

## Calendar of Events

---

July 24, 2024

### **Building Digital Communities: Tips and Tricks for Enhancing Your Social Media + Video Content**

**Online via Zoom**

10:00 AM - 11:00 AM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*All libraries are filled with stories, and we're not just talking books. In this presentation, we will look at organic ways to grow your digital communities on all the common social media platforms. We'll look at strategies that amplify your social media presence and show you free tools that you can use to create standout content. Whether social media is your main job, or something you're just trying out, this presentation gives you the tools to make your life easier.*

*Learning Objectives:*

*Learn what social media channels are right for you + what types of content you should post*

*Takeaway several strategies that can help you grow your channels organically*

*Gain knowledge of free tools that exist that can streamline your content creation*

*Presenter:*

*Connor Dunwoodie is an Emmy-winning storyteller, and the founder of Chronicle Creative, a video production and digital content studio based in Columbus, OH. Connor has spent the better part of a decade in the digital storytelling business.*

July 31, 2024

### **Putting Our Words into Action: A Toolkit for Customer Service**

**Online via Zoom**

10:00 AM - 11:00 AM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*Everyone says "we offer good customer service to our patrons," but there is often a gap between saying and doing. The Sequoyah Regional Library System (SRLS) has developed a customer service plan based on action statements meant to empower staff in service consistency, putting our words into action. Join SRLS staff as they discuss the creation of the Patron Experience Toolkit, a resource designed to support staff in developing their skills to serve a diverse community.*

*Presenter:*

*Rebecca Camp has been working in Public Libraries for 12 years, and is currently serving as the Patron Experience Manager for the Sequoyah Regional Library System.*

August 6, 2024

## **Flying Solo: Considerations for Archivists & Librarians**

**Online via Zoom**

10:00 AM - 11:30 AM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*Do you work as a solo archivist in a public library, historical society, small college or government setting? Join your colleagues as we discuss how to juggle your priorities while preserving and providing access to your collections. Participants should be prepared to share examples of challenges and successes in their work and should have basic knowledge of archival concepts.*

*Learning Objectives:*

*Participants will learn how to manage their resources  
Participants will learn how to leverage their collections  
Participants will learn how to tackle digital preservation*

*Presenter:*

*Christina Zamon serves as Head of Special Collections & Archives at Georgia State University in Atlanta, Georgia. With over 20 years of experience in the field, she is an active member of the Academy of Certified Archivists, Archives Management Section and College and University Archives Section of SAA, and the immediate past president of the Society of Georgia Archivists. In addition to her experience as Head of Special Collections & Archives, Zamon previously worked as Head of Archives and Special Collections at Emerson College, Archivist at the National Press Club, rare books acquisitionist at the Folger Shakespeare Library and a clean-up cataloger for the Frick Art Reference Library. She has published two books on the topic of being a solo archivist, *The Lone Arranger: Succeeding in a Small Repository* (2012) and *Alone in the Stacks: Succeeding as a Solo Archivist* (2024).*

August 7, 2024

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

**Online**

**Via Zoom**

10:00 AM - 11:00 AM EST

Jeff Laser,

jeff.laser@neo-rls.org

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

### *Learning Objectives:*

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

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

*Enhancing Communication and Engagement Across Generations*

### *Presenters:*

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

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

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

August 15, 2024

## **Engaging with Teens Beyond Your Teen Library Staff**

**Online**

**Via Zoom**

02:00 PM - 03:00 PM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*This interactive presentation will foster library staff confidence in engaging with community youth by addressing common challenges faced in the workplace. It will also cover best practices through the lens of mental health and social justice.*

*Learning objectives:*

*At the end of this session, participants will be able to collaborate effectively as part of a professional team to more confidently engage with youth patrons.*

*At the end of this session, participants will be able to better analyze their system's code of conduct and how it addresses behavior with a social justice lens.*

*At the end of this session, participants will be able to engage responsibly and sensitively when mental health issues arise.*

*Presenters:*

*Maggie Gall-Maynard (she/her/hers) has a BA from Evergreen State College in Olympia, WA and a MLIS, with a focus in youth librarianship, from Kent State University in Kent, OH. Maggie has served youth patrons in public libraries in Columbus, OH, Syracuse, NY, West Carrollton, OH and is currently a School Library Media Specialist at Tipppecanoe Middle School in Tipp City, OH. She is also certified with Youth Mental Health First Aid through the National Council for Mental Wellbeing. In her free time, she enjoys reading, crafting, and hiking with her husband, David, and daughter, Aspasia. Email: mgallmaynard@tippcity.k12.oh.us Instagram: MrsMaggieLovesBooks*

*Amanda Feuerstein (she/her/hers) has a B.A. and M.A. in Spanish from Bowling Green State University in Bowling Green, OH. Amanda taught Spanish at a college level for four years and then high school Spanish for seven years. Post-pandemic she made the switch to being an Information Services Assistant at Dayton Metro Library's West Carrollton Branch in West Carrollton, OH. She is currently studying for her MLIS at IUPUI.*

August 20, 2024

## **Public Relations and Marketing Virtual Networking Meeting**

**Online via Zoom**

02:00 PM - 03:00 PM EST

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

*Here is an opportunity to share your challenges and successes with your peers. This meeting will be held through Zoom which is user friendly to all devices. You will receive a link in your confirmation email a reminder an hour before the meeting. We hope you will join us.*

*Email topics ahead of time to Jeff Laser.*

August 21, 2024

**We See You: Library Programming for Adults with Intellectual and Developmental Disabilities  
Online via Zoom**

02:00 PM - 03:00 PM EST

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

*This presentation aims to provide library workers with practical strategies and tools for developing outreach and in-library programming for adults with intellectual and developmental disabilities (IDD). Participants will walk away with practical ideas for engaging with their community and concrete suggestions for successful and rewarding programming for adults with IDD.*

*Learning Objectives:*

*Participants will recognize the value and rewards inherent in providing services for adults with intellectual and developmental disabilities.*

*Participants will learn concrete first steps for implementing programming for adults with intellectual and developmental disabilities.*

*Participants will learn details for at least three programming models to use with adults with intellectual and developmental disabilities.*

*Presenter:*

*Rebecca Wolfe is the manager of the Grabill branch of the Allen County Public Library in Indiana. She worked for twenty years as manager of a large suburban branch of ACPL before moving in 2022 to the beautiful Grabill branch, which is a rural branch with its own hitching post for equine visitors. For the past decade, Rebecca has focused on programming for adults and teens with intellectual and developmental disabilities (IDD). This work led to recognition as one of Library Journal's 2024 "Mover & Shakers."*

August 27, 2024

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

**Online via Zoom**

10:00 AM - 11:00 AM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

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

*Learning Objectives:*

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

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

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

*Presenter:*

*Gerry Vogel, Avon Lake Public Library*

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

August 28, 2024

## **Become a Sustainability Leader: How to Increase the Environmental Capital of your Library.**

**Online via Zoom**

02:00 PM - 03:00 PM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*Sustainability is one of the nine core values in librarianship. This webinar, which will focus specifically on the environmental aspect of sustainability, is geared towards all library staff that are interested in bolstering their library and community against the effects of climate change. It will highlight examples of how librarians can increase their library's environmental capital through practices, collections, spaces, programs, and strategic plans.*

### *Learning objectives*

*Participants will learn what environmental sustainability means in the context of librarianship.*

*Participants will understand why environmental stewardship is necessary and important for libraries.*

*Participants will gain strategies to increase the environmental capital at their library by applying the obtainable examples given in the webinar.*

### *Presenter:*

*Emily Lindberg is a Youth Services Associate at Westlake Porter Public Library and earned her MLIS from Valdosta State University with a specialization in youth services. In 2021 she was certified as a cycling instructor from the League of American Bicyclists, which she uses to educate people who bike and drive how to share the road safely and legally. Emily recently worked alongside city planners to develop an active transportation plan for Lakewood, Ohio. She continues to work as an advocate for pedestrians and bicyclists by implementing programs aimed at giving residents the information, skills, and practical experience they need to take advantage of existing and future active transportation infrastructure.*

September 4, 2024

**Prioritizing Self-Care for Management**

**Online via Zoom**

10:00 AM - 11:00 AM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

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

*Presenter:*

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

September 4, 2024

**Book Discussion Networking Meeting**

**Online**

**Via Zoom**

,

02:00 PM - 03:30 PM EST

Melissa Lattanzi,  
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. Please send Jane Carle any items you would like to discuss.*



