

Calendar of Events

June 3, 2025
- November 30, -0001

Beyond the Stamp - Your Role, Responsibilities, and Risks as an Ohio Notary Public-Mount G

Mount Gilead Library

Mount Gilead , OH 43338

11:00 AM - 02:30 PM EST

Melissa Lattanzi,

lattanzm@neo-rls.org

The Ohio Society of Notaries is the professional association for Ohio notaries, dedicated to awareness, education, and advocacy for Ohio's 220,000 notaries, and the important role they play in protecting our citizens. We have been THE primary resource for Ohio notary information since 2009. Visit us at www.ohionotaries.org

We are again presenting our popular advanced notary seminar "Beyond the Stamp - Your Role, Responsibilities, and Risks as an Ohio Notary Public" , updated with Ohio's new notary laws.

This is THE best, longest-running, and most comprehensive Ohio notary training available, and is particularly valuable for LIBRARIANS providing notary services to their patrons as a community service. We have trained hundreds of Ohio librarians statewide.

This in-person class will be held June 3 in Mount Gilead.

Unlike other notary classes around the state, this is not just a boring regurgitation of Ohio statutes and legalese, by those who have never been in the REAL Ohio notary world.

It's taught by Roger Rill, President of the Ohio Society of Notaries, with over 47 years of Ohio notary experience. Roger was the co-author and driving force behind passage of the Ohio Notary Public Modernization Act that became effective law in September 2019, and which completely revamped and improved Ohio's notary system. Roger was honored by NNA as a 2019 National Notary Of The Year Special Honoree. Learn from the best!

This is the opportunity to receive the full Ohio training you never had - with the best, and most comprehensive, Ohio notary seminar available; designed for Ohio notaries, by Ohio notaries. Class will also provide the new updates to Ohio notary laws, effective APRIL 4TH!

We present this class to librarians all around the state, and you'll be surprised at how much you don't know, about what you don't know! Lack of notary knowledge could lead to errors, and potential liability exposure for both you and your library! We particularly stress documents librarians should NOT handle!

NOTE: We are an Authorized Provider of Ohio Notary Training/Testing for the Secretary of State. If your current commission expires within ONE YEAR of the class date, this session fulfills the Training Requirement for your renewal. The Ohio exam will also be given for NEW notary applicants - details below.

The class will be held at the following locations:

The class will be held June 3 at Mount Gilead Library, 41 E. High St., Mount Gilead 43338. Check-in begins 1030am; class runs from 11am-230pm, with exams for new applicants immediately following.

Classes may run a little longer with questions. Feel free to bring a lunch.

The exam will follow immediately after class for those NEW applicants??.

Exam will be given immediately after class for new applicants - takes about 30 minutes

A class description is in the link below, along with some additional Ohio info attachments you'll find helpful. If you don't know the FAQ answers, you are risking your commission, and potential liability, and you REALLY need to join us for this seminar! Please bring these documents to class!

Registration fee is \$75, or \$130 if also taking the new-applicant exam. Indicate which class location you'd like to attend.

Checks/money orders are payable to Ohio Society of Notaries, and mailed to: OSN, 5669 Slater Ridge, Hilliard, OH 43026. Deadline is 24 hours prior to each class date..

We much prefer pre-payment to minimize no-shows, and not have a long line at check-in. Payments of cash, check, or money order will be accepted at the door, but you MUST pre-register!! Receipts provided upon request. NO CREDIT CARDS.

You'll receive an email confirmation of your registration prior to class.

ADVANCE REGISTRATION IS REQUIRED!! Please register ASAP as seats are limited. Reply to roger@ohionotaries.org or notary13@hotmail.com with name, years as notary, WHICH CLASS LOCATION YOU WANT TO ATTEND, and any particular issues you'd like discussed. If a current notary, please include your commission expiration date.

Importantly, include if you are a NEW notary applicant, or if your current commission expires before June 3, 2026!

You'll be provided a class completion and/or exam certificate to submit to the Secretary of State to complete your training requirement.

Even if you can't join us, keep the linked Loose Certificates - you'll find they do come in handy!

It's a fun class, with lots of interaction and experiences from your classmates. Swap business cards with other attendees and create your own network!

Feel free to also join our Ohio Notary Network forum Facebook Group, and hang out/chat with over 2800 other Buckeye notaries!

Call 614-336-7878 or email info@ohionotaries.org for any Ohio notary questions, anytime. We answer the phone and emails day or evening, 7 days a week, and the service is FREE! We're here for YOU - this is the ONLY such resource in the state!

