces that welcome all people. Places that can be particularly helpful for refugees and new Americans to come for resources and support. Public libraries, in particular, are at a unique advantage in reaching underserved adult ESL learners. It's already happening. Libraries are hosting ESL conversation groups, citizenship classes, and language tutoring. But how do we best increase our effectiveness and reach? In this session, we will discuss how ESL language programming can enrich a library's relationship with our immigrant neighbors and increase equitable access to resources through addressing the language barrier. Join us to learn about a new community ESL class curriculum developed by Ohio ESL professionals for public libraries which is editable to be city-specific and built on information that newcomers need. This student-centered curriculum can fit a variety of English proficiency levels and focuses on community building and life skills. In this session you will learn more about the different ways public libraries can adapt to fulfill the needs of English language learners in our growing communities.*

#### *Presenter:*

*Dr. Gabriela Pickett is the Newest American Specialist for the Dayton Metro Library. Gabriela is an immigrant and English learner. She provides support to immigrants by promoting equity and access to resources including teaching English as a second language. She also empowers people by facilitating cultural celebrations that will allow them to experience their own culture. One of her responsibilities is to multiply the potential of the community through engagement. "My job is evidence that the libraries of today go beyond having just books. We pay attention to the ever-changing needs of our newest community, and we try to meet them." Gabriela created a Dayton-centric-content based ELL curriculum to help people learn English and connect them to the resources they need. The program is in its second year and has demonstrated ongoing success.*

#### *Social Work in Libraries: A Panel Discussion*

##### *Bridging the Gap: Social Work in Libraries*

*Meeting people where they are is a significant yet unwritten social work rule. An increase in community needs coupled with the evolution of libraries and their varying clientele, there is no better place for Social Workers to be. This workshop is designed to provide insight into community-based needs, identify ways in which staff and patrons benefit from social service expertise, and dispel the myth that libraries have a future without the incorporation of Social Work Principles & Practices.*

#### *Presenter:*

*Bryanta L. Spencer is a licensed independent Social Worker and founder of Fortitude Wellness and Consultations LLC where she provides psychotherapy and professional development training. She holds certifications as a Clinical Trauma Professional and Mental Health First Aider. To compliment her passion for helping others and rooting for the underdog, she completed her undergraduate studies at The Ohio State University earning dual degrees in Social Work and Communications with a minor in Criminology. She also holds a Master of Science in Social Administration from Case Western Reserve University. Currently, she is serving as the Social Work Manager of Cuyahoga County Public library. Social services being provided in libraries is a growing trend and*

*she is the first Social Worker in Cuyahoga County to be employed by a library system.*

*Social Worker in Residence Program at Heights Libraries*

*The Social Worker in Residence program at Heights Libraries is a partnership between the Library and the Centers for Families and Children / Heights Suburban Collaborative. Started in the spring of 2023, the program is offered once a week at the Library's Lee Road branch and provides clients, and anyone from the community, help with:*

*Adoption, Foster, and Kinship Support  
Aged-Out Youth Support  
Basic Emergency Needs  
Linkages to Resources  
Referrals to partner organizations  
Cuyahoga County Job & Family Services  
Early Learning Centers  
Health & Wellness Agencies  
Workforce Development Programs*

*The program also offers support and training to Library staff.*

*Presenter:*

*Heather Howler (She, Her, Hers) has worked for Heights Libraries for 27 years. She has been an adult services librarian, staff training and development coordinator, continuing education manager and now adult services manager.*

*Heather has an MLS from the University of Pittsburgh and a BA in History from The College of Wooster. She is a Library Leadership Ohio Class of 2016 alumna and a certified Ohio Public Librarian. She also has certifications in Mental Health First Aid and Design Thinking. Outside of work, she enjoys gardening and spending time with family.*

*Freedges, Little Libraries, and Other Innovative Approaches to Outreach  
Staff from the Lorain Public Library System will discuss outreach efforts to underserved communities post Covid, including the "Freedge" a free refrigerator accessible 24 hours per day that is regularly stocked with surplus goods from local businesses, farmers markets, and generous donors.*