September 5, 2024

## **Serving the Neurodivergent in your Library**

**Online via Zoom**

10:00 AM - 11:00 AM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*Neurodiversity is a concept that encompasses autism, ADHD, dyslexia, Tourette's, dementia, mental health conditions, dyspraxia and other intellectual disabilities. This umbrella term is more commonly used by organizations and individuals to help define who they are and what they care about. As the neurodiversity movement grows, you may find more individuals using those labels and concepts in your library. This webinar will help participants learn more about neurodiversity and how to serve their community.*

*Learning Objectives:*

*What is neurodiversity?*

*The neurodiversity movement*

*Online connections with neurodiversity*

*Misinformation and mental health online*

*Communication*

*People first versus identity first language*

*Presenter:*

*Carrie Rogers-Whitehead worked in libraries for nearly a decade and now consults and trains librarians. She regularly researches and writes for librarians, educators and parents. Carrie has published 5 books, with two coming out in 2022 including a new book co-authored with two school librarians with ABC-CLIO: *Advocating Digital Citizenship: Resources for Library and Classroom*. In 2021 she received an Outstanding Reference Title award from the Reference & User Services Association of ALA. Carrie is the founder of *Digital Respons-Ability*, a mission-based company that has educated tens of thousands of students, parents and educators in digital citizenship. Her company's curriculum and work can be found in multiple states and countries. Carrie is a sought after trainer, former TEDx speaker, adjunct instructor and loves to teach others.*

September 5, 2024

## **Circulation Networking Meeting**

**Online via Zoom**

02:00 PM - 03:00 PM EST

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

*Take this opportunity to share your successes and challenges via a roundtable discussion. You will receive a link in your confirmation email a reminder 2 hours before the meeting. We hope you will join us Please send topics you would like discussed to Jeff Laser.*

September 6, 2024

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

**Online**

**Via Zoom**

10:00 AM - 11:00 AM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

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

September 10, 2024

## **EBSCO: Product & Information Updates for OHIO Public Libraries**

**Online via Zoom**

10:00 AM - 11:00 AM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*EBSCO online services supply a great wealth of information and services to aid in many day-to-day events for library patrons across Ohio.*

*EBSCO products are available in all public libraries in the entire state offering all citizens 24/7 access to numerous popular periodicals (Ex: Consumer Reports, People, Atlantic, Time, Sports Illustrated), homework assistance and very helpful information including Small Business Start-ups to Hobbies and Crafts Ideas and Projects.*

*David Lubin will present a thorough update on all these products, including recent product enhancements to provide a general overview to ensure that libraries use these valuable products to their full potential. These products have recent upgraded features such as providing audio, translator options, improved PDF viewer mechanisms and the ability to set up access on mobile devices.*

*Learning Objectives:*

*The Scope and content of the resources available.*

*The Various interfaces available to search these products.*

*How to do detailed and specific searches either by topic or to look within particular publications.*

*Presenter:*

*David Lubin is the Regional Sales Manager for EBSCO Publishing specializing in the K - 12 and Public Library Markets. David has consulted in the North American library market on Media and Electronic Resources for over 20 years. David has lived in Northeast Ohio for the past 5 years and served the state in this role during that period.*

**AI is Here, Now What Do I Do as a Library Worker? A Beginner's Guide to Using AI in Everyday**  
**Online via Zoom**

10:00 AM - 11:00 AM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*Step into the future of library work with our foundational workshop, "AI is Here, Now What Do I Do as a Library Worker?" Designed specifically for library professionals, this beginner's guide will equip you with the knowledge and skills to seamlessly integrate AI into your everyday workflows. Join us for this engaging and informative workshop and take the first step towards becoming proficient in using AI to revolutionize your work in the library. No prior experience with AI is required—just a curiosity and readiness to embrace the future of library services!*

*Learning Objectives:*

*Understand Generative AI and Overall AI:*

*Gain a clear understanding of what generative AI is and how it fits within the broader context of artificial intelligence.*

*Explore Future Applications of AI in Libraries:*

*Discover the potential ways AI can transform library services and operations.*

*Integrate AI into Everyday Individual Workflows:*

*Learn practical methods to incorporate AI tools into your daily tasks.  
See real-life examples of how AI can streamline routine processes, improve efficiency, and enhance the quality of service provided to library patrons*

*Presenter: Arnessa Dowell*

*With more than two decades of award-winning experience in the library field, Arnessa Dowell has worn many hats, starting as a Page and eventually taking on the role of Library Director in four different institutions working at academic, public, and federal government libraries. She earned her Master of Library Science degree from North Carolina Central University with a focus in academic librarianship and special collections. Additionally, she earned her Masters of Business Administration from the University of North Alabama with a concentration of Executive Leadership. Ms. Dowell is a passionate advocate for blending strategic planning with AI to expeditiously achieve the desired outcomes.*

*Throughout her career, Ms. Dowell has focused on using libraries as dynamic platforms for fostering community engagement, promoting inclusivity, and raising the bar for customer service. Her signature approach involves crafting strategic frameworks that not only adapt to the changing landscape of library services but also position libraries as innovative hubs.*

*In the ever-evolving library landscape, Ms. Dowell wants to stay at the forefront of driving meaningful change. Her unwavering commitment revolves around solidifying libraries as integral community pillars, powered by the integration of AI technologies and thoughtful strategic planning.*

September 11, 2024

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

**Online via Zoom**

02:00 PM - 03:00 PM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

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

*Facilitator:*

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

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

September 12, 2024

### **Book Talking for Teens: In Middle Schools and High Schools**

**Online via Zoom**

02:00 PM - 03:00 PM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*Conducting a book talk for teens and middle school students requires engaging presentation techniques, relevant book choices, and ways to capture their interest.*

*Learning Objectives:*

*The "Do's" and "Don'ts" of book talking in schools: what works best and what doesn't*  
*Understand the basic components of a book talk presentation*  
*How to find the most appealing titles for middle graders and high school students*

*Presenter:*

*Mel Vavra is the Teen Librarian at Brunswick branch of the Medina County District Library System. She has been making the public library memorable for teens since 2015.*

September 18, 2024

**Thinking Outside the (Search) Box: Advanced Strategies and Techniques for Fulfilling Patron**

**Online via Zoom**

02:00 PM - 03:00 PM EST

Jeff Laser,

jeff.laser@neo-rls.org

*You've successfully determined your patron's information need... now what? This webinar will provide strategies and techniques that library staff can put into practice to get the most out of the resources to which all libraries in Ohio have access, including databases, websites, online archives, and more. The presentation will also take a fresh look at some familiar information resources and will suggest ways to utilize them in innovative ways.*

*Learning Objectives:*

*Gain a working knowledge of a variety of information sources.*

*Learn practical searching skills to apply within any information-searching environment.*

*Identify novel uses for established information resources.*

*Presenter:*

*Don Boozer is Manager of the Literature Department and Homebound Services at Cleveland Public Library as well as Coordinator of the Ohio Center for the Book, the Buckeye State's affiliate of the Center for the Book at the Library of Congress. He is also an adjunct instructor at Kent State University's School of Information where he teaches the reference service and*

September 19, 2024

## **Public Speaking: Effective Skills for Libraries**

**Twinsburg Public Library**

**10050 Ravenna Rd.**

**Twinsburg, OH 44087**

09:30 AM - 03:30 PM EST

Melissa Lattanzi,

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

*Public Speaking can be an intimidating experience for most people. However, when we choose to see Public Speaking with an “overcomer mindset,” visualizing what we can do, we emerge as empowered and confident communicators. This workshop will focus on creating dynamic presentations from start to finish with an organized plan. Special topics such as dealing with nervousness, presenting with a confident vocal quality and learning how to capture the audience’s attention will be addressed.*

### *Learning Objectives:*

*Adopt effective strategies for dealing with nervousness*

*Engage the audience’s attention with your voice*

*Choose words to capture the audience’s attention*

*Create speaking notes to effectively communicate your message confidently*

### *Presenter:*

*Marilee Fini, M.A. CCC/SLP is certified and licensed Speech Pathologist in Cleveland, OH running her own private practice, MLF Speech Therapy where she sees children and adults. She is also a professional speaker and been presenting for over 24 years. In addition, she is an adjunct professor at Lakeland Community College where she teaches Public Speaking. Currently, she speaks for corporations, in healthcare and for other organizations on effective communication, Public Speaking and motivational topics. As a kid who stuttered, she couldn’t imagine being a speaker or a Speech Pathologist! In her presentations, she shares a message of discovering an “overcomer mindset” and being able to do things you never thought were possible!*

