

## Calendar of Events

August 11, 2020

### **Compassionate Collaborations: Innovative Library Programs and Partnerships Around Mental Health**

**Online via Adobe Connect**

10:00 AM - 11:00 AM EST

Melissa Lattanzi, 3306550531

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

*Learn what libraries big and small around the country are doing to meet the needs of those who fall through the cracks of our mental health systems. Attendees will learn best practices in partnerships by hearing about existing partnerships. Learn how to share resources with those in need, hear success stories of libraries with embedded social workers, and examine the challenges inherent in starting these types of programs.*

*Presenters:*

*Josh Berk is the Executive Director of the Bethlehem Area Public Library. A library professional for over 20 years, he authored "Mental Health Training in Public Libraries" (Public Libraries Magazine), developed the curriculum for the Infopeople course "Serving People with Mental Health Challenges at Your Library," and is a past director-at-large of the Pennsylvania Library Association. He holds an MLIS from the University of Pittsburgh and has published several books for children and young adults.*

*Kelly Berk (MPH, BSN, RN) is the Network Director of Maternal Child Health Initiatives at St. Luke's University Health Network in Bethlehem, PA where she oversees the Nurse Family Partnership and VNAC (Visiting Nurse Advocate for the County) programs. She is also an adjunct faculty in Health Sciences at Cedar Crest College and is a passionate advocate for the health and well-being of women, infants, children and families.*

August 11, 2020

### **Outreach Virtual Networking Meeting**

**Online**

**Via Zoom**

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03:00 PM - 04:00 PM EST

Melissa Lattanzi, 3306550531

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

*We know these uncertain times are a challenge for everyone. Here is an opportunity to talk with your peers to learn how they are managing this crisis. 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 Melissa Lattanzi.*

August 11, 2020

**Facilities and Admin Networking Meeting**

**Online**

**Via Adobe Connect**

01:00 PM - 02:00 PM EST

Melissa Lattanzi, 3306550531

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

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August 13, 2020

**Academic Library Directors Virtual Networking Meeting**

**Online via Zoom**

01:00 PM - 02:00 PM EST

Melissa Lattanzi, 3306550531

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

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August 18, 2020

## **Brand Touchpoints: All the Staff & All the Stuff**

**Online via Zoom**

10:00 AM - 11:00 AM EST

Melissa Lattanzi, 3306550531

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

*You probably have a pretty good understanding of what a "brand" is. But what about a "brand touchpoint"? Do you know what that is? And do you realize that you are a brand touchpoint?*

*A brand is much more than a logo; it's how people feel about your library. And a touchpoint is any point of contact or interaction, which of course affects how people feel about an organization. So every person, and every space, and every item that's related to your library is a brand touchpoint. Every interaction that people have, face-to-face or online, affects their opinions of you.*

*It's vital for all library employees to realize this and to understand how to be the best brand ambassadors they can be.*

*Learning Objectives:*

*Define the business terms and relate them to libraries*

*Explain how every employee and every interaction matter*

*Discuss user experience (UX) and public perception*

*Share real examples of how laypeople see and discuss libraries*

*Offer guidelines on how to be a positive touchpoint*

*This session is meant to be eye-opening for employees who shy away from branding and marketing responsibility, and for those who don't believe their work matters to the public. And it's meant to be inspiring, to demonstrate how everyone matters, and to encourage listeners to strive toward their best work.*

*Presenter:*

*Kathy Dempsey wrote the popular how-to tome, *The Accidental Library Marketer*, and founded her own marketing consultancy, *Libraries Are Essential*. Her work is dedicated to helping librarians and information professionals promote their value and expertise in order to gain respect and funding.*

*Kathy has been the Editor of *Marketing Library Services* newsletter for 25 years, and was formerly Editor-in-Chief of *Computers in Libraries* magazine. She also blogs at *The 'M' Word*. She's a member of the *New Jersey Library Association*, and Founder of the *Library Marketing and Communications Conference*, which she chaired in 2015, 2016, and 2017.*

*This writer, editor, and marketing maven has been giving presentations across the U.S. and Canada for 20+ years, always sprinkling them with humor to make marketing concepts more interesting and accessible. She continues to fight the stereotypes that librarians are boring and that "marketing" is a dirty word.*

August 18, 2020

**Adult Services Virtual Networking Meeting**

**Online via Zoom**

01:00 PM - 02:00 PM EST

Melissa Lattanzi, 3306550531

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

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*This meeting will have guest speaker, Janet Ingram Dwyer from the State Library will start the meeting off by talking about summer reading statistics and survey from the State Library of Ohio. Please bring your questions be prepared to share what you have been doing during these uncertain times.*

August 19, 2020

**It's Tea Time: Understanding Gen Z**

**Online via Zoom**

02:00 PM - 03:00 PM EST

Melissa Lattanzi,

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

*Learn to understand Gen Z; their words, humor, and way of life. This webinar will cover topics such as Gen Z language, social media, and Gen Z as a whole, taught by two teens.*

*Learning Objectives:*

*Learn about Gen Z language*

*Social Media*

*All things Gen Z*

*Presenters:*

*Kaitlyn James and Leah Lattanzi, High School Students*

August 20, 2020

## **Ditch the Drama: Strategies for Peak Performance: More Peace, Less Drama**

**Online**

**Via Zoom**

10:00 AM - 12:00 PM EST

Melissa Lattanzi, 3306550531

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

*We are living and working in dramatic and demanding times. A lot of focus and energy are dissipated on drama instead of productive, proactive work. This workshop focuses on changing your mindset and behavior in ways that help you find happiness and success regardless of your circumstances. In addition, you will learn how to deal with negativity, complaints, and gossip as well as learning tools to coach others.*

### *Learning Objectives:*

*Take personal responsibility for your happiness and success*

*Diffuse drama*

*Learn positive ways to deal with negativity at work*

### *Presenter:*

*Marti Peden is the owner and principal of Peden & Associates, a training and consulting company based in Akron, Ohio. For more than 30 years, she has been a trainer, facilitator, speaker and organizational development professional. She specializes in conflict resolution, managing change, strategic planning, team building and positive approaches to life's challenges.*

*For over 25 years, Marti has worked with numerous libraries as a speaker, facilitator and strategic planning consultant. She has worked with many of the libraries within the NEO-RLS regional library system as well as facilitating staff days for various public libraries. She presented at the 2013 ALA convention in Chicago, IL and the 2014 PLA convention in Indianapolis, Indiana.*

*Marti holds a Bachelor's Degree in Psychology from The University of Steubenville and a Master's of Education Degree from Kent State University. She is an annual presenter for executive leadership programs such as the John Glenn College of Public Affairs at The Ohio State University in Columbus, Ohio and the Executive Education Program at the University of Notre Dame in South Bend, Indiana.*