May 14, 2024

**Special Libraries Network Meeting**

**Online via Zoom**

02:00 PM - 03:00 PM EST

Jeff Laser,

[jeff.laser@neo-rls.org](mailto:jeff.laser@neo-rls.org)

*Join us for networking meeting of special libraries. Come share your successes and challenges with your fellow special libraries colleagues. This will be virtual via Zoom you will receive the link to the meeting 2 hours prior to the meeting. Please send topics of interest to Jeff Laser.*

May 15, 2024

## **Time Management Yours and Theirs**

**Online via Zoom**

10:00 AM - 11:00 AM EST

Melissa Lattanzi,

[lattanzm@neo-rls.org](mailto:lattanzm@neo-rls.org)

*This webinar is part of the 2024 New Supervisors Academy.*

*Time management is one of the most important skills that any manager/supervisor should have. Understanding, implementing, and following effective time management practices will help you accomplish more.*

*Learning objectives:*

*Valuing your own time*

*Setting realistic priorities*

*Delegating tasks effectively*

*Recognizing and avoiding time wasters*

*Taking Action*

*Practical Tools*

*Presenter:*

*Kim DeNero-Ackroyd has been the Deputy Director of the Cleveland Heights-University Heights Public Library for 12 years. In this role, she supervises eight public service managers directly, as well as leads all public service activities. She currently serves on ALA Council, ALA's Committee on Organization and ALA's Council Training and Engagement Committee. Prior to her current role, she has twice been a branch manager, in addition to other supervisory positions. In all of her positions, effective time management has been one of the critical components of success. She is passionate about helping to develop future and current library leaders.*

May 16, 2024

## **Challenging Employee Conversations Without Fear**

**Online**

**Via Zoom**

02:00 PM - 03:00 PM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*You're a manager or supervisor with an employee who is missing the mark. It's your job to help them improve – but how do you approach that tough conversation? This webinar is designed to help you take the fear out of challenging interactions like performance improvement, discipline, and even termination. By preparing now, you can spend that challenging conversation focused on supporting your employee.*

### **Learning Objectives:**

*How to think about and prepare for challenging conversations in a way that feels constructive and authentic*

*The manager's role in providing difficult feedback or news*

*How to share negative feedback in a way that people can hear*

### **Presenter:**

*Dr. Audrey Barbakoff is the CEO of Co/Lab Capacity, which helps libraries grow and develop through community-centered consulting. She brings more than a decade of experience in public library leadership and innovation rooted in community engagement. In addition to her MLIS she holds a doctorate in organizational change and leadership; her research focused on building capacity for equity, diversity, and inclusion in public libraries through community-led planning. Her contributions have been recognized by Library Journal Mover & Shakers, Urban Libraries Council Top Innovators, the Kitsap Peninsula Business Journal "20 Under 40" and the Freedom to Read Foundation.*

May 22, 2024

## **Genealogy Networking Meeting**

**Online via Zoom**

02:00 PM - 03:00 PM EST

Jeff Laser,  
jeff.laser@neo-rls.org

*We are excited to start this new genealogy networking group. Here is an opportunity to share your challenges and successes with your peers. This meeting will be held through Zoom which is user friendly to all devices. You will receive a link in your confirmation email a reminder 2 hours before the meeting. We hope you will join us. Please send agenda items/questions to Jeff Laser.*

May 23, 2024  
- May 24, 2024

**2024 Directors' Retreat: Fostering a Thriving Work Culture**  
**Punderson Manor Lodge & Conference Center**  
**11755 Kinsman Road**  
**Newbury, OH 44065**

Breakfast begins at 9 am on May 23rd and we conclude the retreat at noon on Friday.  
Melissa Lattanzi,  
lattanzm@neo-ris.org