September 24, 2024

## **Challenging Post-COVID Impacts on School Readiness through Storytime Standards**

**Online**

**Via Zoom**

10:00 AM - 11:00 AM EST

Jeff Laser,

jeff.laser@neo-rls.org

*Faced with dismal reading scores and school readiness in Charleston County (SC) K-8 students, Charleston County Public Library (CCPL) created new Storytime standards prioritizing early literacy, raising awareness on school readiness, and leveraging staff expertise to address community needs. Through intentional Storytime practices and collaboration with Charleston County School District, CCPL is challenging post-COVID bridges and barriers to school readiness. Participants will learn what CCPL does and how to adapt our framework for your community.*

### *Learning Objectives:*

*Recognize the importance of intentionally sharing early literacy information with parents/caregivers.*

*Gauge the changing landscape of storytime needs in a post-COVID world.*

*Identify methods for partnering with your school district to help children on their journey to school readiness.*

*Learn how to establish and implement Storytime standards at your own library.*

### *Presenters:*

*Cassie Welch (she/her) is the Children's System Coordinator at Charleston County Public Library (SC). She has a B.A. in Elementary Education (K-6), an Early Childhood Certification (PK-3), and a Master's in Library and Information Science. She has over a decade of experience in education and libraries working with young children and the adults who care for them. She believes in the necessity of diverse children's literature and the importance of helping parents, caregivers, and educators develop a child's early literacy and early years skills.*

*Kristin Hare is a Children's Services Manager at Charleston County Public Library where she has become a leader in EDI work, serving on CCPL's Strategic Vision Planning Committee, EDI Committee, and Children's Annual Booklist Committee, as well as serving as the Chair of the South Carolina Library Association's Rainbow Round Table. She holds a B.A. in English and a Master's in Library and Information Science.*

September 26, 2024

**Back to the Book XXIII: Readers' Advisory, Historical Fiction, & Merchandising**  
**Hilton Garden Inn**  
**8971 Wilcox Dr**  
**Twinsburg, OH 44087**  
09:30 AM - 04:00 PM EST  
Melissa Lattanzi,  
lattanzm@neo-rls.org

October 1, 2024

**Youth Services (Children & Teen) Virtual Networking Meeting**  
**Online**  
**Via Zoom**

,  
01:00 PM - 02:00 PM EST  
Melissa Lattanzi, 3306550531  
lattanzm@neo-rls.org

*Here is an opportunity to share your successes and challenges with your peers. You will receive a link in your confirmation email and a reminder 2 hours before the meeting. We hope you will join us. Please send agenda items/questions to Melissa Lattanzi.*



October 2, 2024

**Accessible Digital Libraries: Navigating Smartphone Assistive Technology with Low-Vision Patrons**  
**Online via Zoom**

10:00 AM - 11:00 AM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*Have you ever wondered what assistive technology options exist to break down the barrier between library collections and our patrons with visual impairment or blindness? Join this webinar to get an introduction to built-in accessibility features on today's smartphones and see how they can be used to access library apps. We'll go over the basic gestures to get you started as well as tips for navigating. This will include a brief demonstration using the Libby app, but the skills can apply to any accessible digital collection.*

*\*\*\*Attendees are encouraged to bring a mobile device (and headphones for it if you won't have a space to yourself) to participate in the practice portion of the presentation.*

*Learning Objectives:*

*Understand why working with a mobile device's native accessibility features is important to equitable library service.*

*Identify and explain accessibility features native to Apple iOS and Android mobile devices.*

*Borrow and listen to digital audiobooks using only their hands and ears (no vision required).*

*Presenter:*

*Alyssa Hanson has been the Web Specialist at the Iowa City Public Library (ICPL) since 2016. Her work has included redesigning, building, and maintaining ICPL's website as well as leading the front-end design work on ICPL's catalog, app, and other web projects. While not coding, she also works on the Info Desk helping people with technology and reference questions. She is continually looking for ways to improve the usability and accessibility of ICPL and its web presence as well as opportunities to help others learn more about accessibility.*

October 2, 2024

**Directors/Deputy Directors Virtual Networking Meeting**

**Online**

**Via Zoom**

03:30 PM - 04:30 PM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*Here is an opportunity to share your challenges and successes with other directors and deputy directors. This meeting will be held via Zoom, which is user-friendly for all devices. You will receive a link in your confirmation email and a reminder 2 hours before the meeting. We hope you will join us. Please send agenda items/questions to Jonathan Harris.*

October 8, 2024

**A Day for Public Service: Psychological Safety and Building Connections in the Workplace -E**

**Bainbridge Branch**

**17222 Snyder Rd.**

**Chagrin Falls, OH 44023**

09:30 AM - 03:30 PM EST

Melissa Lattanzi,

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

*Join us for our ever-popular Day for Public Service! This year we are focusing on psychological safety and building connections in the workplace.*

*Can't make this date? Other Locations and Dates to Attend*

*Wednesday, October 30, 2024 at Avon Lake Public Library*

*Wednesday, November 20, 2024 at Stark Library -Main Library*

*Morning Session: Psychological Safety*

*Evidence shows that when teams have psychological safety, they're more willing to acknowledge their own mistakes and figure out how to prevent them from moving forward. They're also more comfortable raising problems and exploring innovative solutions." During this session, we will focus on the "why," "what," and "impact" and create a call to action.*

*Learning Objectives:*

*How the foundation of a learning culture is psychological safety*

*Being able to take risks without fear of reprisal*

*Presenters:*

*Krista L. Allison, J.D.*

*Krista L. Allison currently serves as a Program Support Strategist for Stark Education Partnership, Inc., and an Educational Consultant/Coach for the Stark County Educational Service Center and the Ohio Department of Education State Support Team Region 9 in the areas of cradle to career, Ohio's Whole Child Framework, family and community engagement, and diversity, equity, inclusion, and belonging.*

*For over 20 years, Krista has served in leadership roles at the state, county, and school district levels. Mrs. Allison has advised public officials on education regulations, provided training and coaching to education leaders, and created and implemented strategic policies, programs, and systems to address the equitable academic and non-academic needs of all students in Ohio schools. Mrs. Allison holds a Bachelor of Arts from Baldwin-Wallace University and a Juris Doctorate from Case Western Reserve University. She is an Institute for Educational Leadership Policy Fellow, Ohio Early Childhood Leadership Fellow, and a member of Leadership Stark County's 35th Class Signature Program.*

*Hannah Cowie, MPH, OCPC, CDCA, ECMHC, OIFP-II*

*Hannah Cowie is an Ohio Certified Prevention Consultant (OCPC) with over 7 years of experience in behavioral health prevention. She holds a Master's degree in Public Health and certifications in Early Childhood Mental Health (ECMHC), Ohio Infant Family Practice (OIFP-II), and Chemical Dependency Counseling (CDCA). Hannah currently works as an Early Childhood Mental Health Consultant for State Support Team 9. She is dedicated to fostering resilience and mental well-being through a collaborative, evidence-based approach.*

*LaFlovia "Flo" Ginanni, M.Ed., LPC*

*LaFlovia "Flo" Ginanni has been at United Way of Greater Stark County since 2013.*

*She is currently the Vice President of Diversity, Culture, and Engagement. She*

*launched United Way's Project Blueprint in 2019, a board and committee preparedness*

*program designed to recruit, train, and place ethnically diverse leaders into*

*policy-making roles to enhance the effectiveness of nonprofit agencies. Flo also represents United Way on the Dismantling Racism Coalition of Stark County, which introduced the 15-Day Unity Challenge to the community in August of 2020. She is a Licensed Professional Counselor, as well as a certified Chemical Dependency Counselor Assistant, and works as a PRN Counselor at CommQuest's Detox Unit. She holds dual bachelor's degrees in Psychology and Sociology, in addition to master's degrees in both Leadership Studies and Clinical Mental Health Counseling. She has worked in the social service, mental health, and criminal justice fields for over 30 years.*

*Afternoon Session: Building Connections in the Library with Effective Communication  
Communication is the key to success in the workplace. We have the desire to communicate better but the missing piece is the "know-how." In this presentation you will get the "know-how" to....*