August 20, 2020

## **Youth Services (Children & Teen) Virtual Networking Meeting**

**Online**

**Via Zoom**

03:00 PM - 04:00 PM EST

Melissa Lattanzi, 3306550531

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

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August 24, 2020

**Teen Virtual Networking Meeting**

**Online**

**Via Zoom**

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11:00 AM - 12:00 PM EST

Melissa Lattanzi, 3306550531

lattanzm@neo-rls.org

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August 25, 2020

**Budgeting Part 2: The Process**

**Online**

**Via Adobe Connect**

,  
10:00 AM - 10:30 AM EST

Melissa Lattanzi, 3306550531

lattanzm@neo-rls.org

*Learning Objectives:*

*Learn how to interpret standard accounting reports.*

*Learn how to convert your Strategic Plan into a Budget.*

*Learn the basics of Revenue and Expense budgeting.*

*Presenter:*

*Amie Lynn, CPA, Fiscal Officer, Massillon Public Library*

August 26, 2020

**Magic, Mischief, or Malevolence? Online Privacy, Internet Security, and You  
Online via Zoom**

10:00 AM - 11:00 AM EST

Melissa Lattanzi, 3306550531

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

*In an age when we can easily access online information, share photos with family and friends, and live a large part of our lives via the Internet, we often don't give a second thought to "how" all that works. As Arthur C. Clarke said, "Any sufficiently advanced technology is indistinguishable from magic." But is there any dark magic at work to make our online lives possible? This presentation will explore how much control you give up - both willingly and unwittingly - over your data, your information, your research, and your privacy when you go online and how you can (possibly) mitigate those effects.*

*Learning Objectives:*

*Understand the difference between privacy and security  
Learn a number of strategies for protecting one's information online  
Gain confidence to explain these concerns to patrons*

*Presenter:*

*Don Boozer, Manager: Literature Department, Ohio Center for the Book, and Homebound Services at Cleveland Public Library.  
Don is also an adjunct instructor at Kent State University School of Information teaching "Information Sources and Reference Services." Previously, Don was coordinator of Ohio's statewide online reference service, KnowItNow24x7; a subject librarian in Literature at Cleveland Public Library; and a reference librarian at Barberton Public Library*

August 26, 2020

**Book Discussion Networking Meeting  
Online  
Via Zoom**

02:00 PM - 03:30 PM EST

Melissa Lattanzi,

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

*Here is your opportunity to talk book discussion. Here from your peers on what works what doesn't. Bring your challenges and share books for book discussion.*

August 27, 2020

## **Managing a Professional Customer Service Team**

**Online via Adobe Connect**

10:00 AM - 11:00 AM EST

Melissa Lattanzi, 3306550531

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

*Managing a team of even the most talented customer service professionals can be difficult. The secret ingredient to professional customer service in any organization is the people who work in it. Every organization has good days and bad days and the way the team is managed during each defines the service our customers will receive.*

*In this interactive and informative webinar, we will look at the approaches and actions that people managing, supervising and leading teams can use to create and maintain a culture of professionalism.*

*Learning Objectives:*

*Holding team members accountable to being professional*

*Staying cool when understaffed and extra busy*

*Ways to keep things fresh for you and your team*

*Techniques for empowering your team to do more*

*Presenter:*

*Andrew Sanderbeck has been developing and conducting training programs for libraries and library organizations for more than twenty-five years. He has presented Web-based, On-line, and Face-to-Face sessions on Management and Leadership, Customer Service and Communication Skills in the U.S. and numerous countries around the world.*

*He is the chairman of the board of the Haywood County Public Library and a monthly donor to EveryLibrary, advocating for libraries everywhere that support is needed.*

September 1, 2020

**Recognizing and reacting to Mental Health Challenges in Adolescents and Young Adults  
Online via Zoom**

10:00 AM - 11:30 AM EST

Melissa Lattanzi, 330-655-0531

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

*How can we help our teens and tweens when they are struggling? Come to this webinar to find out what we should be aware of and what we can do.*

*Learning Objectives:*

*Participants will become familiar with the signs and symptoms of depression, anxiety, and substance use disorders*

*Participants will learn an action plan to respond to mental health and suicidal crises*

*Participants will learn how intervene early during the development of a mental health problem to decrease the severity of the impact of the illness*

*Presenter:*

*Jeremy Stroom 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 Stroom'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.*

September 1, 2020

**Technical Services Virtual Networking Meeting**

**Online**

**Via Zoom**

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01:00 PM - 02:00 PM EST

Melissa Lattanzi,

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

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September 3, 2020  
- September 30, 2020

## **Virtual 2020 Emerging Technology Symposium: We Built It - Why Don't they Come? Online via Zoom**

Each session has its own date and time

Holly Klingler, 3306550531

holly.klingler@neo-rls.org

*Register below for all of the Symposium events including the Keynote presentation, "Don't Panic! WE are going to MAKE it," multiple live webinars, and virtual poster sessions - all scheduled throughout the month of September.*

OR

*You may register for individual events by clicking on individual links below.*

*This year's Symposium will focus on examining the barriers that prevent widespread and sustained use of the makerspace together with a variety of solutions. Don't miss this FREE, virtual, month-long celebration of making, makerspaces and community engagement.*

*Keynote: Don't Panic! WE are going to MAKE it*

*Janet Hollingsworth, Adam Watts and Zack Weaver, 2019 Library Journal Movers & Shakers, from BLDG 61, Boulder Public Library, will kick off the symposium talking about their space and how they designed their environment, their programming, their partnerships and their staff training. They will also talk about the inclusive opportunities they have created for a variety of communities that libraries haven't always engaged.*

*BLDG 61 is the Boulder Public Library's all-ages free community workshop that provides maker education and technology to the public in a creative and inclusive environment. Since it's opening in February of 2016, BLDG 61 and a team of 5 "Creative Technologists" have engaged with over 250,000 people through their home space in Colorado, outreach to the surrounding region, national and international speaking engagements and hands on workshops. They are champions of equitable access for learning everything from spinning and weaving fibers, to fine woodwork, to state-of-the-art electronics and digital fabrication. And they've done all of this at no cost to their patrons. How?! Find out in this opening conversation with Adam Watts, Janet Hollingsworth and Zack Weaver, three of the people behind one of Boulder Public Library's biggest success stories. The three will discuss their experiences, failures and successes on topics such as, what it was like to create, open and program BLDG 61, how programs can implement a community's diverse perspectives and foster accessibility, how to form mutually beneficial partnerships, how to foster a perspective of purposeful making, how to promote technological literacy and what does it take to be a Creative Technologist. They will also address the library makerspace's role as a critical resource for economic recovery and social equalizer in particularly challenging times. The presentation will include an open Q&A and the trio will close the day's events with a virtual Happy Hour to connect more deeply with the audience.*

*Presenters:*

*Janet Hollingsworth is a structural engineer, woodworker, and maker educator. She and Adam Watts co-founded BLDG 61, the all-ages makerspace at the Boulder Public Library in 2016 and added Zack Weaver to the team shortly thereafter. As a creative technologist, she curated and facilitated a variety of maker programs at BLDG 61, serving over 25,000 patrons annually. She also developed special apprenticeship programs for underrepresented youth, the blind/VI community, and individuals experiencing homelessness. She helped establish the Colorado Sewing Rebellion, supporting community activism through fiber arts; co-developed Space Camp, a program for educators and students to build, launch, track and retrieve high-altitude balloon packages to the edge-of-space to collect environmental data; and initiated paid internships for teens through the Build a Better Book project, creating multi-modal*

*picture books for blind children using maker technologies.*

*She recently transitioned to director of innovation and making at the Washington Leadership Academy, a public charter school in Washington DC with a focus on computer science, maker education, and social justice.*

*Adam Watts is a Creative Technologist and one of the grant writers responsible for the establishment of BLDG 61. He is also a professional illustrator, heavy metal bassist, and award winning tabletop game designer. He has worked in libraries for the past sixteen years, beginning in shelving and then holding various roles in circulation, reference, childrens, web development, and IT management. Last year, his team was honored amongst Library Journal's 2019 Movers and Shakers. He is an unrepentant geek and creature of the night.*