*We are excited to announce the 2024 Directors' Retreat: Fostering a Thriving Work Culture. We will be returning to the Punderson Manor Lodge & Conference Center this year. The retreat will kick off with a light breakfast on Thursday, May 23rd at 9:00 a.m. - the perfect time to catch up with your peers. The workshop will begin at 10 a.m. starting with Leading through Low-Morale Experiences: Recognizing Outcomes & Engaging Countermeasures. The afternoon will focus on How to Talk so your Board will Listen: Education, Communication, and Transformation. We will conclude the first day at 4:00 p.m. Dinner will be at 6:00 p.m. with the tradition of rich conversations to follow. The second day will start with breakfast at 8:00 a.m. followed by a program on Creating a Compassionate Workplace. We will conclude at noon with a quick lunch.*

*Thursday Morning, May 23rd:*

*Leading through Low-Morale Experiences: Recognizing Outcomes & Engaging Countermeasures*

*Low morale is detrimental to the health and well-being of employees, library organizations, and the communities they serve. Kaetrena Davis Kendrick has conducted extensive research on low-morale experiences in libraries, identifying various workplace behaviors, factors and events that can lead to employee disengagement, and revealing the systems and structures that enable organizational or interpersonal dysfunction or compromise how people lead. Join Kaetrena and Sunnie Scarpa, Library Director, to learn more about this important research and leave with actionable ideas that signal incremental systemic changes that will support a healthier work environment for all staff. The presenters will highlight established and emerging countermeasures for library workers, including promoting work-life balance, encouraging candid communication, and cultivating a supportive workplace culture that allows all employees to thrive. Brief pre-work is required for this event.*

*Presenters:*

*Kaetrena Davis Kendrick, MSLS earned her MSLS from the historic Clark Atlanta University School of Library and Information Studies. Her research interests include professionalism, ethics, racial and ethnic diversity in the LIS field, and the role of communities of practice in practical academic librarianship. She is co-editor of The Small and Rural Academic Library: Leveraging Resources and Overcoming Limitations (ACRL 2016) and author of two annotated bibliographies. In her daily and long-term work, Kendrick has transformed library programs, services, and culture via creativity, leadership, and advocacy. She is committed to centering well-being, creativity, and empathy in the workplace and promoting career clarity and rejuvenation to workers. In 2019, Kendrick was named the Association of College and Research Libraries Academic/Research Librarian of the Year. Learn more about her mission, coaching, and consultative services.*

*Sunnie Scarpa is the Director of the Wallingford Public Library, a vibrant library located in central Connecticut. She began her career as a Teen Librarian at the New Haven Free Public Library before serving as Head of Children's Services at the Wallingford Public Library for six years. She left in 2019 to accept her first Director role at the E.C. Scranton Memorial Library in Madison, CT, but was very pleased to return to lead her hometown library in 2023. Scarpa is passionate about the library field and loves to read/listen/talk and coach people on career advancement, management, and leadership topics.*



*Afternoon Session:*

*How to Talk so your Board will Listen: Education, communication, and transformation*

*Communication is the key to all relationships and your relationship with your Board of Managers is no exception. Join Sunnie Scarpa, Director of the Wallingford Public Library in CT, to discuss tips and tricks for defining and strengthening your connection with your Board through education and communication. This session will include time for facilitated discussion and structured group work with your fellow library leaders.*

*\*\*\* For our directors in academic and special libraries, most of this content will apply to you as well. The session is focused on communication, and can apply to various scenarios such as advisory councils and university peer group meetings. In the group discussion portion, all of the discussion prompts will be applicable to the academic setting.*

*Presenter:*

*Sunnie Scarpa is the Director of the Wallingford Public Library*

*Friday, May 24th:*

*Creating a Compassionate Workplace*

*Compassion for yourself, staff, and patrons affects morale, productivity, finances, and satisfaction. Libraries are inherently caring communities and compassion can develop a space of psychological safety as well as mitigate compassion fatigue. Creating a compassionate workplace doesn't have to be complicated or time consuming but may require a slight shift in focus.*