*Express your ideas in a clear and concise format  
Listen with intent rather than with an agenda  
Manage communication breakdowns  
Communicate effectively with difficult people*

*When we get the "know-how" we build a connection with others which leads us to become effective and confident communicators!*

*Learning Objectives:*

*Acquire techniques through listening and verbal communication for building connections with co-workers and patrons in the Library  
Implement strategies for managing communication breakdowns*

*Presenter:*

*Marilee Fini, M.A. CCC/SLP is a certified and licensed Speech Pathologist in Cleveland, OH running her own private practice, MLF Speech Therapy where she sees children and adults. She is also a professional speaker and has been presenting for over 24 years. In addition, she is an adjunct professor at Lakeland Community College where she teaches Public Speaking. Currently, she speaks for corporations, in healthcare and for other organizations on effective communication, Public Speaking and motivational topics. As a kid who stuttered, she couldn't imagine being a speaker or a Speech Pathologist! In her presentations, she shares a message of discovering an "overcomer mindset" and being able to do things you never thought were possible!*

*Other Locations and Dates to Attend*

*Wednesday, October 30, 2024 at Avon Lake Public Library*

*Wednesday, November 20, 2024 at Stark Library -Main Library*

October 9, 2024

## **Teen Book Discussion**

### **Online via Zoom**

10:00 AM - 11:00 AM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*Join us for an engaging teen book discussion webinar where you'll discover insights from two successful teen book discussion programs.*

*Learn from Christina Getrost, who will share the secrets behind her long-running high school book club, a joint effort between Stow-Munroe Falls High School and Stow-Munroe Falls Public Library, which averages 30 students each month.*

*Hear from Danielle Weiser-Cline of Kingsville Public Library about her unique approach to running a coffee shop teen book club.*

### **Presenters:**

*Christina Getrost has worked as teen librarian/adult reference librarian at the Stow-Munroe Falls Public Library in Stow, Ohio since May 2000. Prior to that she was a children's librarian for several years at the Kent Free Library in Kent, Ohio, having obtained her BA and MLIS from Kent State University. Christina's other current professional commitments include serving as the President of the Buckeye Children's and Teen Book Awards Council.*

*Dani Weiser-Cline serves as the Youth Services and Outreach Coordinator at Kingsville Public Library, a small rural library in Northeast Ohio. In this role, she designs, implements, and runs all programming for children from birth to age 18. She is a PhD Candidate in Cultural Foundations of Education at Kent State University where she takes a philosophical approach to understanding out of school learning environments. She holds an M.A. in Theatre History and Criticism, a B.F.A. in Acting, and a B.F.A. in Technical Theatre and Design. She loves helping youth of all ages find their next favorite book!*

October 10, 2024

## **2024-2025 Leadership Academy**

**Cuyahoga Falls Library**

**2015 3rd St.**

**Cuyahoga Falls, OH 44221**

Times are listed for each workshop and webinar

Melissa Lattanzi,

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

*NEO-RLS Introduces the 2024-2025 Leadership Academy*

*What does it mean to be a leader and how do the skills needed differ from those needed to be a good manager? Many people struggle with how to leave behind former priorities and mindsets when they enter a leadership role. Learning how to balance implementation with vision, connect with others in order to achieve goals, become an effective decision-maker and develop others are all important skills that help build alignment with direct reports and across an organization. The Leadership Academy will focus on enhancing the skills you already have and building new ones in order to assist you in developing a vision of how you can confidently move into the future as a leader.*

*The Academy is a blended course which runs from October through May and consists of 5 face-to-face workshops, 3 webinars.*

*We recommend that you attend the Academy in its entirety in order to maximize your learning*

*Archives of live webinars will be available at your convenience for those attending the Academy in its entirety and experiencing a scheduling conflict*

*Live webinars will be available individually for registration for those NOT attending the Academy in its entirety*

### *Session 1*

*Thursday, October 10, 2024 - Cuyahoga Falls Library*

*9:30 am - 3:30 pm*

### *Everything DiSC® on Catalyst™*

*Everything DiSC® on Catalyst™ is a personal development learning experience that equips people with the social and emotional know-how for more effective interactions at work—no matter who or where they are.*

### *Learning Objectives:*

*Better understand themselves*

*Appreciate and value differences in perspective and approach*

*Adapt to the unique needs of each person or situation they encounter*

*Connect with colleagues through the Catalyst platform*

*Gain access tips to help work better with different DiSC styles in a variety of situations*

*Presenter:*

*Ned Parks has had a rich and varied life that has taken him from police officer to helicopter pilot to successful entrepreneur with management and leadership positions in the journey.*

*He brings this experience to his consulting practice as a global provider of business consulting and staff development services that help organizations improve management and strategic competencies enhance customer service and improve employee engagement efforts.*

*Session 2:*

*Thursday, November 21, 2024 at Warren-Trumbull County Public Library  
9:30 am - 4:00 pm*

*Morning Session: Get Smart About Emotional Intelligence: Enhance Your Effectiveness  
People with higher emotional intelligence tend to be better decision makers, more effective leaders, more resilient, better communicators, have more self-awareness and self-control, and more success in life overall. Emotional intelligence is being able to identify and manage your emotions and those of others. It is crucial for working collaboratively and effectively and having difficult conversations.*

*In this interactive workshop we will discuss emotional intelligence and ways to improve it. The exercises will walk you through activities that help you explore your emotions, improve communication skills, and build empathy.*

*Discover how to harness the power of emotions for more effective interactions!*

*Learning Objectives:*

*Define emotional intelligence and describe the 5 elements of it*

*Explain the benefits of emotional intelligence in the workplace*

*Describe 4 ways you can improve EI*

*Identify personal areas for improvement (and resources for working on them)*

*Presenter:*

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

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

*Afternoon Session: We Need to Talk: A Step by Step Guide to Difficult Conversations*

*Presenter:*

*Taurean J. Johnson (who also goes by TJ) serves as a Commissioner with the Federal Mediation and Conciliation Service (FMCS). In his capacity as Commissioner, Mr. Johnson works with parties in the private, public and federal sectors, mediating collective bargaining agreements, grievances, and employment disputes. In addition to his mediation work, Mr. Johnson frequently delivers training programs to labor and management groups. Taurean attended the University of Cincinnati (UC) earning dual degrees in Political Science and African American Studies.*

*Session 3*

*Thursday, December 5, 2024 from 10:00 am to 11:00 am From Your Desktop*

*Management in Harmony*

*"Management in Harmony" is an enlightening and engaging webinar that delves into the art of cultivating a management team that operates in perfect harmony. In today's dynamic library landscape, the success of an organization often hinges on how effectively its management functions as a cohesive unit. This webinar aims to provide participants with invaluable insights and actionable strategies to foster a culture of collaboration, effective communication, and synergy within their management teams.*

*Attendees will learn the key principles and practices that enable managers from diverse backgrounds and departments to align their goals, work seamlessly together, and drive organizational success. Throughout "Management in Harmony," participants will discover 7 key strategies that focus on the importance of aligning departmental objectives, building strong inter-departmental relationships, and establishing clear communication channels. Whether you're an experienced manager looking to enhance your team's cohesion or a new or aspiring leader seeking to unlock the full potential of your management cadre, this webinar promises to equip you with the tools and knowledge needed to create a management team that harmoniously navigates challenges, maximizes opportunities, and ultimately propels your organization toward its strategic objectives.*

*Join presenters from the Warren-Trumbull County Public Library System, Kim Garrett, Deputy Director, and Sarah Everly, Mobile Library Services Manager, for an illuminating session where you'll learn how to orchestrate your management team to perform in perfect harmony, driving excellence and innovation across your organization.*

*H: Honor Diversity*

*A: Align Goals*

*R: Regular Communication*

*M: Mutual Trust & Mentorship*

*O: Operational Efficiency*

*N: Neutralize Conflict*

*Y: Yield to Feedback*

*Presenter:*

*Kim Garret, Deputy Director for the Warren-Trumbull County Public Library System  
With a passion for knowledge and a dedication to serving the community, Kim Garrett, Deputy Director for the Warren-Trumbull County Public Library System, brings nearly 15 years of invaluable experience to the table. Having started her career as a youth services librarian, Kim has steadily climbed the ranks, exemplifying unwavering commitment to promoting literacy, fostering a love for learning, and expanding access to resources for all patrons. Her extensive expertise in library management, collection development, and innovative programming has been instrumental in transforming the libraries she has served into vibrant hubs for lifelong learning and cultural enrichment. As a leader in Ohio's public libraries, Kim continues to champion the role of libraries as vital community assets, shaping the future of our industry and ensuring that libraries remains a beacon of knowledge and enlightenment for years to come.*