*Twitter & Instagram: atomicwatts*

*Zack Weaver is a Maker Educator and Creative Technologist at BLDG 61 and an instructor at Colorado University's ATLAS Institute. His path to libraries was inspired by increasingly accessible tools, materials and processes for making and a passion for showing learners of all types and all ages their inherent creative potential. This path included teaching hands-on project-based design classes publicly and privately at the STAMPS School of Art and Design at the University of Michigan and CODE Lab at Carnegie Mellon School of Architecture. When joining the BLDG 61 team and Boulder Public Library in 2017, he knew he had finally found an equitable place to share the radical power of making with individuals and communities.*

*The Virtual 2020 Emerging Technology Symposium will include the following featured events throughout the month of September.*

*Intentionally Making Space: Programming Towards Inclusion*

*Thursday, September 17, 2020 at 10 am*

*In 2015, the North Carolina State University Libraries cut a ribbon and threw open its doors to a new cool-looking, tool-filled Makerspace. It didn't take long, however, for staff to notice that the space wasn't being used by a diverse cross section of students. Framed by some techniques and concepts from feminist pedagogy and social emotional learning, Marian Fragola will discuss how the Libraries created the Making Space series to confront bias and systemic barriers to inclusion in its Makerspace and gaming offerings. Attendees of this session should come prepared to engage with each other and discuss (and even challenge!) the ideas and concepts presented.*

*Presenter: Marian Fragola is the Director of Program Planning and Outreach at the NC State University Libraries, where she develops and manages a diverse suite of multidisciplinary programs and activities that benefit the campus and broader community. In 2018 she received a Movers and Shakers award from Library Journal. Fragola is immediate past board chair of the North Carolina Humanities Council and lives in Durham, NC.*

*From Consumer to Creator: STEM and Makerspace Initiatives for Growth*

*Tuesday, September 22, 2020 at 10 am*

*So you have a makerspace - now what? Attendees will hear about some of the changes and challenges the Fayetteville Free Library Fab Lab (the first public library makerspace in the country) has experienced throughout the years. Additionally, we will discuss the ways the Fab Lab has worked to keep up with the evolving maker movement, while also staying relevant and reflective of its community's needs and skill sets. We will also explore various opportunities for strengthening and growing your community member use and participation in your makerspace. Attendees will have the opportunity to brainstorm some locally relevant ideas and possible partnerships to help strengthen and*

*grow your maker programs and makerspaces.*

*Presenter: Michael Cimino is the Director of STEAM and Making at the Fayetteville Free Library (FFL). He received his MSED in Literacy from SUNY Cortland in 2011 and worked as a secondary educator before joining the Fayetteville Free Library in the summer of 2013. Michael's primary responsibilities at the FFL are facilitating STEAM and Making program creation and execution. Michael also works to build relationships with members of the community who are interested in enhancing the use and accessibility of our makerspaces.*

*Developing a Maker Mindset: No Makerspace Required*

*Thursday, September 24, 2020 at 10 am*

*Is your makerspace garnering the interest you first thought it would? Are you struggling to create programming that stems beyond crafting? Let me guide you through techniques to empower your patrons by encouraging them to develop a Maker Mindset: a combination of processes that include the Maker Empowerment Theory and the Stanford Design process to retrain our thought processes to recognize that learning begins at failure (not ends there), that we live in a designed world, and that we are able to change it through making. We'll discuss sample programming, techniques, and challenges. No funding in the budget for 3D printers? Not necessary! Come see how to help your patron hold what's in their mind in the palm of their hand sans printer. A takeaway for every level of interest!*

*Presenter: Amy Zell, Digital Instructor, Goodwill Industries, Youngstown and former Teen and Patron Technologies Assistant at Hubbard Public Library.*

*Amy is a self proclaimed Maker after learning that she, too, has the wherewithal and resources to change the world through making, Amy Zell is using her Final Project through Kent State University's M.L.I.S. program to take this opportunity to inspire and instill the same passion in librarians that the Pittsburgh Fab Institute instilled in her.*

*Keeping Your MakerSpace Momentum*

*Friday, September 25, 2020 at 10 am*

*You've created your library's MakerSpace, now how do you build a consistent user-base? And how do you do it when people cannot access that space for a while? We'll share how we built and kept MakerSpace momentum by establishing well-attended classes and fostering community support and partnerships.*

*Learning Objectives:*

*How to build and keep a local MakerSpace community*

*Creative ideas for virtual and in-person programming around the equipment in your MakerSpace*

*Tools and resources to make virtual programming effective while your MakerSpace is closed*

*Presenters:*

*Missy Littell is the Customer Experience Manager at the Cuyahoga Falls Library. With over 20 years of experience in public libraries, she is a MakerSpace creator and advocate and offers training to staff and patrons on how to use and make the most of MakerSpace equipment. Connecting people to resources and tech that enriches lives is her passion.*

*Carolanne Tkach is the Guiding Ohio Online Tech Assistant at the Cuyahoga Falls*

*Library and has been working in the MakerSpace field for over 12 years. She trains staff and patrons, brings new technology to the library and is a maker enthusiast. Carolanne loves to create those "aha" moments for people in one-on-one trainings and classes.*

*Your Makerspace Why*

*Tuesday, September 29, 2020 at 2 pm*

*Let's examine how to design makerspace programming to engage your patrons. We'll focus on purposeful making, community voice, and inclusive practices. The presenter will also discuss her MakerCare initiative, a maker program empowering patrons to make a difference through creating service based projects. Takeaways include how to build community partnerships and numerous project ideas from simple low cost items to 3-D technology.*

*Presenter: Gina Seymour, author and national speaker, is the library media specialist at Islip High School on Long Island (NY). Gina was named to Library Journal's Movers & Shakers (2017) list as a "Change Agent," named a 2019 AASL Social Media Superstar Finalist in the category of Social Justice Defender and was awarded the Suffolk School Library Media Association's School Librarian of the Year in 2014. She is author of Makers with a Cause: Creative Service Projects for Library Youth (2018), a chapter on inclusive makerspaces in School Library Makerspaces in Action and is currently working on a book on how to cultivate social action in the library. Gina shares her work, musings and reflections on her blog [GinaSeymour.com](http://GinaSeymour.com) and on Twitter @ginaseymour.*

*Poster Session: Tech Together: Building Bug Robots*

*Thursday, September 10, 2020 at 10 am*

*Tech Together is a series of technology programs created for families and designed to engage both adults and children together. This session will focus on the successful creation and implementation of a bug robot building program, challenges we overcame, as well as some tips and tricks for you.*

*Presenter: Niccole Paytosh is a Library Associate at the South Lorain Branch of the Lorain Public Library System. She has spent the last five years working closely with families and youth of all ages. Her passion is creating family programming that enriches the lives of her patrons with creativity, innovation, and fun.*

*Poster Session: Making Gone Virtual*

*Friday, September 18, 2020 at 10 am*

*How to execute the Maker Mindset Method in making programs via Zoom for makers of all ages and how to keep everyone engaged. Kits or no kits, desktop access or phone, we will address it all. From successful Family Makerspace Storytimes to 3D design/print glider races gone wild, complete access to what worked and what didn't.*

*Presenter: Amy Zell, Digital Instructor, Goodwill Industries, Youngstown and former Teen and Patron Technologies Assistant at Hubbard Public Library.*