Hope to see you June 3! Other upcoming classes around the state will always appear on the Training Page of our website.

Roger Rill, President

Ohio Society of Notaries

www.ohionotaries.org

June 3, 2025
- November 30, -0001

Genealogy Networking Meeting

Online via Zoom

02:00 PM - 03:00 PM EST

Melissa Lattanzi,
lattanzm@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 Melissa Lattanzi.

June 10, 2025
- November 30, -0001

Mental Health First Aid

Online via Zoom

09:00 AM - 03:30 PM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

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

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

Learning Objectives:

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

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

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

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

Presenter TBA

June 11, 2025
- November 30, -0001

Special Libraries Network Meeting

Online via Zoom

02:00 PM - 03:00 PM EST

Melissa Lattanzi,
lattanzm@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.

June 11, 2025
- November 30, -0001

**Human Resource/Fiscal Officer Networking Meeting-In Person-
PEs, PIPs, and LCAs: Filling Your Toolbox**
Reed Memorial Library
167 E Main St
Ravenna, OH 44266
10:00 AM - 03:00 PM EST
Melissa Lattanzi,
lattanzm@neo-rls.org
Here is an opportunity to share your challenges and successes with your peers. .
Please send agenda items/questions to Yvette Wasko.

PEs, PIPs, and LCAs: Filling Your Toolbox for Managing Performance and Workplace Conduct

Most employers will find that roughly 80-90% of their workforce is comprised of hardworking, qualified individuals who perform at a level that meets expectations. They do not rock the boat by engaging in problematic workplace conduct and are easy to communicate with and manage. Management of the remainder of the workforce, however, can be challenging, overwhelming and costly for an employer who attempts to do so without utilizing the proper tools.

This training will go beyond the usual discussion about the need to document discipline and performance issues. We'll share ideas regarding filling your toolbox with effective methods for managing a wide range of employee performance and workplace conduct issues. It will also include training on best practices for maximizing positive results when utilizing these tools.

Tools to be discussed include:

Performance Evaluations
Performance Improvement Plans
Last Chance Agreements

Presenter:

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

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

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

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

June 11, 2025
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Human Resource/Fiscal Officer Networking Meeting-Via Zoom

Online via Zoom

10:00 AM - 03:00 PM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

*Here is an opportunity to share your challenges and successes with your peers. .
Please send agenda items/questions to Yvette Wasko.*

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June 12, 2025
- November 30, -0001

Designing for Diversity in Your Library's Communications

Online via Zoom

10:00 AM - 11:00 AM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

Being intentional and inclusive in the design of your library's communications, in both physical and digital library spaces, can support and enrich your library's accessibility, diversity, and equity. The graphics, language, or format selected for communications provide an opportunity to create more welcoming spaces which reflect and represent your community's diversity, including—but not limited to—race, gender, or neurodiversity. Explore the importance of inclusion and representation in design and take a fresh look at how your library's signage, marketing materials, and online communication can contribute to a sense of belonging for all.

Learning Objectives:

*Define the concept of neurodiversity and recommend strategies for improving web presence to support inclusivity,
Explore the importance of representation in design and consider options for including diverse representation,
Consider the impact language can have on both online and in-person communication and propose tools for improvement.*

Presenter:

Mollie Peuler is the Elearning librarian at Appalachian State University. In this role, Mollie works to curate, design, and assess online learning objects and tools that support the flexible teaching and learning of information literacy concepts. Her research interests include instructional design, design justice, and inclusive design. Mollie received her MLIS from Florida State University and a Master of Education in Training and Development from North Carolina State University.

June 12, 2025
- November 30, -0001

Makerspace Networking Meeting

Online via Zoom

02:00 PM - 03:00 PM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

Do you have a makerspace? Are you thinking about creating a makerspace? 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.

June 18, 2025
- November 30, -0001

Quiet Leadership 2.0: Distinguish your leadership capabilities, build confidence, and pathway

Online via Zoom

02:00 PM - 03:15 PM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

Quiet leadership challenges the extroverted norms and expectations. As an extension of the popular webinar Quiet Leadership, Quiet leadership 2.0 takes it a step further by discussing healthy and successful working environments for the quiet leader.

Participants will be challenged to build their leadership skills and aspirations to further inhibit leadership confidence. This webinar will focus on implementing leadership models according to type and is ideal for the emerging or intermediate leader.