*In this interactive and reflective program, discover the science around compassion and simple techniques for cultivating compassion for yourself, others, and as a work culture.*

*differentiate how compassion differs from pity, sympathy, and empathy  
connect how your self-care affects compassion  
design 2 strategies to boost compassion in your library*

*Presenter:*

*Laura Greco is a certified wellness coach, author, and speaker/trainer with a 20+ year background in nursing who helps professionals eliminate burnout, manage stress, create life balance, and rekindle their sense of purpose and joy. She believes that self-care (body, mind, and spirit) is the basis for well-being and that we all have the capacity to make positive lifestyle changes. Her books include *Wellness Made Simple*, and *Wellness Made Simple-for Residents*. For more information please visit her website [www.YouBloomWellness.com](http://www.YouBloomWellness.com) .*

*Laura has a BSN (University of Michigan), Master in Adult Education (Penn State), trainings from HeartMath and the Mass General Benson Henry Mind Body Institute, and certifications in wellness coaching from both Wellcoaches and Center for Credentialing and Education.*

May 29, 2024

## **Cross-Training in a Union Environment**

**Online via Zoom**

02:00 PM - 03:00 PM EST

Jeff Laser,

jeff.laser@neo-rls.org

*Are you exploring cross-training at your library, but unsure of how it fits in with your union? Cheryl Grizzell, Chief Operating Officer at Lorain Public Library System, and Jennifer Welsh, Senior Director of Public Services at Stark Library, will offer their experiences navigating this matter. They will discuss topics such as:*

*The importance of the relationship between the union and management  
How library size & staffing may impact cross-training  
Staff members working "down" positionally versus working in multiple departments  
Considerations for libraries that already have unions, as well as those where unionizing may be on the horizon*

*This program will include a Q&A and will not be recorded.*

*Presenters:*

*Cheryl Grizzell, Chief Operating Officer at Lorain Public Library System  
Jennifer Welsh, Senior Director of Public Services at Stark Library*

June 5, 2024

## **After Care: How Employees Can Care for Themselves and Their Co-Workers After Difficult Pa**

**Online via Zoom**

10:00 AM - 11:00 AM EST

Melissa Lattanzi,

lattanzm@neo-rls.org

*Difficult interactions often leave us rattled and we either want to bury the memory deep inside or chronically complain about them. Neither is helpful nor effective. We can care for ourselves and others individually and as a group. Discover some best practices (as well as some things to avoid doing) after difficult interactions.*

*Learning Objectives:*

*3 aftercare techniques you can do for yourself  
2 practices that can be done as a group  
1 thing you can do for another team member*

*Laura Greco is a certified wellness coach, author, and speaker/trainer with a 20+ year background in nursing who helps professionals eliminate burnout, manage stress, create life balance, and rekindle their sense of purpose and joy. She believes that self-care (body, mind, and spirit) is the basis for well-being and that we all have the capacity to make positive lifestyle changes. Her books include *Wellness Made Simple*, and *Wellness Made Simple-for Residents*. For more information please visit her website [www.YouBloomWellness.com](http://www.YouBloomWellness.com).*

*Laura has a BSN (University of Michigan), Master in Adult Education (Penn State), trainings from HeartMath and the Mass General Benson Henry Mind Body Institute, and certifications in wellness coaching from both Wellcoaches and Center for Credentialing and Education.*

June 5, 2024

## **Excel Drop-in Q & A (Excel Nerds and Novices welcome)**

**Online via Zoom**

02:00 PM - 03:00 PM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*Join us for a session to have your Excel questions answered. Here is an opportunity to share tips and ask questions about Excel. Do you want to learn more about quickly navigating in Excel? Excel formula basics? Using automatic color coding to create a printable work schedule based on staff availability? Summarize data you've exported from another system like your ILS? Power Query basics? You may email questions and files ahead to Melissa Lattanzi of time or just join us on Zoom for the conversation. Keep in mind when sharing your files to protect the innocent.*