*Sarah Everly, Mobile Library Services Manager, Warren-Trumbull County Public Library System*

*Sarah's main focus is serving individuals who face barriers accessing traditional brick and mortar locations. She does so by providing bookmobile service and Library-by-Mail service as the Mobile Library Services manager at the Warren-Trumbull County Public Library in northeast Ohio.*

*As a former Peace Corps Volunteer, providing access to information and working collaboratively with others give her immense gratification. Everly has established two successful bi-weekly book clubs for and with adults with developmental disabilities and she has initiated a wonderfully successful (and fun!) partnership with the local state park (Mosquito Lake) to provide nature-centered programming paired with live animal demonstrations and a story time at the bookmobile. Everly continually seeks ways to expand bookmobile service and effectively utilize our time on the road.*

*Session 4*

*Wednesday, January 22, 2025 from 10:00 am - 11:30 am From Your Desktop*

*Strategic Leadership*

*In today's dynamic library environment, mastering the art of strategic leadership is more crucial than ever. As libraries evolve to meet the challenges of a digital era, leaders must adeptly navigate the intersection of strategy, leadership, operations, and*



*management. This webinar offers participants a comprehensive understanding of how strategic vision and effective leadership can shape the future of library services*

*Learning objectives:*

*Participants will learn the difference between strategy and leadership skills vs operations and management skills, and will understand the importance of weaving these critical skills together.*

*Participants will learn several integral tools for infusing their management style with strategic thinking.*

*Participants will discuss trends emanating from the pandemic and discuss potential impacts on future library operations*

*Presenter:*

*Paula Miller has served as Director/Administrator in four states –Baltimore County Public Library and Eastern Shore Regional Library (both MD), Pikes Peak Library District (CO), Westlake Porter Public Library (OH), and Dover Public Library (DE). Most recently, she molded BCPL's role as a community hub and instrument of democracy, and she oversaw the development and opening of award-winning and state-of-the-art Library 21c in Colorado Springs. Enamored by libraries since her first shelving job at age 16 at Kent Free Library, she believes our public libraries are critical community resources that bring people together and that serve as bridges to opportunities in individuals' lives. She is focused on identifying new and emerging needs, roles, and connections that keep our libraries relevant and effective.*

*Session 5*

*Wednesday, February 12, 2025 from 10 am - 11:15 am from YOUR Desktop*

*Leading from the Middle: Managing Up and Down Simultaneously*

*Do you have more than one boss at your library? Do you have lots of responsibility but little authority? Are you working between multiple departments? Are you looking to improve your communication skills with your managers and your direct reports? If you said yes to any of these questions then this webinar can help you communicate better and manage up, and down.*

*Learning Objectives:*

*Communication techniques for communicating with upper management and employees*

*Prioritizing tasks and setting goals*

*Performance evaluation strategies: How to better give and receive feedback*

*Time management concerns: How to organize and prioritize your time to meet multiple*

*(and sometimes competing) goals*

*Planning and organizing meetings from "the middle"*

*Presenter:*

*Carrie Rogers-Whitehead worked in libraries for nearly a decade and now consults and trains librarians. She regularly researches and writes for librarians, educators and parents. Carrie has published 5 books, with two coming out in 2022 including a new book co-authored with two school librarians with ABC-CLIO: *Advocating Digital Citizenship: Resources for Library and Classroom*. In 2021 she received an Outstanding Reference Title award from the Reference & User Services Association of ALA. Carrie is the founder of Digital Respons-Ability, a mission-based company that has educated tens of thousands of students, parents and educators in digital citizenship. Her company's curriculum and work can be found in multiple states and countries. Carrie is a sought after trainer, former TEDx speaker, adjunct instructor and loves to teach others.*

*Session 6 -*

*Thursday, March 27, 2025 - Location TBA*

*9:30 am - 4:00 pm*

*Morning Session: Leading Through Transitions*

*Change is never easy, but understanding the transition process that leads to adopting a change is a critical skill for library leaders. This session will help you understand the stages of a transition process, where people get stuck (and how to help them if they do!), and how to develop strong team dynamics that support the change. Drawing on the transition theory work of Bruce Feiler, William Bridges, and Susan Bridges, participants will deeply consider the elements of each stage of a transition and how to support themselves, their team, and their colleagues each step of the way, as well as how to head off tension and conflict along the way. While change may never be easy, understanding the transition process that leads to change helps library leaders become more intentional and effective.*

*Learning Objectives:*

*Gain skills to better communicate about change*

*Navigate unintended consequences*

*Ensure that the change sticks*

*Afternoon Session: Develop Your Teams by Building on Strengths*

*Teams are a critical unit at your library - it's where people learn, share, and feel connected. How can we better develop our teams to ensure positive working relationships and job satisfaction? This session will go deep into team building (but not in a "let's do a ropes course!" way!). We'll share the theory behind how teams develop their dynamics and cultures and several proven approaches to using a strengths-based approach for intentionally cultivating a productive environment.*

*Learning Objectives:*

*Understand the vital role teams play in organizational development and job satisfaction*

*Understand the team development model and how to use it with teams*

*How to increase job engagement through team connection*

*Keys for developing team strengths*

*Presenter:*

*Amanda Standerfer's passion is helping libraries and nonprofit organizations advance so they can create meaningful impact in their communities. Since 2002, Amanda's consulting practice Fast Forward Libraries has worked with libraries and nonprofits on strategic planning, fundraising, organizational development, and capacity building. Amanda has 15 years of experience at various positions in public libraries, most recently as the Director of Community Engagement for The Urbana (IL) Free Library. She also has 7 years of experience working in the philanthropy sector. She has a BA and MA in History from Eastern Illinois University and a MLIS from the University of Illinois at Urbana-Champaign.*

*Session 7*

*Tuesday, April 15, 2025 - Location TBA*

*9:30 am - 4:00 pm*

*Morning Session: Accountability at the Core: Manager's Response to Pride and Entitlement in the Workplace*

*In the complex landscape of the post pandemic, fostering a culture of accountability is not just a goal; it's a necessity!*

*A midst the comprehensive interplay of organizational dynamics, few threads are as complex and pervasive as pride and entitlement. These two formidable barriers have the potential to obstruct the path to accountability, stifling progress, and hindering growth.*

*Now, more than ever, leaders must confront these challenges head-on, charting a course towards a future defined by humility, integrity, and unwavering accountability. In this session tailored for HR professionals, we will embark on a journey to unravel the intricacies of pride and entitlement, exploring how they intersect with accountability and, more importantly, how we can overcome them to cultivate a culture of responsibility and excellence within our organizations.*

*Learning Objectives:*

*Understand the impact of pride and entitlement on organizational culture and*

*accountability.*

*Recognize signs and symptoms of entitlement and pride in themselves and their employees.*

*Explore root causes that contribute to entitlement and pride, such as upbringing, societal influences, and organizational culture.*

*Learn practical strategies for addressing entitlement and pride.*

*Discover actionable steps and techniques for promoting a culture of humility, empathy, and accountability in the workplace.*

*Afternoon Session: Create a Growth Mindset: Guiding your Employees to Resiliency, Grit, Optimism & Forgiveness*

*Create a Growth Mindset: Guiding your Employees to Resiliency, Grit, Optimism & Forgiveness (Morning Session)*

*Our mindset is the way we think, filter our thoughts and make meaning of a situation. Is mindset fixed, or can we change it – and help others change theirs?*

*Stanford psychologist Carol Dweck developed the term “growth mindset” after researching motivation, personality and development. Dweck suggests that a growth mindset evolves from an attitude of hard work, learning, training and perseverance. In comparison, individuals with a fixed mindset believe that success comes from innate ability, focus on the rewards of immediate success and dread failure.*

*Because mindsets are shaped by our environments, organizations can do quite a bit to foster a growth mindset within. The growth mindset is all about learning, growing and continuing to work hard despite setbacks, while a person with a fixed mindset may be embarrassed by and not willing to admit their personal or professional failures.*

*Growing out of a fixed mindset does not happen overnight. It takes conscious effort to move to a different way of thinking. As Leaders, we can help ourselves, colleagues and ultimately the organization by promoting a growth mindset throughout.*

