November 6, 2019

**Kids and YA Book Buzz with Penguin Random House**

Online via Adobe Connect

10:00 AM - 11:00 AM EST

Melissa Lattanzi, 330-655-0531
lattanzm@neo-rls.org

Join Amanda Fensch, Sales Manager with Penguin Random House, as she discusses the upcoming kids and YA titles you need to know about. These previews will help you know what books will be the hottest titles of the upcoming season and be prepared to answer patrons questions about what they should read next. All attendees are automatically entered into an ARC giveaway.

**Presenter:**

Amanda Fensch spent over a decade working in public libraries in Ohio, from circulation to youth librarian to adult services manager. She's been with Penguin Random House since 2016. Along with talking about books, she also assists digital wholesalers with title selections and marketing efforts.
Final Day of the New Supervisors' Academy
Stow-Munroe Falls Public Library
3512 Darrow Rd
Stow, OH 44224
09:30 AM - 03:30 PM EST
Melissa Lattanzi, 3306550531
lattanzm@neo-rls.org

Thursday, November 7, 2019
Location: Stow-Munroe Falls Public Library
Time: 9:30 -3:30

Budgeting, Interviewing, and Caring for Yourself
The last session will focus on supervisory skills that are often overlooked until they are necessary.

Budgeting
Learn where library funding comes from and how it can be spent. Demystify the forms, procedures, and checks and balances involved in public finance.

Presenter:
Amie L. Lynn, CPA, Fiscal Officer, Massillon Public Library

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

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

Presenter: Betsy Lantz, Executive Director, NEO-RLS

Lunch and light refreshments will be provided.

Small Libraries Network
Ashland Public Library
224 Claremont Ave
Ashland, OH 44805
01:00 PM - 04:00 PM EST
Melissa Lattanzi, 3306550531
lattanzm@neo-rls.org

Here is an opportunity to talk with staff and management of small libraries. Come and share your challenges and success stories.
Day for Circ Staff: It’s All About Myers Briggs and Working as a Team
Westlake Porter Public Library
27333 Center Ridge Road
Westlake, OH 44145
09:30 AM - 03:30 PM EST
Melissa Lattanzi, 3306550531
lattanzm@neo-rls.org

The morning will start with Understanding Your Myers-Briggs Personality Type.

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

Learning Objectives:

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

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

Learning Objectives:

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

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

Learning Objectives:

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

Presenter:

Holly Klingler, Research and Innovation Coordinator, NEO-RLS
Creating a Culture of Yes
Online
Via Adobe Connect

10:00 AM - 11:00 AM EST
Melissa Lattanzi, 3306550531
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The immortal Kurt Vonnegut said, "The America I love still exists at the front desks of our public libraries." In this webinar, you can discover at least three ways to shift your library from good enough to unexpectedly amazing, and take your community’s image of the public library to new heights. Locate your library’s first impressions, displays, customer service, policies and more on the “Yes-O-Meter” and understand how to move from "No" or “Yes, but...” to a powerful culture of “Yes, and!” The insights you gain for shifting your library culture will invigorate the relationships between your staff and with your community.

Learning Objectives:

Discover at least three ways to go from good enough to unexpectedly amazing.
Look at the value of “Yes, and...” as it applies to policies and services at your library.
Share and learn techniques for shifting your library culture to invigorate the relationship between your staff and your community.

Presenters:

Sharon Morris is Director of Library Development at the Colorado State Library and offers a myriad of professional development on leadership topics as well as positive organizational development, such as happiness & libraries, using “yes, and” for library services, and conflict resolution. She offers staff days and provides interactive workshops and presentations throughout the U.S. This session offers practical activities and learning that excite Sharon because she has seen first-hand how these techniques have improved people’s feeling of welcome and wonder in libraries.