*Facilitator:*

*Scott Trimmer currently serves as the Director of the Learning Commons at Cuyahoga Community College's Eastern Campus, where he has been since 2014. Scott enjoys helping people use technology to meaningfully improve their lives. His staff jokes that there's very little Scott doesn't try to organize in a spreadsheet. While serving for more than ten years as the go-to person to answer Excel questions at a 1000+ employee University, he picked up a number of Excel tips and tricks. In recent years, Scott has developed or assisted in the creation of variety of Excel tools to facilitate administrative tasks and dashboards, simplifying workflows and making data available to less tech-savvy folks in the organization.*

*With a degree in Computer Science and an MBA in Organizational Leadership, Scott has effectively used Excel to enhance data accessibility in a manner that benefits his organizations.*

June 7, 2024

## **Human Resource/Fiscal Officer Networking Meeting-In Person**

**Twinsburg Public Library**

**10050 Ravenna Rd.**

**Twinsburg, OH 44087**

**09:30 AM - 03:00 PM EST**

Melissa Lattanzi,

[lattanzm@neo-rls.org](mailto:lattanzm@neo-rls.org)

*Here is an opportunity to share your challenges and successes with your peers. This meeting will be held through Zoom which is user friendly to all devices. You will receive a link in your email when you register and 1 hour before the meeting. We hope you will join us. Please send agenda items/questions to Yvette Wasko.*

*Morning Session: Managing Behavioral Health Issues under the ADA and FMLA*

### *Learning Objectives:*

*How to identify behavioral health issues in your workforce.*

*Assessing when a behavioral health issue is a serious health condition under the FMLA and/or a disability under the ADA.*

*How to manage the unique challenges presented by mental health issues, including the accommodation process under the ADA.*

### *Presenters:*

*Jim P. Wilkins, Shareholder, OSBA Certified Specialist in Labor & Employment Law, Kastner Westman & Wilkins, LLC*

*Jim began his law career more than thirty years ago when labor law – dealing with unions -- was in full bloom, and employment law was still emerging. As a result, he has a depth and breadth of experience in labor law that many younger lawyers won't have because of the decline in the unionized segment of the American workforce.*

*Throughout his career, he has devoted significant time to representing and counseling employers on union relations matters, including collective bargaining negotiations, arbitration proceedings, and maintaining non-union status. He has negotiated countless labor contracts in both the private and public sectors, both blue collar and white collar. He regularly represents employers before the National Labor Relations Board and Ohio's State Employment Relations Board in representation and unfair labor practice proceedings.*

*At the same time, Jim is as much an employment lawyer as he is a labor lawyer. He has been around from the outset of such landmark legislation as the ADA and FMLA. Both have a tremendous impact on the day-to-day advice he provides to employers who look to him to keep them out of trouble. When discrimination claims arise, Jim represents employers in state and federal courts and before the EEOC and state fair employment practice agencies. Jim also assists employers who have federal contracts with their affirmative action obligations, including the preparation of affirmative action plans.*

*Amanda S Smith, Shareholder, OSBA-Certified Specialist in Labor and Employment Law, DE&I Officer, National Diversity Council Certified Diversity Professional, Kastner Westman & Wilkins, LLC*

*Amanda's unusual path to becoming a labor and employment attorney began with earning bachelor's and master's degrees in neuroscience at Allegheny College and Kent State University, respectively. After determining that a career in science ultimately was not for her, she took a job as a legal assistant following her graduate studies, and immediately fell in love with law.*

*That first position at a plaintiff's side labor and employment firm quickly evolved into enrolling in classes at the University of Akron School of Law, where she eventually earned her juris doctor degree, summa cum laude. Her experience to-date as a management-side labor and employment attorney has led to some lively discussions at the dinner table back home with her father (a police chief) and mother (a former union president).*