*Learning Objectives:*

*Identify the difference of a fixed mindset vs. growth mindset, take a self-assessment to determine your mindset*

*Realize the importance and define five characteristics of a growth mindset workplace and its' impact on goal setting and feedback*

*Learn the two biggest obstacles to organizational growth mindset and how to overcome them*

*Recognize the three common misconceptions that contribute to a false growth mindset and spot your fixed-mindset triggers*

*Understand what Neuroplasticity is and how it relates to re-wiring the brain to grow in areas such as resilient, grit, optimism and forgiveness*

*Acquire strategies to foster a growth mindset and practice four habits to cultivate a growth mindset in yourself*

*Presenter:*

*Amy B. Shannon, President, Pinnacle Leadership Solutions, LLC, and a Partner in Your Partner in HR has specialized in Organizational Development, Human Resources and Training for over 25 years. For the past 13 years, Amy has been an Organizational Development consultant working with clients in manufacturing, service, financial and healthcare industries. Most recently, Amy served as the Executive Director II/Vice President of Corporate College where she built robust leadership training curriculum to serve her clients. Amy also holds certifications with numerous nationally known training vendors. She is a regular speaker at national conferences such as The Corporate University Week at the Disney Institute. She is a seasoned speaker for the HR Star Conference Cleveland. As a result of her high ratings, she has also been a key speaker at the HR Star Atlanta and received the Gold Medal Award three years in a row for best session speaker. Amy was a recipient of the 2015 HR Awards presented by ERC & CSHRM.*

*Session 8*

*Thursday, May 15, 2025 - Location TBA*

*9:30 am - 3:30 pm*

*Morning Session: Empathetic Leadership*

*Leadership styles have shifted greatly over the last several decades, to allow for room to include Person-Centered Leadership models to support our workforce. Please join this conversation to learn the tools and characteristics of Empathetic Leadership to support your response to the needs of your employees.*

*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.*

*Afternoon Session: Guided Conversations*

*Here is your opportunity to ask questions of your peers and share your successes and challenges.*

October 16, 2024

## **Library Bootcamp: Readers' Advisory 101**

**Online via Zoom**

10:00 AM - 11:00 AM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*Readers' Advisory can feel scary because we want our patrons to leave the library with books that are perfect for their mood. Keeping up with the book world can be a daunting task, too. Learn some basic skills that will help you provide good RA service and be a more informed and passionate Readers' Advisor.*

*Learning Objectives:*

*Define Readers' Advisory service in a public library.*

*Talk about appeal factors with patrons and listen actively to readers.*

*Use common resources to make reading suggestions and expand their own knowledge of popular books.*

*Presenter:*

*Mary Olson is Readers' Advisory Librarian at Medina County District Library. Her duties include training, direct service to book clubs, promotional writing, collection development, and programming. She is the 2015 Allie Beth Martin award winner and the 2016 Pat Carterette Award winner.*

October 17, 2024

## **Intro to Digitization**

**Online via Zoom**

10:00 AM - 11:00 AM EST

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

*Digitization is a big project. Where do you start? What systems do you use and what resources are available for you? This webinar will introduce foundations of digitization for libraries that want to begin a digitization project.*

*Learning Objectives:*

*Explore digitization plans, and how to select resources for digitization.*

*Discover necessary tools such as content management systems and metadata.*

*Learn about the Digihubs in Ohio and what resources they provide*

*Presenter:*

*Penelope Shumaker is a Library Consultant at the State Library of Ohio. She specializes in Digitization and CE for library staff. She manages the Ohio Digital Network (ODN), which is the Digital Public Library of America (DPLA) Service hub for Ohio. She has Master of Library and Information Science (Kent State University) and a Bachelor of Arts in Philosophy (Cedarville University).*

October 17, 2024

### **Technical Services/Collection Development Networking Meeting**

**Online via Zoom**

02:00 PM - 03:00 PM EST

Jeff Laser,

jeff.laser@neo-rls.org

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

October 22, 2024

### **Intersectionality 101**

**Online via Zoom**

02:00 PM - 03:00 PM EST

Melissa Lattanzi,

lattanm@neo-rls.org

*Intersectionality is a concept that allows us to examine multiple areas of our lives and social identities. During this session, participants will examine what it actually is, discuss the history of the theory and begin to apply an intersectional lens.*

*Learning Objectives:*

*Identify intersectionality as a lens*

*Identify how intersectionality can be utilized in their respective spaces*

*Identify resources for support and continued learning*

*Presenters:*

*Katie Mattise (they/them pronouns) joined Kent State in 2016, first serving as program coordinator and later as assistant director of the LGBTQ+ Center. Through this position, Katie worked across Kent State to educate, advocate and be a resource to the LGBTQ+ community. Prior to Kent State, they worked at various universities in residence life. Katie now serves as a director in the Division of People, Culture, and Belonging. Through this role, they work with others to create, provide and facilitate opportunities for people to engage in meaningful conversation around various social justice topics.*

*Katie earned a Bachelor of Arts from the University of Pittsburgh in English Literature and a Master of Science in Cultural Foundations of Education from Syracuse University. Katie's passion lies in social justice, and they are excited to collaborate with Kent State stakeholders, on and off campus.*

October 23, 2024

### **Library Friends Groups: A Guide To Growing Your Friends**

**Online via Zoom**

10:00 AM - 11:00 AM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*Library Friends Groups are the backbone of community support for libraries, contributing financially and playing a crucial role in their thriving success. In this session, delve into the essentials, explore growth strategies, and get inspired.*

*Learning Objectives:*

*How friend groups support their library  
How to form a Friends Group (or revitalize an existing group)  
How to grow your Friends Group  
Explore fun ideas for building community and fundraising.*

*Presenter:*

*Diana Silveira is a librarian and President of Novare Library Services, where she works with libraries to develop, implement, and utilize technology effectively. Previously, she was employed by the Tampa Bay Library Consortium and the Charlotte Mecklenburg Library. She has an MLIS from UNC-Greensboro and a BS in psychology from Catawba College. She is the author of the book Library Technology Planning for Today and Tomorrow.*

October 24, 2024

### **Diversity, Equity, Inclusion, & Accessibility Networking Meeting**

**Online via Zoom**

02:00 PM - 03:00 PM EST

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

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

October 29, 2024

### **Adult Services Virtual Networking Meeting**

**Online via Zoom**

02:00 PM - 03:00 PM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*Here is an opportunity to talk with your peers to share ideas, successes and challenges. This meeting will be held through Zoom which is user friendly for all devices. You will receive a link in your confirmation email and a reminder 2 hours before the meeting. We hope you will join us. Please send agenda items/questions to Melissa Lattanzi.*



October 30, 2024

**A Day for Public Service: Psychological Safety and Building Connections in the Workplace-A**

**Avon Lake Public Library**

**32649 Electric Blvd**

**Avon Lake, OH 44012**

09:30 AM - 03:30 PM EST

Melissa Lattanzi,

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

*Join us for our ever-popular Day for Public Service! This year we are focusing on psychological safety and building connections in the workplace.*

*Can't make this date? Other Locations and Dates to Attend*

*Tuesday, October 8, 2024 at Bainbridge Library*

*Wednesday, November 20, 2024 at Stark Library -Main Library*

*Morning Session: Psychological Safety*

*Evidence shows that when teams have psychological safety, they're more willing to acknowledge their own mistakes and figure out how to prevent them from moving forward. They're also more comfortable raising problems and exploring innovative solutions." During this session, we will focus on the "why," "what," and "impact" and create a call to action.*

*Learning Objectives:*

*How the foundation of a learning culture is psychological safety*

*Being able to take risks without fear of reprisal*

*Presenters:*

*Krista L. Allison, J.D.*

*Krista L. Allison currently serves as a Program Support Strategist for Stark Education Partnership, Inc., and an Educational Consultant/Coach for the Stark County Educational Service Center and the Ohio Department of Education State Support Team Region 9 in the areas of cradle to career, Ohio's Whole Child Framework, family and community engagement, and diversity, equity, inclusion, and belonging.*

*For over 20 years, Krista has served in leadership roles at the state, county, and school district levels. Mrs. Allison has advised public officials on education regulations, provided training and coaching to education leaders, and created and implemented strategic policies, programs, and systems to address the equitable academic and non-academic needs of all students in Ohio schools. Mrs. Allison holds a Bachelor of Arts from Baldwin-Wallace University and a Juris Doctorate from Case Western Reserve University. She is an Institute for Educational Leadership Policy Fellow, Ohio Early Childhood Leadership Fellow, and a member of Leadership Stark County's 35th Class Signature Program.*