*Creating Your Own Reality*

*Wednesday, September 23, 2020 at 2 pm*

*We took a planned in-person Teen program on creating AR & VR and turned it into a virtual program where we demonstrated how to create your own reality using apps on a*

*mobile device. We'll share the tools we used to create and present this fun program as well as some of the pitfalls we ran into. Seriously, who wouldn't want to escape to another reality right now?*

*Presenters:*

*Virginia Wright has been with the Tuscarawas County Public Library for 22 years, first as a Reference Assistant and currently as the Emerging Technology Associate for the five-location system. Virginia holds a Bachelor of Science degree in Management from Purdue University. The two things she likes best about her job are that she gets to play with new technologies and to also help others gain confidence to learn something new. When not at the library she enjoys motorcycle rides with her husband, taking Caribbean vacations (pre-pandemic), and spending time with her grandchildren (not necessarily in that order).*

*Courtney Wallace is a Public Service Associate at the Tuscarawas County Public Library, focusing on teen programming. Courtney earned a bachelor's degree in environmental science with a minor in earth science from Moravian College. Prior to her current position, she worked for five years as a math and science teacher. She will be celebrating four years with TCPL this November*

*Poster Session: Putting the TEAM in STEAM Week  
Monday, September 28, 2020 at 2 pm*

*What do you do when your annual STEAM Week is thrown into a pandemic? At Westlake Porter Public Library, you work as a team! See how we were able to pull off a virtual and socially distanced STEAM Week on short notice, and still had fun!*

*Presenters:*

*Jamie Dinan is the Early Learning Specialist at Westlake Porter Public Library. Her work days are filled with sharing stories and songs with children of all ages - the sillier the better!*

*Jenny Norton is the STEAM Librarian at Westlake Porter Public Library, where she creates programs in science, technology, engineering, the arts, and math, and also helps patrons with technology usage and reference. She earned her M.L.I.S. from Kent State University.*

*Carla Schober is the Adult Services Manager of the Westlake Porter Public library. Previously she worked for the Cuyahoga County Public Library, the Cleveland Heights-University Heights Public Library, and the Chicago Public Library. She graduated from Kent State University with her M.L.I.S. in 2006.*

*Brenda Zyrkowski is the Web Librarian at Westlake Porter Public Library where she has filled a variety of roles over 20+ years, including Administrative Associate and Integrated Library System Specialist. She earned an M.L.I.S. from Kent State University in 2007.*

*Poster Session: Ana-Tour-Me: 3D Modeling's Use in Individualising Anatomy Education in the 21st Century*

*Wednesday, September 30, 2020 at 10 am*

*In this session, Dr. Regula will do a walk through of a virtual anatomy program for instructional purposes that fit all learning levels, and follow up with a tutorial of an anatomical database to construct individualized study tools including 3D images and models.*

*Presenter: Dr. Regula is an instructor of Human Anatomy at the University of Dayton. He has taught upper level anatomy using novel technology and pedagogy for six years and recently published an anatomy lab manual specifically designed to be intersectional and inclusive to all students. He prides himself on bringing critical thinking, accuracy, and intersectionality into a discipline that has often been treated as rote memorization in the past. When not challenging students in the classroom, Dr. Regula enjoys 3D print designing, games, and being outdoors with his husband and son.*

**2020 Virtual Emerging Technology Symposium: <br>Keynote: Don't Panic! WE are going to M**

**Online via Zoom**

02:00 PM - 03:30 PM EST

Holly Klingler,

holly.klingler@neo-rls.org

*Keynote: Don't Panic! WE are going to MAKE it*

*Janet Hollingsworth, Adam Watts and Zack Weaver, 2019 Library Journal Movers & Shakers, from BLDG 61, Boulder Public Library, will kick off the symposium talking about their space and how they designed their environment, their programming, their partnerships and their staff training. They will also talk about the inclusive opportunities they have created for a variety of communities that libraries haven't always engaged.*

*BLDG 61 is the Boulder Public Library's all-ages free community workshop that provides maker education and technology to the public in a creative and inclusive environment. Since it's opening in February of 2016, BLDG 61 and a team of 5 "Creative Technologists" have engaged with over 250,000 people through their home space in Colorado, outreach to the surrounding region, national and international speaking engagements and hands on workshops. They are champions of equitable access for learning everything from spinning and weaving fibers, to fine woodwork, to state-of-the-art electronics and digital fabrication. And they've done all of this at no cost to their patrons. How?! Find out in this opening conversation with Adam Watts, Janet Hollingsworth and Zack Weaver, three of the people behind one of Boulder Public Library's biggest success stories. The three will discuss their experiences, failures and successes on topics such as, what it was like to create, open and program BLDG 61, how programs can implement a community's diverse perspectives and foster accessibility, how to form mutually beneficial partnerships, how to foster a perspective of purposeful making, how to promote technological literacy and what does it take to be a Creative Technologist. They will also address the library makerspace's role as a critical resource for economic recovery and social equalizer in particularly challenging times. The presentation will include an open Q&A and the trio will close the day's events with a virtual Happy Hour to connect more deeply with the audience.*

*Presenters:*

*Janet Hollingsworth is a structural engineer, woodworker, and maker educator. She and Adam Watts co-founded BLDG 61, the all-ages makerspace at the Boulder Public Library in 2016 and added Zack Weaver to the team shortly thereafter. As a creative technologist, she curated and facilitated a variety of maker programs at BLDG 61, serving over 25,000 patrons annually. She also developed special apprenticeship programs for underrepresented youth, the blind/VI community, and individuals experiencing homelessness. She helped establish the Colorado Sewing Rebellion, supporting community activism through fiber arts; co-developed Space Camp, a program for educators and students to build, launch, track and retrieve high-altitude balloon packages to the edge-of-space to collect environmental data; and initiated paid internships for teens through the Build a Better Book project, creating multi-modal picture books for blind children using maker technologies.*

*She recently transitioned to director of innovation and making at the Washington Leadership Academy, a public charter school in Washington DC with a focus on computer science, maker education, and social justice.*

*Adam Watts is a Creative Technologist and one of the grant writers responsible for the establishment of BLDG 61. He is also a professional illustrator, heavy metal bassist, and award winning tabletop game designer. He has worked in libraries for the past sixteen years, beginning in shelving and then holding various roles in circulation, reference, childrens, web development, and IT management. Last year, his team was honored amongst Library Journal's 2019 Movers and Shakers. He is an unrepentant geek and creature of the night.*

Twitter & Instagram: *atomicwatts*

*Zack Weaver is a Maker Educator and Creative Technologist at BLDG 61 and an instructor at Colorado University's ATLAS Institute. His path to libraries was inspired by increasingly accessible tools, materials and processes for making and a passion for showing learners of all types and all ages their inherent creative potential. This path included teaching hands-on project-based design classes publicly and privately at the STAMPS School of Art and Design at the University of Michigan and CODE Lab at Carnegie Mellon School of Architecture. When joining the BLDG 61 team and Boulder Public Library in 2017, he knew he had finally found an equitable place to share the radical power of making with individuals and communities.*

September 9, 2020

## **The Quiet Approach for Serving Customers**

**Online via Zoom**

10:00 AM - 11:00 AM EST

Melissa Lattanzi, 3306550531

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

*Customer service is not an easy job for anyone. It's hard work to just stay on top of the ever-changing products and services the library has to offer, and it takes real skill to talk with people, determine their needs and fulfill their requests.*