*Amanda has found the work to be both fascinating and fulfilling. She represents employers in many types of labor and employment matters, including charges before the Equal Employment Opportunity Commission, Ohio Civil Rights Commission and other state fair employment practice agencies. She also counsels employers on litigation, arbitration and other alternative dispute resolution matters, as well as wage/hour compliance, performance and leave management, discipline, and workplace policies.*

## **Human Resource/Fiscal Officer Networking Meeting-Via Zoom**

### **Online via Zoom**

09:30 AM - 03:00 PM EST

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June 10, 2024

**Academic Library Directors In-Person Networking Meeting**

**Malone University**

**2600 Cleveland Ave NW**

**Canton, OH 44709**

**02:00 PM - 04:00 PM EST**

Jeff Laser,

[jeff.laser@neo-rls.org](mailto:jeff.laser@neo-rls.org)

*Take advantage of this opportunity to share challenges and successes with your peers.*

**Conducting a Diversity Audit of Your Collections and Ordering: Where to Start  
Online via Zoom**

10:00 AM - 11:00 AM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*For libraries to effectively meet their mission of serving the educational, informational, and entertainment needs of their communities, their collections must be diverse and inclusive, offering windows into and mirrors of the vast array of perspectives and stories that make up our world. Library selectors and readers' advisors must have a keen understanding of the basic frameworks for building and maintaining collections through an equitable lens, including the ability to apply that knowledge to a collection audit.*

*In this course, learn from Collection Managers Dontaná McPherson-Joseph and Betsy Bird as they explore key concepts essential to cultivating and promoting inclusive and equitable collections. You'll find out more about conducting a diversity audit of your collections, and learn how to include diverse books with wider perspectives that allow you to be more responsive to the community you serve and more reflective of the diversity of our world.*

**Learning Objectives:**

*To have a thorough understanding of the different types of equity audits and which methods suit your collection best.*

*To understand how equity begins with purchasing and does not stop after the audit stops.*

*To consider weeding, displays, and community outreach and how each one of those factors affects the representation found in your collection.*

**Presenters:**

*Betsy Bird is the Collection Development Manager of Evanston Public Library and the former Youth Materials Specialist of Evanston Public Library. Betsy reviews for Kirkus and hosts the blog A Fuse #8 Production for School Library Journal.*

*Dontaná McPherson-Joseph (she/her) is a collection management librarian at Oak Park (IL) Public Library. She has presented for Library Journal on inclusive collection development and auditing, and is an advocate for reading widely and diversely.*



## **Mental Health First Aid**

### **Online via Zoom**

09:00 AM - 03:30 PM EST

Melissa Lattanzi,

[lattanzm@neo-rls.org](mailto:lattanzm@neo-rls.org)

*Mental Health First Aid is a training course designed to give members of the public key skills to help someone who is developing a mental health problem or experiencing a mental health crisis. Just as CPR training helps a layperson without medical training assist an individual following a heart attack, Mental Health First Aid training helps a layperson assist someone experiencing a mental health crisis. This course will run 9:00 am - 3:30 pm. There will be two hours worth of pre-work before the live instructor-led online workshop. This course is limited to 30. Register for this class only if you are able to attend. This class will not be archived.*

*The evidence behind Mental Health First Aid demonstrates that it makes people feel more comfortable managing a crisis situation and builds mental health literacy — helping the public identify, understand and respond to signs of mental illness. Specifically, studies found that those who trained in Mental Health First Aid have greater confidence in providing help to others, greater likelihood of advising people to seek professional help, improved concordance with health professionals about treatments, and decreased stigmatizing attitudes.*

### **Learning Objectives:**

*Recognize the potential risk factors and warning signs for a range of mental health problems, including: depression, anxiety/trauma, psychosis and psychotic disorders, substance use disorders, and self-injury*

*Use a 5-step action plan to help an individual in crisis connect with appropriate professional help*

*Interpret the prevalence of various mental health disorders in the U.S. and the need for reduced negative attitudes in their communities*

*Apply knowledge of the appropriate professional, peer, social, and self-help resources available to help someone*