*Hannah Cowie, MPH, OCPC, CDCA, ECMHC, OIFP-II*

*Hannah Cowie is an Ohio Certified Prevention Consultant (OCPC) with over 7 years of experience in behavioral health prevention. She holds a Master's degree in Public Health and certifications in Early Childhood Mental Health (ECMHC), Ohio Infant Family Practice (OIFP-II), and Chemical Dependency Counseling (CDCA). Hannah currently works as an Early Childhood Mental Health Consultant for State Support Team 9. She is dedicated to fostering resilience and mental well-being through a collaborative, evidence-based approach.*

*LaFlovia "Flo" Ginanni, M.Ed., LPC*

*LaFlovia "Flo" Ginanni has been at United Way of Greater Stark County since 2013.*

*She is currently the Vice President of Diversity, Culture, and Engagement. She launched United Way's Project Blueprint in 2019, a board and committee preparedness*

*program designed to recruit, train, and place ethnically diverse leaders into*

*policy-making roles to enhance the effectiveness of nonprofit agencies. Flo also represents United Way on the Dismantling Racism Coalition of Stark County, which introduced the 15-Day Unity Challenge to the community in August of 2020. She is a Licensed Professional Counselor, as well as a certified Chemical Dependency Counselor Assistant, and works as a PRN Counselor at CommQuest's Detox Unit. She holds dual bachelor's degrees in Psychology and Sociology, in addition to master's degrees in both Leadership Studies and Clinical Mental Health Counseling. She has worked in the social service, mental health, and criminal justice fields for over 30 years.*

*Afternoon Session: Building Connections in the Library with Effective Communication  
Communication is the key to success in the workplace. We have the desire to communicate better but the missing piece is the "know-how." In this presentation you will get the "know-how" to....*

*Express your ideas in a clear and concise format  
Listen with intent rather than with an agenda  
Manage communication breakdowns  
Communicate effectively with difficult people*

*When we get the "know-how" we build a connection with others which leads us to become effective and confident communicators!*

*Learning Objectives:*

*Acquire techniques through listening and verbal communication for building connections with co-workers and patrons in the Library  
Implement strategies for managing communication breakdowns*

*Presenter:*

*Marilee Fini, M.A. CCC/SLP is a certified and licensed Speech Pathologist in Cleveland, OH running her own private practice, MLF Speech Therapy where she sees children and adults. She is also a professional speaker and has been presenting for over 24 years. In addition, she is an adjunct professor at Lakeland Community College where she teaches Public Speaking. Currently, she speaks for corporations, in healthcare and for other organizations on effective communication, Public Speaking and motivational topics. As a kid who stuttered, she couldn't imagine being a speaker or a Speech Pathologist! In her presentations, she shares a message of discovering an "overcomer mindset" and being able to do things you never thought were possible!*

*Other Locations and Dates to Attend  
Tuesday, October 8, 2024 at Bainbridge Library  
Wednesday, November 20, 2024 at Stark Library -Main Library*

November 12, 2024

### **Outreach Networking Meeting**

**Online**

**Via Zoom**

02:00 PM - 03:00 PM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*Here is an opportunity to share your challenges and successes with other staff involved in library outreach. You will receive a link in your confirmation email a reminder 2 hours before the meeting. We hope you will join us. Please send agenda items/questions to Melissa Lattanzi.*

November 12, 2024

### **Inclusive Hiring for Staff**

**Online via Zoom**

10:00 AM - 11:30 AM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*How can we make a staff hiring process more inclusive? Participants will examine the application review and interview phases, become aware of some common barriers, and learn about what practices they can incorporate.*

*Learning Objectives:*

*Construct an interview process*

*Be aware of biases*

*Learn to be inclusive*

*Presenter:*

*Katie Mattise (they/them pronouns) joined Kent State in 2016, first serving as program coordinator and later as assistant director of the LGBTQ+ Center. Through this position, Katie worked across Kent State to educate, advocate and be a resource to the LGBTQ+ community. Prior to Kent State, they worked at various universities in residence life. Katie now serves as a director in the Division of People, Culture, and Belonging. Through this role, they work with others to create, provide and facilitate opportunities for people to engage in meaningful conversation around various social justice topics.*

*Katie earned a Bachelor of Arts from the University of Pittsburgh in English Literature and a Master of Science in Cultural Foundations of Education from Syracuse University. Katie's passion lies in social justice, and they are excited to collaborate with Kent State stakeholders, on and off campus.*

November 14, 2024

## **Readers Advisory for Teens**

### **Online via Zoom**

10:00 AM - 11:00 AM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*Figuring out what teens want to read can be tricky. This webinar will offer communication tips and familiarize you with titles, authors and trends that will help ensure teens won't leave the library empty-handed.*

### *Learning Objectives:*

*Learn questions you can ask teens to help them find their next good book  
Recognize some concerns that may arise during a Teen RA experience and appropriate responses  
Familiarize yourself with popular titles, authors and trends, as well as perennial favorites.*

### *Presenters:*

*Mel Vavra is the Teen Librarian at Brunswick branch of the Medina County District Library System. She has been making the public library memorable for teens since 2015.*

*Natalie Keller is a Reference Librarian at the Brunswick branch of the Medina County District Library System. From 2021-2024, she served as an Associate with MCDL, where she gained Reference experience with all ages, including children and teens. She earned her MLIS from Kent State in May 2024 and is excited to grow into her new specialization in Adult Services. Possessing an English Literature degree from Kenyon College, she loves to channel her passion for literature into her Reader's Advisory interactions*

**A Day for Public Service: Psychological Safety and Building Connections in the Workplace-C**

**Stark Library**

**Main Library**

**Canton, OH 44702**

09:30 AM - 03:30 PM EST

Melissa Lattanzi,

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

*Join us for our ever-popular Day for Public Service! This year we are focusing on psychological safety and building connections in the workplace.*

*Can't make this date? Other Locations and Dates to Attend*

*Tuesday, October 8, 2024 at Bainbridge Library*

*Wednesday, October 30, 2024 at Avon Lake Public Library*

*Morning Session: Psychological Safety*

*Evidence shows that when teams have psychological safety, they're more willing to acknowledge their own mistakes and figure out how to prevent them from moving forward. They're also more comfortable raising problems and exploring innovative solutions." During this session, we will focus on the "why," "what," and "impact" and create a call to action.*

*Learning Objectives:*

*How the foundation of a learning culture is psychological safety*

*Being able to take risks without fear of reprisal*

*Presenters:*

*Krista L. Allison, J.D.*

*Krista L. Allison currently serves as a Program Support Strategist for Stark Education Partnership, Inc., and an Educational Consultant/Coach for the Stark County Educational Service Center and the Ohio Department of Education State Support Team Region 9 in the areas of cradle to career, Ohio's Whole Child Framework, family and community engagement, and diversity, equity, inclusion, and belonging.*

*For over 20 years, Krista has served in leadership roles at the state, county, and school district levels. Mrs. Allison has advised public officials on education regulations, provided training and coaching to education leaders, and created and implemented strategic policies, programs, and systems to address the equitable academic and non-academic needs of all students in Ohio schools. Mrs. Allison holds a Bachelor of Arts from Baldwin-Wallace University and a Juris Doctorate from Case Western Reserve University. She is an Institute for Educational Leadership Policy Fellow, Ohio Early Childhood Leadership Fellow, and a member of Leadership Stark County's 35th Class Signature Program.*

*Hannah Cowie, MPH, OCPC, CDCA, ECMHC, OIFP-II*

*Hannah Cowie is an Ohio Certified Prevention Consultant (OCPC) with over 7 years of experience in behavioral health prevention. She holds a Master's degree in Public Health and certifications in Early Childhood Mental Health (ECMHC), Ohio Infant Family Practice (OIFP-II), and Chemical Dependency Counseling (CDCA). Hannah currently works as an Early Childhood Mental Health Consultant for State Support Team 9. She is dedicated to fostering resilience and mental well-being through a collaborative, evidence-based approach.*

*LaFlovia "Flo" Ginanni, M.Ed., LPC*

*LaFlovia "Flo" Ginanni has been at United Way of Greater Stark County since 2013.*