*It can be especially challenging for those who are more introverted or shy to work with customers while handling difficult questions, listening to complaints and sometimes dealing with people that can be angry or confused.*

*Learning Objectives:*

*Learn tools that you need to be more successful and in-control in your customer interactions*

*We will focus on the strengths of the "Quiet Approach" including active listening and thinking before speaking*

*Sharpen the skills needed to handle all customer situations with less anxiety and stress*

*Presenter:*

*Andrew Sanderbeck has been developing and conducting training programs for libraries and library organizations for more than twenty-five years. He has presented Web-based, On-line, and Face-to-Face sessions on Management and Leadership, Customer Service and Communication Skills in the U.S. and numerous countries around the world. He is the chairman of the board of the Haywood County Public Library and a monthly donor to EveryLibrary, advocating for libraries everywhere that support is needed.*

September 9, 2020

**Directors Virtual Networking Meeting**

**Online**

**Via Zoom**

,  
03:30 PM - 04:30 PM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*We know these uncertain times are a challenge for everyone. Here is an opportunity to talk with your peers to learn how they are managing this crisis. 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 Jonathan Harris.*

September 10, 2020

**Poster Session: Tech Together: Building Bug Robots**

**Online via Zoom**

10:00 AM - 10:30 AM EST

Holly Klingler,  
holly.klingler@neo-rls.org

*Tech Together is a series of technology programs created for families and designed to engage both adults and children together. This session will focus on the successful creation and implementation of a bug robot building program, challenges we overcame, as well as some tips and tricks for you.*

*Presenter: Niccole Paytosh is a Library Associate at the South Lorain Branch of the Lorain Public Library System. She has spent the last five years working closely with families and youth of all ages. Her passion is creating family programming that enriches the lives of her patrons with creativity, innovation, and fun.*

September 16, 2020

## **Soft Skills for Strong Management: Cultivating Good Critical Thinking**

**Online via Zoom**

10:00 AM - 11:00 AM EST

Holly Klingler, 330-655-0531

holly.klingler@neo-rls.org

*Soft Skills for Strong Management: Cultivating Good Critical Thinking*

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

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

*Learning objectives:*

*Define the concept of critical thinking*

*Explore several of the associated tools mentioned above*

*Investigate soft skills and learn ways to immediately improve to become a more conscious and efficient critical thinker*

*Presenter:*

*Holly Klingler, Research and Innovation Coordinator, NEO-RLS*

September 17, 2020

## **Intentionally Making Space: Programming Towards Inclusion**

10:00 AM - 11:00 AM EST

*In 2015, the North Carolina State University Libraries cut a ribbon and threw open its doors to a new cool-looking, tool-filled Makerspace. It didn't take long, however, for staff to notice that the space wasn't being used by a diverse cross section of students. Framed by some techniques and concepts from feminist pedagogy and social emotional learning, Marian Fragola will discuss how the Libraries created the Making Space series to confront bias and systemic barriers to inclusion in its Makerspace and gaming offerings. Attendees of this session should come prepared to engage with each other and discuss (and even challenge!) the ideas and concepts presented.*

*Presenter: Marian Fragola is the Director of Program Planning and Outreach at the NC State University Libraries, where she develops and manages a diverse suite of multidisciplinary programs and activities that benefit the campus and broader community. Fragola is on the board of Student Action with Farmworkers and has served as the board chair for the North Carolina Humanities Council. She lives in Durham, NC.*

September 18, 2020

**Poster Session: Making Gone Virtual**

**Online via Zoom**

10:00 AM - 11:00 AM EST

Holly Klingler,

holly.klingler@neo-rls.org

*This poster session will show you how to execute the Maker Mindset Method in creating programs via Zoom for makers of all ages and how to keep everyone engaged. Kits or no kits, desktop access or phone, we will address it all. From successful Family Makerspace Storytimes to 3D design/print glider races gone wild, complete access to what worked and what didn't.*

*Presenter: Amy Zell, Digital Instructor, Goodwill Industries, Youngstown and former Teen and Patron Technologies Assistant at Hubbard Public Library.*

*Amy is a self proclaimed Maker after learning that she, too, has the wherewithal and resources to change the world through making. Amy Zell is using her Final Project through Kent State University's M.L.I.S. program to take this opportunity to inspire and instill the same passion in librarians that the Pittsburgh Fab Institute instilled in her.*

September 22, 2020

**From Consumer to Creator: STEM and Makerspace Initiatives for Growth**

**Online via Zoom**

10:00 AM - 11:00 AM EST

Holly Klingler, 330-655-0531

holly.klingler@neo-rls.org

*So you have a makerspace - now what? Attendees will hear about some of the changes and challenges the Fayetteville Free Library Fab Lab has experienced throughout the years. Additionally, we will discuss the ways the Fab Lab has worked to keep up with the evolving maker movement in our post COVID -19 environment, while also staying relevant and reflective of its community's needs and skill sets. We will explore various opportunities for strengthening and growing your community member use and participation in your makerspace. Attendees will also have the opportunity to brainstorm some locally relevant ideas and possible partnerships to help strengthen and grow your maker programs and makerspaces.*

*Presenter: Michael Cimino is the Director of STEAM and Making at the Fayetteville Free Library (FFL). He received his MSED in Literacy from SUNY Cortland in 2011 and worked as a secondary educator before joining the Fayetteville Free Library in the summer of 2013. Michael's primary responsibilities at the FFL are facilitating STEAM and Making program creation and execution. Michael also works to build relationships with members of the community who are interested in enhancing the use and accessibility of our makerspaces.*

September 23, 2020

## **Resilience in Challenging Times**

**Online via Zoom**

10:00 AM - 12:00 PM EST

Melissa Lattanzi, 3306550531

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

*Do you know someone who keeps on keeping on, no matter what life throws at them? How do they continue to thrive, flourish and grow even stronger as they overcome the obstacles they face? The answer is resilience which is described as “the process of facing adversity and bouncing back from difficult experiences. “ This session will focus on key skills to not only survive and bounce back after a setback, but to come back stronger and wiser.*

*Learning Objectives:*

*Take control of your choices and your life*

*Increase your sense of positivity and positive emotions*

*Develop the ability to respond to adversity with optimism and hope*

*Presenter:*

*Marti Peden is the owner and principal of Peden & Associates, a training and consulting company based in Akron, Ohio. For more than 30 years, she has been a trainer, facilitator, speaker and organizational development professional. She specializes in conflict resolution, managing change, strategic planning, team building and positive approaches to life's challenges.*

*For over 25 years, Marti has worked with numerous libraries as a speaker, facilitator and strategic planning consultant. She has worked with many of the libraries within the NEO-RLS regional library system as well as facilitating staff days for various public libraries. She presented at the 2013 ALA convention in Chicago, IL and the 2014 PLA convention in Indianapolis, Indiana.*

*Marti holds a Bachelor's Degree in Psychology from The University of Steubenville and a Master's of Education Degree from Kent State University. She is an annual presenter for executive leadership programs such as the John Glenn College of Public Affairs at The Ohio State University in Columbus, Ohio and the Executive Education Program at the University of Notre Dame in South Bend, Indiana*

September 23, 2020

### **Poster Session: Creating Your Own Reality**

**Online via Zoom**

02:00 PM - 02:30 PM EST

Holly Klingler,

holly.klingler@neo-rls.org

*We took a planned in-person Teen program on creating AR & VR and turned it into a virtual program where we demonstrated how to create your own reality using apps on a mobile device. We'll share the tools we used to create and present this fun program as well as some of the pitfalls we ran into. Seriously, who wouldn't want to escape to another reality right now?*