### **Presenter:**

*Jeremy Streem is an award winning MHFA instructor within the Ohio Army National Guard and the Northeast Ohio VA Medical Center. Jeremy also provides MHFA training to communities at large with the Ohio Suicide Prevention Foundation. Jeremy has been a member of the Ohio Army National Guard for over 22 years, including 1 deployment, achieving the rank of Sergeant First Class and specializing in supporting other Soldiers in need. Jeremy is also a Master Resilience Trainer, certified through the University of Pennsylvania, and has taught Resilience and Effective Communication strategies to over 2,500 Soldiers as well as the general public. SFC Streem's military experience and education allows him to teach MHFA within the VA, Ohio National Guard, and local communities, providing a Veteran's perspective to the unique challenges of supporting and caring for our military population. Jeremy was recognized by the National Council for Behavioral Health as one of the Top Veterans Mental Health First Aid Instructors for both 2018 and 2019, as well as the Top Mental Health First Aid instructor in the State of Ohio in 2019.*

June 20, 2024

## **Artificial Intelligence and the Library: A Beginner's Guide**

**Online via Zoom**

10:00 AM - 11:00 AM EST

Melissa Lattanzi,

[lattanzm@neo-rls.org](mailto:lattanzm@neo-rls.org)

*More and more we hear about artificial intelligence (AI), but what is it exactly? Even as AI continues to develop as a technology, its influence can already be felt in libraries. Our speaker will explore the many ways AI has begun to impact our organizations and our patrons, before preparing attendees for what advancements lie ahead in the near future.*

### *Learning Objectives:*

*Learn the basic concepts and terminology of artificial intelligence (AI).*

*Understand the current impact AI is having on libraries.*

*Plan for the program, policy, and service implications of AI.*

### *Presenter:*

*Nick Tanzi is a nationally recognized library technology consultant, and author of the books *Making the Most of Digital Collections Through Training and Outreach* (2016) and *Best Technologies for Public Libraries: Policies, Programs, and Services* (2020). From 2019-2021, Tanzi served as the column editor for Public Library Magazine's "The Wired Library". His work has also been featured in publications including VOYA Magazine, Computers in Libraries, Library Journal, and Marketing Library Services.*

July 17, 2024

**Practical Budget Management: How to Avoid Disaster, Make Smart Moves, Report Responsibly**  
**Online**  
**Via Zoom**

10:00 AM - 11:00 AM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*Whether you're a newly minted library staffer responsible for the budget for Summer Reading, a Director concerned with making the most of your budget, or have budgeting responsibilities somewhere in between, budgeting can be intimidating. Join Wendy Bartlett, Collection Development & Acquisitions Manager for Cuyahoga County Public Library, and learn basic budgeting do's and don'ts, how to be ready for unexpected decreases in funding, how to cope if you mess up, and how to educate yourself about the bigger budgeting picture. You'll leave with practical ideas (and tools!) that will make working with the budget a pleasure rather than a chore.*

*Learning Objectives:*

*Basic budgeting do's and don'ts*

*Prepare for the unexpected*

*How to handle a mistake*

*Understanding the bigger budgeting picture*

*Presenter:*

*Wendy Bartlett serves as the Collection Development & Acquisitions Manager for Cuyahoga County Public Library, a position she has held since 2009. Before that, Wendy was the branch manager for the Beachwood Branch of CCPL, and before that, the Assistant Director of the Kent Free Library. Wendy was the Regional Manager of the Cleveland-Pittsburgh Borders stories before joining the library world. She also served as a Councilperson for the Village of Lodi, her hometown in her twenties, where she first learned about budgeting for government agencies.*

## **LGBTQ+ 101 with an Intergenerational Perspective**

**Online**

**Via Zoom**

10:00 AM - 11:00 AM EST

Jeff Laser,

jeff.laser@neo-rls.org

*The LGBTQ+ 101 training is designed to create a more inclusive and understanding workplace environment by providing participants with foundational knowledge and skills related to the LGBTQ+ community. This session will also incorporate intergenerational aspects of work, identity, and communication. This training aims to foster empathy, respect, and inclusivity towards individuals of diverse sexual orientations and gender identities.*