*She is currently the Vice President of Diversity, Culture, and Engagement. She*

*launched United Way's Project Blueprint in 2019, a board and committee preparedness*

*program designed to recruit, train, and place ethnically diverse leaders into*

*policy-making roles to enhance the effectiveness of nonprofit agencies. Flo also represents United Way on the Dismantling Racism Coalition of Stark County, which introduced the 15-Day Unity Challenge to the community in August of 2020. She is a Licensed Professional Counselor, as well as a certified Chemical Dependency Counselor Assistant, and works as a PRN Counselor at CommQuest's Detox Unit. She holds dual bachelor's degrees in Psychology and Sociology, in addition to master's degrees in both Leadership Studies and Clinical Mental Health Counseling. She has worked in the social service, mental health, and criminal justice fields for over 30 years.*

*Afternoon Session: Building Connections in the Library with Effective Communication  
Communication is the key to success in the workplace. We have the desire to communicate better but the missing piece is the "know-how." In this presentation you will get the "know-how" to....*

*Express your ideas in a clear and concise format  
Listen with intent rather than with an agenda  
Manage communication breakdowns  
Communicate effectively with difficult people*

*When we get the "know-how" we build a connection with others which leads us to become effective and confident communicators!*

*Learning Objectives:*

*Acquire techniques through listening and verbal communication for building connections with co-workers and patrons in the Library  
Implement strategies for managing communication breakdowns*

*Presenter:*

*Marilee Fini, M.A. CCC/SLP is a certified and licensed Speech Pathologist in Cleveland, OH running her own private practice, MLF Speech Therapy where she sees children and adults. She is also a professional speaker and has been presenting for over 24 years. In addition, she is an adjunct professor at Lakeland Community College where she teaches Public Speaking. Currently, she speaks for corporations, in healthcare and for other organizations on effective communication, Public Speaking and motivational topics. As a kid who stuttered, she couldn't imagine being a speaker or a Speech Pathologist! In her presentations, she shares a message of discovering an "overcomer mindset" and being able to do things you never thought were possible!*

*Other Locations and Dates to Attend  
Tuesday, October 8, 2024 at Bainbridge Library  
Wednesday, October 30, 2024 at Avon Lake Public Library*

December 3, 2024

**Practical Approaches to Library Assessment: Focus on Library Instruction and Programming  
Online via Zoom**

02:00 PM - 03:00 PM EST

Jeff Laser,

jeff.laser@neo-rls.org

*Assessment is a key component of determining the success of library programming and services. Knowing where to begin with assessment can be a difficult task, made even more challenging by the large variety of programming and services in need of assessment. This webinar will introduce basic assessment concepts and connect them to practical approaches to engaging in library assessment with a focus on library instruction and library programs. Key aspects of library assessment will be discussed, including the importance of determining who, what, when, where, why, and how.*

*Learning Objectives:*

*Gain an understanding of assessment basics, including the distinction between formative and summative assessment.*

*Identify at least three potential approaches to assessment that can be applied to library instruction or programming.*

*Understand the importance of addressing who, what, when, where, why, and how when planning library assessment.*

*Presenter:*

*Dr. Kawanna Bright (she/her) is Assistant Professor of Library Science at East Carolina University. Dr. Bright earned her PhD in Research Methods and Statistics from the University of Denver in 2018. Prior to earning her doctorate, Dr. Bright worked as an academic librarian for 12 years, with a focus on reference, instructional services, and information literacy. Dr. Bright's current research focuses on assessment in libraries, equity, diversity, and inclusion (EDI) in libraries, the application of research methodology to the study of LIS, and the importance of the liaison librarianship role in academic libraries. Dr. Bright provides consulting and training for libraries and other information organizations in support of EDI efforts, strategic planning, and project development.*

December 4, 2024

## **Get Off the Stress Train Express: How to Bend, Not Break**

**Online via Zoom**

10:00 AM - 11:00 AM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*Are you overwhelmed and stressed by your current demands or perplexing patrons? Do you struggle to prioritize your well-being because stress seems to be in the driver's seat? If so, it's time to Get Off the Stress Train Express and rejuvenate your mind, body, and physical and mental energy. Uncover the three stages of stress and how each phase can derail your intentions, goals, wellbeing, and beyond. Gain access to simple and efficient stress busters that you can incorporate into your daily routine, 365 days a year. Explore three down-to-earth practices to boost your energy levels and cultivate Bounce-Up Momentum™ in stressful situations, even with a few minutes to spare. Unlock the power of the Resist the Rescue Technique, integrating the fundamental principles to create effective boundaries.*

*You'll feel recharged, energized, and able to "bend, not break" during life's demands.*

*Learning Objectives:*

*Understand the three stress levels so you can manage them, preventing stress from overwhelming you.*

*Apply three easy-to-implement techniques into your daily routine to effectively navigate stressful situations.*

*Learn the Progressive Muscle Relaxation (PMR) Technique, eliminating stress and activating relaxation.*

*Establish and protect your boundaries by integrating fundamental practices that facilitate achieving a balance personally and professionally*

*Mj Callaway delivers outcome-focused programs that include humor, real-life stories, and strategic self-mastery tools you can implement immediately. As a two-time cancer warrior and domestic abuse survivor, Mj shares that every setback is an opportunity to create your Bounce-Up™.*

*She's the creator of The Bounce-Up™ Principle, a Certified Virtual Presenter, Certified Change Management Specialist, and a Leadership Liaison for the National Speakers Association. In addition, Mj has earned a Holistic Resilience Certificate from Point Park University and four Gold Awards from the Parenting Media Association.*

*She blends her management, sales, speaking, and journalism experiences to create interactive and impactful workshops. With more than 2,000 consumer magazine features under her pen name, she's interviewed everyone from youth entrepreneurs to CEOs, non-profit founders, and professional athletes.*

December 4, 2024

## **Genealogy Networking Meeting**

**Online via Zoom**

02:00 PM - 03:00 PM EST

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

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



December 10, 2024

**Unlocking the Power of AI in Libraries: An Intermediate Guide to Enhancing Services and Workflows**  
**Online via Zoom**

10:00 AM - 11:00 AM EST

Melissa Lattanzi,  
lattanzm@neo-rls.org

*Elevate your library work to new heights with our intermediate workshop regarding A.I. This session is designed for library professionals who have a basic understanding of AI and are ready to deepen their knowledge and application of AI tools and techniques in their workflows. Join us for this comprehensive workshop and take your AI knowledge to the next level. Equip yourself with the expertise to lead AI initiatives and make a significant impact on your library's future. Participants should have a foundational understanding of AI concepts and a willingness to engage in more technical discussions in order to apply the knowledge.*

*Learning Objectives:*

*Deep Dive into Generative AI and Applications:*

*Enhance your understanding of generative AI and their applications that are most helpful to library work.*

*Strategic Implementation of AI in Library Services:*

*Learn how where to strategically implement AI solutions to address common library challenges and improve service delivery.*

*Investigate case studies and best practices from libraries that have successfully integrated AI into their operations.*

*Optimize Individual and Team Workflows with AI:*

*Discover advanced techniques to optimize both individual and team workflows within the library using AI*

*Presenter: Arnessa Dowell*

*With more than two decades of award-winning experience in the library field, Arnessa Dowell has worn many hats, starting as a Page and eventually taking on the role of Library Director in four different institutions working at academic, public, and federal government libraries. She earned her Master of Library Science degree from North Carolina Central University with a focus in academic librarianship and special collections. Additionally, she earned her Masters of Business Administration from the University of North Alabama with a concentration of Executive Leadership. Ms. Dowell is a passionate advocate for blending strategic planning with AI to expeditiously achieve the desired outcomes.*

*Throughout her career, Ms. Dowell has focused on using libraries as dynamic platforms for fostering community engagement, promoting inclusivity, and raising the bar for customer service. Her signature approach involves crafting strategic frameworks that not only adapt to the changing landscape of library services but also position libraries as innovative hubs.*

*In the ever-evolving library landscape, Ms. Dowell wants to stay at the forefront of*

*driving meaningful change. Her unwavering commitment revolves around solidifying libraries as integral community pillars, powered by the integration of AI technologies and thoughtful strategic planning.*

December 10, 2024

**Special Libraries Network Meeting**

**Online via Zoom**

02:00 PM - 03:00 PM EST

Jeff Laser,

jeff.laser@neo-rls.org

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