*Presenters:*

*Virginia Wright has been with the Tuscarawas County Public Library for 22 years, first as a Reference Assistant and currently as the Emerging Technology Associate for the five-location system. Virginia holds a Bachelor of Science degree in Management from Purdue University. The two things she likes best about her job are that she gets to play with new technologies and to also help others gain confidence to learn something new. When not at the library she enjoys motorcycle rides with her husband, taking Caribbean vacations (pre-pandemic), and spending time with her grandchildren (not necessarily in that order).*

*Courtney Wallace is a Public Service Associate at the Tuscarawas County Public Library, focusing on teen programming. Courtney earned a bachelor's degree in environmental science with a minor in earth science from Moravian College. Prior to her current position, she worked for five years as a math and science teacher. She will be celebrating four years with TCPL this November*

September 24, 2020

### **Developing a Maker Mindset: No Makerspace Required**

**Online via Zoom**

10:00 AM - 11:00 AM EST

Holly Klingler,

holly.klingler@neo-rls.org

*Is your makerspace garnering the interest you first thought it would? Are you struggling to create programming that stems beyond crafting? Let me guide you through techniques to empower your patrons by encouraging them to develop a Maker Mindset: a combination of processes that include the Maker Empowerment Theory and the Stanford Design process to retrain our thought processes to recognize that learning begins at failure (not ends there), that we live in a designed world, and that we are able to change it through making. We'll discuss sample programming, techniques, and challenges. No funding in the budget for 3D printers? Not necessary! Come see how to help your patron hold what's in their mind in the palm of their hand sans printer. A takeaway for every level of interest!*

*Presenter: Amy Zell, Digital Instructor, Goodwill Industries, Youngstown and former Teen and Patron Technologies Assistant at Hubbard Public Library.*

*Amy is a self proclaimed Maker after learning that she, too, has the wherewithal and resources to change the world through making. Amy Zell is using her Final Project through Kent State University's M.L.I.S. program to take this opportunity to inspire and instill the same passion in librarians that the Pittsburgh Fab Institute instilled in her.*

September 25, 2020

## **Keeping Your MakerSpace Momentum**

**Online via Zoom**

10:00 AM - 11:00 AM EST

Holly Klingler,

holly.klingler@neo-rls.org

*You've created your library's MakerSpace, now how do you build a consistent user-base? And how do you do it when people cannot access that space for a while? We'll share how we built and kept MakerSpace momentum by establishing well-attended classes and fostering community support and partnerships.*

*Learning Objectives:*

*How to build and keep a local MakerSpace community*

*Creative ideas for virtual and in-person programming around the equipment in your MakerSpace*

*Tools and resources to make virtual programming effective while your MakerSpace is closed*

*Presenters:*

*Missy Littell is the Customer Experience Manager at the Cuyahoga Falls Library. With over 20 years of experience in public libraries, she is a MakerSpace creator and advocate and offers training to staff and patrons on how to use and make the most of MakerSpace equipment. Connecting people to resources and tech that enriches lives is her passion.*

*Carolanne Tkach is the Guiding Ohio Online Tech Assistant at the Cuyahoga Falls Library and has been working in the MakerSpace field for over 12 years. She trains staff and patrons, brings new technology to the library and is a maker enthusiast. Carolanne loves to create those "aha" moments for people in one-on-one trainings and classes.*

September 28, 2020

**Poster Session: Putting the TEAM in STEAM Week**

**Online via Zoom**

02:00 PM - 02:45 PM EST

Holly Klingler,  
holly.klingler@neo-rls.org

*What do you do when your annual STEAM Week is thrown into a pandemic? At Westlake Porter Public Library, you work as a team! See how we were able to pull off a virtual and socially distanced STEAM Week on short notice, and still had fun!*

*Presenters:*

*Jamie Dinan is the Early Learning Specialist at Westlake Porter Public Library. Her work days are filled with sharing stories and songs with children of all ages - the sillier the better!*

*Jenny Norton is the STEAM Librarian at Westlake Porter Public Library, where she creates programs in science, technology, engineering, the arts, and math, and also helps patrons with technology usage and reference. She earned her M.L.I.S. from Kent State University.*

*Carla Schober is the Adult Services Manager of the Westlake Porter Public library. Previously she worked for the Cuyahoga County Public Library, the Cleveland Heights-University Heights Public Library, and the Chicago Public Library. She graduated from Kent State University with her M.L.I.S. in 2006.*

*Brenda Zyrkowski is the Web Librarian at Westlake Porter Public Library where she has filled a variety of roles over 20+ years, including Administrative Associate and Integrated Library System Specialist. She earned an M.L.I.S. from Kent State University in 2007.*

September 29, 2020

### **Your Makerspace Why**

**Online via Zoom**

02:00 PM - 03:00 PM EST

Holly Klingler,

holly.klingler@neo-rls.org

*Let's examine how to design makerspace programming to engage your patrons. We'll focus on purposeful making, community voice, and inclusive practices. The presenter will also discuss her MakerCare initiative, a maker program empowering patrons to make a difference through creating service based projects. Takeaways include how to build community partnerships and numerous project ideas from simple low cost items to 3-D technology.*

*Presenter: Gina Seymour, author and national speaker, is the library media specialist at Islip High School on Long Island (NY). Gina was named to Library Journal's Movers & Shakers (2017) list as a "Change Agent," named a 2019 AASL Social Media Superstar Finalist in the category of Social Justice Defender and was awarded the Suffolk School Library Media Association's School Librarian of the Year in 2014. She is author of Makers with a Cause: Creative Service Projects for Library Youth (2018), a chapter on inclusive makerspaces in School Library Makerspaces in Action and is currently working on a book on how to cultivate social action in the library. Gina shares her work, musings and reflections on her blog GinaSeymour.com and on Twitter @ginaseymour.*

September 30, 2020

### **Poster Session: Ana-Tour-Me: 3D Modeling's Use in Individualising Anatomy Education in the**

**Online via Zoom**

10:00 AM - 10:30 AM EST

Holly Klingler,

holly.klingler@neo-rls.org

*In this session, Dr. Regula will do a walk through of a virtual anatomy program for instructional purposes that fit all learning levels, and follow up with a tutorial of an anatomical database to construct individualized study tools including 3D images and models.*

*Presenter:*

*Dr. Regula is an instructor of Human Anatomy at the University of Dayton. He has taught upper level anatomy using novel technology and pedagogy for six years and recently published an anatomy lab manual specifically designed to be intersectional and inclusive to all students. He prides himself on bringing critical thinking, accuracy, and intersectionality into a discipline that has often been treated as rote memorization in the past. When not challenging students in the classroom, Dr. Regula enjoys 3D print designing, games, and being outdoors with his husband and son.*

October 7, 2020

**Raising the Bar! Tools for Continuous Improvement with Your Customer Service Team  
Online via Adobe Connect**

10:00 AM - 11:00 AM EST

Melissa Lattanzi, 3306550531

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

*Management thinker Peter Drucker said “what gets measured gets managed”. How do you measure success(es) with your customer service team? And how do you manage your team to build upon those successes to raise the bar to achieve more?*

*Continuous improvement is one approach to consider. But what is it?*

*Continuous improvement is a dedication to making small changes and improvements every day, with the expectation that those small improvements will add up to something significant.*