Kieran Hixon is the Technology and Digital Initiatives Consultant for the Colorado State Library and Past-President of the Association for Rural and Small Libraries. He is passionate about rural libraries and communities and has found happiness living on 40 acres in the foothills of the Wet Mountains with lots of chickens, dogs, a horse, and a brave cat. He is known for his high energy and humor, and isn't sure if it is a good thing or a bad thing.
Presenting 101
Twinsburg Public Library
10050 Ravenna Rd.
Twinsburg, OH 44087
09:30 AM - 12:30 PM EST
Melissa Lattanzi, 3306550531
lattanzm@neo-rls.org
Have you been asked to present a breakout session at a conference, a short presentation about the library, a webinar or even a workshop? Then this workshop is for you.

Learning Objectives:

Learn about the elements of a speech
Keep your presentation engaging
Work with your nerves
Do’s and don’ts of Power Point

Presenters:

John Cox considers himself a perennial student in the art of communication. After graduating from Midland University with a Bachelor of Arts degree in Communication, he went on to a successful 40 year career with the Swagelok Company in sales and product development; business development; human resources; industrial coaching; along with mentoring and training. He now works as a personal consultant with "Selling Basics llc" in the areas of Communication in the Workplace; Facilitation Skills; Selling Yourself; and Negotiation. John has been involved with Toastmasters for the past 17 years.

Melissa Lattanzi, Education and Events Coordinator, NEO-RLS. Melissa has been facilitating and conducting training sessions for the past 20 years and has definitely seen the good, the bad and the ugly of presenting. She has been involved with Toastmasters for the past 5 years.

2019 Hottest Tech Toys for the Holidays
Online via Adobe Connect
10:00 AM - 11:00 AM EST
Holly Klingler, 3306550531
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. Perhaps 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.
Facilitation Skills Workshop
Twinsburg Public Library
10050 Ravenna Rd.
Twinsburg, OH 44087
09:30 AM - 12:30 PM EST
Melissa Lattanzi, 3306550531
lattanzm@neo-rls.org

This workshop is designed to teach the skills necessary to facilitate group interactions to achieve a successful conversation or discussion of a topic. Facilitation skills training will include the four essential functions of high quality facilitation: providing structure, encouraging participation, reflecting the group and moving the group forward.

Learning Objectives:

Develop the skills for effective group facilitation
Encourage participation and get the discussion going
Choose and design the right group process(es) for your session

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.
The Unified Desk-Customer Service at Its Best
Online
Via Adobe Connect

10:00 AM - 11:00 AM EST
Melissa Lattanzi, 3306550531
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Can circulation staff and librarians coexist? Can you manage the fact that the public thinks ALL library staff are librarians? Is it possible to exchange ego for an expanded library experience?

In this webinar I will challenge library staff to remove the barriers and hierarchy that separate staff at the expense of the customer. We will explore opportunities where library clerks and librarians work side by side to provide a more holistic customer service experience.

Learning Objectives:

The benefit of providing more mentoring opportunities between library clerks and librarians to build a better library
Explore the meaning of customer service and what it truly means to serve the public
Challenge participants to see that their bias/fear of co-mingling staff has, and will continue to, hold them back from providing quality customer experiences and growing our profession

Presenter:


Mary Lou is a library-futurist, speaker, writer, library director and idea generator for re-positioning libraries as community leaders and innovators. Her mission is to forever upgrade the perception of libraries by using a creative blend of innovative marketing techniques, community-centered projects, storytelling, placemaking principles and extraordinary customer service. Drawing from 15 years of library experience, preceded by 20 years leading non-profit community-based organizations, Carolan has created and implemented many successful marketing campaigns and outreach initiatives for rural and inner-city libraries of all sizes.
Social-emotional learning (SEL), despite having been around for a few decades now, is still mysterious to many people. In this webinar, we will demystify the jargon so you can learn the basics of social-emotional learning and how to incorporate them into your programming to improve educational and behavioral outcomes for your school-age students.