### *Learning Objectives:*

*Understanding LGBTQ+ Terminology: Participants will familiarize themselves with key terms and concepts related to sexual orientation and gender identity, including but not limited to LGBTQ+, transgender, non-binary, and cisgender.*

*Creating Inclusive Spaces: Participants will learn practical ways to create inclusive and welcoming environments for LGBTQ+ colleagues, clients, and customers, including language usage, policies, and organizational culture.*

*Enhancing Communication and Engagement Across Generations*

### *Presenters:*

*Amanda Cole joined Plexus LGBT + Allied Chamber of Commerce as the first Executive Director in March of 2019. Her work in the non-profit sector began while a student at Antioch College during her first co-op directing an AmeriCorps program serving at-risk youth living in vulnerable communities. Since then she has been a servant leader and community activist. Amanda attended Wright State University where she pursued studies in non-profit management. After graduating she began a successful career in fundraising and development and returned to her alma mater, Antioch College, to run the annual fund and alumni relations departments. Her move to NEO was spurred by a wonderful opportunity to join the Museum of Contemporary Art leading the development department. Additionally, her community involvement and training includes leadership and change facilitation through Points of Light Youth Leadership, People's Institute for Undoing Racism, and Nonprofit Leadership Alliance.*

*An avid reader and consumer of podcasts, Amanda has been most inspired by Encyclopedia Brown to choose her own adventure.*

*Dr. Jennifer E. Bosco (she/her) brings 20+ years of expertise in areas of business development, workplace culture, and inclusive practices. Jennifer serves as the founding Inclusion Hub Director for Plexus LGBT & Allied Chamber of Commerce for Northeast Ohio. Jennifer is also the founder of Bosco Consulting, a firm that guides businesses and organizations to align their vision and goals with a highly diverse, productive, and inclusive workplace. Her community actions include serving on the Board of Directors for Talespinner Children's Theatre and as a member of an advocacy advising group for the LGBT Community Center of Greater Cleveland. She earned her doctorate in international and multicultural education with a concentration in human rights from University of San Francisco where her research focused on antiracism activism and the intersectionality of race and gender.*

August 27, 2024

### **What can Roku do for your library?**

**Online via Zoom**

10:00 AM - 11:00 AM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*We've been circulating Roku devices to our patrons since 2015. It's a way for them to experience streaming video without the investment and confusion and offer access to programs we can't offer or purchase in other ways. Discover how we made this streaming world accessible and what lessons we learned along the way. Be ready to experiment and enhance your existing physical and downloadable offerings.*

*Learning Objectives:*

*Understand how Rokus (and similar appliances) and streaming services work for consumers*

*Understand how you can provide access to these for your community*

*How to make sense with and keep up with the world of streaming to continuously improve offerings.*

*Presenter:*

*Gerry Vogel, Avon Lake Public Library*

*Gerry has been assistant director of Avon Lake Public Library since 2006. Gerry and his family stopped using cable shortly after getting their first Roku in 2015.*

September 4, 2024

### **Prioritizing Self-Care for Management**

**Online via Zoom**

10:00 AM - 11:00 AM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*In our roles as supervisors and leaders, the importance of self-care is often acknowledged but frequently overlooked. Our attention is dedicated to managing our organizations, supporting our employees, and achieving our objectives. Neglecting personal well-being can detrimentally impact our teams, whereas embracing a regimen of healthy self-care can significantly enhance our effectiveness and that of our employees. Recognizing the importance of self-care is a key characteristic of effective leaders. This session will guide you in identifying when to shift your focus inward and provide essential insights into the questions to ask to begin prioritizing self-care.*

*Presenter:*

*Ragan Snead, Executive Director, Northeast Ohio Regional Library System*