*In this interactive and informative webinar, we will look at the three step approach to using continuous improvement to raise the bar for your customer service team and discuss how you can immediately apply each step in your department and organization.*

*Presenter:*

*Andrew Sanderbeck has been developing and conducting training programs for libraries and library organizations for more than twenty-five years. He has presented Web-based, On-line, and Face-to-Face sessions on Management and Leadership, Customer Service and Communication Skills in the U.S. and numerous countries around the world.*

*He is the chairman of the board of the Haywood County Public Library and a monthly donor to EveryLibrary, advocating for libraries everywhere that support is needed.*

October 8, 2020

## **Project Management 101**

**Online via Zoom**

10:00 AM - 12:00 PM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*Have you ever been given a project and been told "Go!". Or had an idea for a project and wasn't sure how to go about proposing and planning it? This course will cover tips, tools, and techniques to help library staff, that are new to project management, lead successful projects in their organization.*

*Learning Objectives:*

*Understand basic project management tools, techniques, and methodologies that enable you to:*

*Identify the phases of a project life cycle*

*Create a scope document/project proposal*

*Learn tools for the project execution phase including scheduling and reports*

*Discuss communication strategies that can be used throughout all phases of a project*

*Discuss time management strategies for juggling your full-time job while leading a project*

*Describe elements of closing a project*

*Presenters:*

*Jacey Kepich, MM, MLIS, is a member of the research services team for Kelvin Smith Library at Case Western Reserve University, where she provides collection and instruction support for the departments of music, theater, and dance. She oversees day-to-day operations of Kulas Music Library, where she planned and led a facility renovation during her first two years at CWRU. Along the way, she managed a variety of projects including a significant media reclassification that maximized visibility while minimizing footprint. She is a 2019-20 participant of the Women Staff Leadership Development Institute sponsored by her employer, a forum that enables her communication with a variety of campus stakeholders to understand intersections of the user experience and organizational priorities.*

*Wendy Tressler Jasper, M.Ed, MLIS, is a part time Library Consultant and works full time as the Director of Capital Planning & Project Management, Columbus Metropolitan Library. Over the past 19 years, Wendy Tressler Jasper has worked in a variety of management roles at the Columbus Metropolitan Library (CML) beginning her career in the HR department as the Organizational Development Manager. After 7 years working on a variety of HR projects (such as, training on Customer Service, Diversity, Management, and Reference Skills, revision of Policies & Procedures, Job Descriptions, creation of a Wellness Program, Unobtrusive Survey, and Staff Development Day), she transitioned to the Project Management & Quality Department to serve as manager. Ms. Jasper and her team worked on a variety of projects including process improvements in support and public services, the creation of the Outdoor Reading Room at Columbus Commons Park (which gained national press), and the creation and implementation of project management methodology across the system. Her knowledge of project management lead Wendy to be assigned as a member of the 2020 Vision Plan (CML's aspirational building program) core team in 2011. In 2013, she joined the 2020 Vision Plan department full time and to date has lead the completion of ten large building projects including the renovation of Main Library. Ms. Jasper's staff also implements numerous small scale and operational building projects, Lean/process improvement, and Information Technology projects on an annual basis. In addition to her work at CML, she has been involved in leadership roles with the Ohio Leadership Council and the*

ALA – Library Leadership & Management Association (LLAMA), including serving as Chair of the Leadership Committee of LLAMA's Building and Equipment Committee and was a member of LLAMA's Project Management Committee, as well as LLAMA's Library Interiors, Furnishings, & Equipment Committee.

October 9, 2020

**Human Resource and Fiscal Officer Virtual Networking Meeting**

**Online**

**Via Zoom**

10:00 AM - 11:30 AM EST

Melissa Lattanzi, 3306550531

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

*We know these uncertain times are a challenge for everyone. Here is an opportunity to talk with your peers and learn how they are managing this crisis. 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 2 hours before the meeting. We hope you will join us. Please send agenda items/questions to Yvette Wasko.*

October 15, 2020

**It's a Manager/Supervisor's Job to Motivate Staff**

**Online via Zoom**

10:00 AM - 11:00 AM EST

Melissa Lattanzi, 330-655-0531

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

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

*Presenter:*

*Betsy Lantz, Executive Director, NEO-RLS*

October 21, 2020

## **How to teach students and patrons to fact-check like a pro**

**Online via Zoom**

10:00 AM - 11:00 AM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*Dive deep into the tools and skills needed to verify the authenticity of information, and learn to create engaging fact-checking investigations that inspire students and patrons to investigate viral content. Access to News Literacy Project resources and classroom-ready examples are included.*

*Learning Objectives:*

*Building effective information habits and search strategies  
Developing keen observation skills to detect false context  
Using reverse image searches to determine authenticity  
Using archives to explore deleted or changed content  
Using Google Street View to confirm and explore locations.*

*Presenter:*

*Peter Adams is the News Literacy Project's senior vice president of education and has been with the organization since 2009. He began his career in education as a classroom teacher in the New York City schools. He has also worked as a trainer with the New York City Teaching Fellows Program, a youth media after-school instructor in the Chicago public schools and an adjunct instructor at Roosevelt University and Chicago City Colleges.*

October 22, 2020

## **Respecting Authority: An Intro to Subject Analysis for Copy Catalogers**

**Online via Zoom**

10:00 AM - 12:30 PM EST

Melissa Lattanzi,

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

*Subject cataloging gets a bad rap as fussy and hard to learn. While mastery takes time, there are smaller steps copy catalogers can take to expand their knowledge and improve the use of subject terms in their catalogs. This brief workshop will introduce you to some of the most common subject systems, rules, and principles with a focus on Library of Congress Subject Headings.*

*Learning objectives:*

*Attendees will gain an introductory understanding of subject heading systems and basic rules for their application*

*Attendees will acquire tools and workflows to assess the quality of subject headings in copy cataloging records*

*We will discuss the role of cataloger's judgment and bias in subject cataloging*

*Presenter:*

*Misty Alvaro is the Catalog Librarian for the Columbus Metropolitan Library. She received her MLIS after achieving a degree in Japanese and Italian at the Ohio State University. Misty has worked in public and technical services at a variety of library types including academic, public, and special libraries; she loves to talk about how all of them are awesome.*

October 27, 2020

## **The Show Must Go Online: Virtual Performances at Your Library**

**Online via Zoom**

10:00 AM - 11:00 AM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*With in-person rehearsals and performances impossible for the annual teen summer play at the Twinsburg Public Library, Julia Fisher embarked on a wild journey to write and direct an all-virtual production. Learn from her trials and triumphs in navigating a new world of online theatre, and see what kind of virtual performances could be right for your library!*

*Viewing of TPL's Virtual Teen Summer Play, Skyler's Storybook Adventure, before the presentation is encouraged, but not at all required. You can watch the full performance here: <https://www.youtube.com/watch?v=v7F9LiLuum0>*