Learning Objectives:

* Understand the principles of social-emotional learning and how they apply to school-age children
* Understand the ways that social-emotional learning can help with behavior management in your library
* Learn how to incorporate social-emotional learning into your library programming

Presenter:

Marisha Sullivan is a Youth Services Librarian at Stark Library in Canton, OH. She has extensive experience in classroom and behavior management in informal learning environments, especially with tweens and teens. Working in low-income libraries, Marisha has learned the importance of helping students to develop "soft skills" in order to achieve their goals. She has taught topics from aeronautics to creative writing to ballroom dance to school-age children and teens and loves nothing more than helping students find their new favorite thing.
Spanish in a Pinch for Library Staff
Online via Adobe Connect
10:00 AM - 11:00 AM EST
Melissa Lattanzi, 3306550531
lattanzm@neo-rls.org

This webinar will provide an introduction into the Spanish language as well as the people that speak it. You will be provided with short cuts and an understanding of the basics of the language. Know the essential phrases that can breach some of the communication gap when working with Spanish speaking patrons that do not speak English.

Learning Objectives:

Introduction to the Spanish Language
Learn short cuts
Learn essential phrases

Presenter:

Jaime Declet was born and raised in Caguas Puerto Rico and then moved to Ohio to finish his college degree at OSU. He made a stop to visit relatives in Cleveland, and the rest as they say is history. Jaime is married to Jeannine and has two children, Andrew and Victoria. He started working in libraries as a volunteer in the sixth grade through High School. He then worked for the Cleveland State University, Fine Arts Library, for six years and has been working in public libraries for the past 19 years. Mr. Declet started his public library career with the Lorain Public Library. He currently works for the Cleveland Public Library managing the South Branch. Mr. Declet is a member of the Advisory Board of the Virginia Hamilton Conference on Multicultural Children’s Literature and a member of the Board of Directors of the Tremont West Development Corporation. His job is to make sure that the community he serves knows that the Library is here to help. Therefore, he makes sure that the Library is front and center in all community events.
Unconscious Bias & Micro Messages
Twinsburg Public Library
10050 Ravenna Rd.
Twinsburg, OH 44087
12:30 PM - 04:30 PM EST
Melissa Lattanzi, 3306550531
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This foundational workshop serves as a starting point for diversity and inclusion programming. It explores the phenomena of unconscious bias and how professionals can minimize its effects on employee and customer/client relations. Participants will learn how their own unique identities shape their experiences and impact their day-to-day interactions with others. They will learn strategies for minimizing the effects of unconscious bias, which can manifest in the form of verbal, non-verbal, and environmental micro-messages.

Participants will examine the role they play in communicating micro-messages both interpersonally and organizationally, and build skills that will aid them in addressing micro-inequities when they occur. Participants will gain greater confidence in their ability to communicate value and have a positive impact through micro-affirmations, as well as other skills that will aid them in creating an inclusive space where everyone is respected, valued, and appreciated.

Learning Objectives:

- Develop awareness around the impact of our individual identities on our personal and professional experiences
- Explore the concepts of unconscious bias as it relates to single stories and bias at individual, interpersonal, and group levels
- Review best practices and strategies for disrupting bias at individual, interpersonal, and group levels

Presenters:

Caitlin Hawkins, Diversity Center of Northeast Ohio
As a community social worker, Caitlin is passionate about creative, authentic engagement in workplaces and communities. Her educational and professional experiences in community development and higher education lead her to the understanding that relationships matter, and that relationships with people who are different from ourselves provide opportunities for immense growth and collaboration, as long as we know how to harness those connections. At The Diversity Center of Northeast Ohio, she works alongside businesses and organizations through every step of the consulting process and engages staff in customized workshops around the topics of Diversity, Equity, and Inclusion. Caitlin works with the express intention of facilitating the growth of inclusive and equitable workplaces.

Kaila “KJ” Johnson, Diversity Center of Northeast Ohio
At The Diversity Center of Northeast Ohio, KJ researches and designs diversity and inclusion programming for the Higher Education & Young Adults (HEYA) division of The Diversity Center. HEYA offers a variety of services and opportunities that emphasize young adult leadership development based in promoting multiculturalism, anti-racism, and accessibility in learning communities. Additionally, KJ organizes and facilitates diversity education programming for middle and high school conferences, summits, and retreats to equip students to be agents of change. KJ is dedicated to eliminating bias, racism, and bigotry through education, networking and establishing community...
December 10, 2019

To Tag, or Not to Tag? Implementing RFID at Your Library

Online via Adobe Connect
10:00 AM - 11:00 AM EST
Melissa Lattanzi, 3306550531
lattanzm@neo-rls.org

RFID promises to revolutionize circulation at your library, from checkout and returns to inventory and security. But once the equipment is installed, what does it really take to place an individually encoded RFID tag on every one of the thousands of items in your collection?

We’d like to walk you through the process.

Learning Objectives:

Consider RFID tag types, shapes, and sizes for optimized device reading, along with where to place them on books and media
Understand the tagging process at the item level and at the project level
Know why and how to disable older, non-ISO tags when implementing an updated RFID system
Explore project management considerations to ensure that a collection is tagged completely, correctly, and quickly

Presenter:

John Reese is vice president of on-site services at Backstage Library Works. He earned his MLS from Brigham Young University and has been immersed in libraries and library technology for more than 30 years. John has presided over on-site collections management projects for RFID tagging, inventory, weeding, and reclassification. His teams have counted, relabeled, cleaned, shifted, moved, and interfiled tens of millions of books.
Teen Programming: A Mover & Shaker's Recipe for Impact and Success
Online
Via Adobe Connect

02:00 PM - 03:00 PM EST
Melissa Lattanzi, 3306550531
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Courtney Saldana is the Assistant Director of the Ontario City Library. She spent the first eight years of her career working for and with teens. In 2016, Courtney was recognized as a "Change Agent" as a 2016 Library Journal Mover & Shaker [lj.libraryjournal.com]. This webinar will provide a sampling of her outstanding work with teens, and inspire our libraries and staff to serve teens in our communities. Learn about her teen programming basics along with practical and actionable steps for doing a teen needs assessment, creating a teen space and hosting a teen book fest. Courtney will also introduce us to Skills for Teen Parenting (STeP), a program connecting teens with what they need to succeed as adults and parents: how to interview successfully, dress professionally, deal with conflict and time management, care for their child, postpone or prevent a second pregnancy, and more. Expanding from local success to state-wide implementation, the STeP program embodies a wonderful example of the replicable innovation brought to the field by Movers & Shakers.

Learning Objectives:

Recognize what a teenager is today
Understand the biology behind the teen brain
Actionable steps to creating your own impactful teen programs

Presenter:

Courtney Saldana is the Assistant Library Director for the Ontario City Library in Ontario, California. Courtney is the event lead and creator of Ontario’s annual Teen Book Fest (TBF). This event brings 15-20 young adult authors to Ontario for a full day of panels, presentations and author signings. Courtney is also a 2012 Eureka! Leadership Fellow. Her grant project focused on bringing Life Skills to Teen Moms was offered by the California State Library as a statewide project called Skills for Teens Parents (STeP). She is heavily involved in CLA and is a 2016 Library Journal Mover and Shaker.
Discussion of the NEO-RLS Salary Survey will be conducted at this meeting. Everyone is invited to attend this important meeting to help guide the process for relaunching this valuable tool. We will have open discussions on options for moving forward with the survey and analysis as well as proposed costs. We will have sample surveys and ERC will give a presentation. We hope to have many libraries represented so we have a fair amount of feedback. Lunch and a roundtable discussion will follow the morning meeting. Please send Human Resource topics to Yvette Wasko and fiscal officer topics to Debbie Blair by Wednesday, December 4, 2019.