*Presenter:*

*Julia Fisher is the Special Projects Coordinator at the Twinsburg Public Library, as well as a playwright, actor, director, and intimacy director throughout Northeast Ohio. Julia has trained with Cleveland Play House, Intimacy Directors and Coordinators, the Great Lakes Michael Chekhov Consortium, Ohio Shakespeare Festival, Theatrical Intimacy Education, and Movement and Combat Education. In her years as a theatre teacher at Saint Martin de Porres High School, Julia co-directed ten productions of the Saint Martin Drama Club, and twelve of her students were honored at the Marilyn Bianchi Kids Playwriting Festival through Dobama Theatre. Julia has recently performed in productions and staged readings at Cleveland Play House, Ensemble Theatre, Ohio Shakespeare Festival, Talespinner Children's Theatre, Playwrights Local, and other local theatre companies. She is a member of the Young Playwrights Collective through Playwrights Local, where she recently presented a workshop production of Tatterhood, a new musical for which she wrote the book and lyrics. Julia is currently working on a radio adaptation of Lady Molly of Scotland Yard for Ohio Shakespeare Festival, which will be released later this year.*

November 4, 2020

## **Leveraging Libraries as a Resource for Immigrant and Refugee Neighbors**

**Online**

**Via Adobe Connect**

10:00 AM - 11:00 AM EST

Melissa Lattanzi, 3306550531

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

*Learning Objectives:*

*Identify the role libraries can play in supporting a path to citizenship*

*Generate ideas for culturally relevant programming for immigrants and refugees*

*Determine ways to bridge linguistic barriers to library services and collections*

*Presenter:*

*Megan Godbey is the Adult Education Systems Manager at Nashville Public Library. She works in partnership with more than 50 local agencies to serve over 5,000 adult learners annually. She serves as a facilitator, consultant, and local innovator for collective impact initiatives in education. She is a veteran educator, with over 10 years of experience in the classroom, instructing learners of all ages. Megan believes in leveraging community resources to solve complex problems. She serves on several committees and organizations, including TN Reconnect Advisory Board, Center for Nonprofit Management's Collective Impact Learning Community, Alignment Nashville's Literacy Team, and the Nashville Task Force on Immigrants and Refugees. In 2017, Megan served as city-lead for Welcoming America Transatlantic Exchange, a program that fosters the sharing of best practices in welcoming immigrants and refugees between cities leading this work in the U.S. and Germany. She is a graduate of 2018 class of Nashville Emerging Leaders, and was named a Mover and Shaker (national change-maker) by Library Journal for her work with citizenship corners.*

November 10, 2020

## **Marketing Automation in Public Libraries**

**Online via Zoom**

10:00 AM - 10:30 AM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*Join us to discover how marketing automation can streamline your customer engagement, help strengthen the library brand and build awareness of all the wonderful things your library offers the community. Hear how libraries around the world are hooking Patron Point's marketing automation platform up to their ILS to leverage the wealth of data and transform library processes.*

*Learning Objectives:*

*How to harness data from a myriad of different library systems/platforms to fully understand each of your Patrons*

*Learn how marketing automation can help you strengthen your brand, engage your Patrons and drive usage of your services*

*How to delight your Patrons with personalized, relevant, fully automated communications*

*Presenter:*

*Brendan Pearce joined the Patron Point team in January 2020 after 10 highly enjoyable years working for collectionHQ, which is owned by Baker & Taylor. His current role with Patron Point is to work with public libraries across the U.S. to introduce and demonstrate the benefits of marketing automation. Outside of work, Brendan's two children (Aiden 10, Eva 7) keep him very busy and on his toes – great training for his marathon running!*

November 12, 2020

## **Organizing Chaos: Training for a Library Service Platform Migration**

**Online via Zoom**

10:00 AM - 11:00 AM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*When a library system moves to a new service platform, it can feel chaotic and disruptive. The whole staff needs to be trained at the same time, while the implementation team is still actively working on configuration and data migration. How do you give everyone what they need to start work on Day 1 when even staff who know the most are still learning and the system isn't entirely ready? Just as importantly, how do you address the change management needed to prepare staff for a new technological system that may also change physical workflows and even job responsibilities?*

*Using examples from her experience coordinating training for Alma (Ex Libris), Koerber will examine a variety of approaches and tools that can spread the training net wide.*

*Learning Objectives:*

*During and after this webinar, participants will:*

*Learn a model for staff training for migrating to a new library service platform (LSP), using Ex Libris's Alma as an example*

*Be able to incorporate change management discussions into their training programs for migrations*

*Have a list of resources for providing LSP training online and in person*

*Presenter:*

*Jennifer Koerber is a consultant who advises and guides libraries on staff training programs, especially around technology change and skill-building. She has more than 20 years of experience in public-facing and behind-the-scenes roles, including children's librarian, reference generalist, branch manager, and web services librarian. After 17 years at the Boston Public Library, she established her own business providing technology training and consulting services to libraries. In 2017, Jennifer became staff Training Manager for the Harvard Library ILS migration and pivoted her career to follow this new path.*

*In addition to her library work, Jennifer has written extensively for Library Journal, and is the co-author (with Michael P. Sauers) of *Emerging Technologies: a Primer for Librarians* (Rowman & Littlefield, 2015). In May 2018, her book *Library Services to Immigrants and New Americans: Celebration and Integration* was published by Libraries Unlimited/ABC-CLIO.*

November 18, 2020

**Just Right Books-How to use text complexity and reading levels in your readers' advisory for Online via Zoom**

02:00 PM - 03:00 PM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*Sometimes it may feel like library staff, educators, and parents all speak different languages, even though they may all have the same literacy and educational goals for their community. This webinar is designed for any library staff member who interacts with teachers, parents, or kids in the course of their work, with a primary focus on public library staff. The goal is to give library staff the tools and vocabulary they need to better communicate with parents and teachers, and to provide stronger readers' advisory and reference to their whole educational community. We will discuss "text complexity" and reading levels, tools for assessing complexity, and how to use educational standards to inform your work.*

*Learning Objectives:*

*Understand the three components of "text complexity"*

*Be able to identify two ways to find "right fit" books for kids, no matter what level system their school uses*

*Better understand how to use digital resources to incorporate text complexity aspects in your readers' advisory work*

*Presenter:*

*Christi Showman Farrar is a Consultant at the Massachusetts Library System (MLS) where she provides guidance and continuing education to library staff all over the state. Prior to working at MLS, Christi worked as a children's and teen librarian in Massachusetts public libraries for a decade, and was the Director of the School and Public Library division at a well-known library vendor. She has a master's degree in Library and Information Science from Simmons University, as well as a master's in Language, Reading, and Culture from the University of Arizona. In her "spare" time she teaches Children's Literature in the Library Media Studies program at Salem State University, and most recently was a member of the selection committee for the 2020 Sibert Informational Book Medal.*

November 19, 2020

**Coping in a New World: How to continue to thrive and cope while providing public service**

**Online via Zoom**

10:00 AM - 11:00 AM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*Participants will engage in learning around ways to take care of ourselves and provide quality public service during COVID.*

*Objectives:*

*Consider change and how it impacts us*

*Learn ways to keep ourselves safe and well emotionally during times of change*

*Learn new techniques to support decreasing levels of worry and anxiety*

*Presenter:*

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

November 20, 2020

**2020 Hottest Tech Toys for the Holidays**

**Online via Zoom**

10:00 AM - 11:00 AM EST

Holly Klingler,  
holly.klingler@neo-rls.org

*It's that time of year again! It's the time that everyone begins their search to find the best toys for their loved one, friends, or even themselves. Learn about the new emerging tech products that your patrons may likely want, have questions about, or even bring into your library for assistance. Indeed, there may even be some fun, new emerging tech tools that you might consider for your library!*

*Presenter:*

*Holly Klingler, Research and Innovation Coordinator, NEO-RLS.*