Learning Objectives:

Apply introvert types such as social, thinking, anxious, and restrained

Acquire pathways of support via mentorship and partnership

Advance your skill in implementing leadership models

Increase your quiet leadership strengths by identifying and applying growth areas

Presenter:

Jennifer Blair is the Head of User Services and Assistant Professor at Azusa Pacific University. Her role is dedicated to the user experience, including marketing the library, and teaching. She has extensive experience teaching online courses in design and computer literacy. Jennifer holds a B.A. in Graphic Design, a M.A in Education with an emphasis in Educational Multimedia, and a M.S. in Library and Information Studies. Her experience in academic and public libraries as well as work experience in art and design allow her to employ visionary strategies to enrich progress and enhance advancement for students.

July 16, 2025
- November 30, -0001

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

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10:00 AM - 11:00 AM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

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

Learning Objectives:

Basic budgeting do's and don'ts

Prepare for the unexpected

How to handle a mistake

Understanding the bigger budgeting picture

Presenter:

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

July 22, 2025
- November 30, -0001

Confident and Clear: Building Effective Communication in the Library

Online via Zoom

02:00 PM - 03:00 PM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

Effective communication is vital for collaboration, patron service, and a positive workplace environment. In this webinar you will learn communication skills to build confidence, respond intentionally in workplace interactions, and enhance your listening skills. We will explore common causes of communication apprehension, understand the importance of giving and receiving feedback, and learn strategies for becoming more attentive and empathetic listeners.

Learning Objectives:

Understand communication apprehension and apply techniques to manage it in professional settings.

Demonstrate intentional communication practices when giving and receiving feedback with peers and patrons.

Apply active listening strategies to enhance team collaboration and patron engagement.

Presenter:

Dr. Stevie M. Munz is an award-winning teacher and researcher with 13+ years of experience in the communication field. She has led hundreds of discussion forums, presentations, trainings, and workshops. As a published author, her work appears in numerous peer-reviewed publications and popular press outlets.

As a communication expert, she is passionate about developing your communication power skills. From public speaking to relationship communication, conflict, group communication, and so much more—Dr. Munz supports you in transforming your personal and professional communication life!

July 23, 2025
- November 30, -0001

Chair Yoga for Library Workers Series: Mindful Awareness

Online via Zoom

02:00 PM - 03:00 PM EST

Hillary Brown,
hillary.brown@neo-rls.org

Support your well-being with this chair yoga series designed specifically for library staff. Each session combines gentle physical postures, breathing techniques, and basic meditation practices to help ease tension, manage stress, and build flexibility. Whether you're new to yoga or a seasoned practitioner, this series welcomes all levels and abilities—no special clothing or equipment required. Just bring yourself and a chair!

Learning Objectives:

Learn basic techniques for mindful awareness, including guided breathwork and intentional noticing, to manage workplace stress more effectively.

Develop body awareness by exploring gentle yoga postures tailored to reduce tension commonly associated with desk work and shelving.

Enhance mental clarity and focus through mindfulness techniques that support sustained attention in a library setting.

Foster emotional resilience by practicing mindfulness techniques that promote calmness and balance during high-demand times or difficult patron interactions.

Presenter:

Hillary Brown, Program and Services Associate, NEO-RLS, is also a certified yoga teacher and former children's librarian with over a decade of experience in public libraries. She specializes in making yoga accessible to all and is passionate about supporting the well-being of library workers through mindful movement, meditation and breath work. Hillary believes that, like libraries, yoga should be welcoming to everyone.

July 29, 2025
- November 30, -0001

Stress Management for Real Life: Evidence-Based Ways to Heal, Recharge, and Find Balance
Online via Zoom

10:00 AM - 11:00 AM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

It's a stressful time to be a library worker, with increasing demands, public pressure, and rapidly changing environments. This session offers an evidence-based approach to understanding stress, preventing its escalation, and fostering sustainable well-being. Participants will learn practical strategies to build resilience, develop healthier work habits, and achieve a better balance between their professional and personal lives.

Learning Objectives:

Identify the signs and symptoms of chronic stress and explain their impact on personal and organizational well-being.

Apply evidence-based strategies to prevent the accumulation of chronic stress and support sustainable well-being.

Develop a personalized plan to manage stress and maintain balance through proactive, daily practices.

Presenter:

Bobbi L. Newman is a librarian, Certified Wellness Practitioner, workplace well-being consultant, and advocate for healthier, more inclusive, and productive workplaces. She is passionate about fostering environments where individuals and teams not only work but thrive. With nearly a decade of experience, two published books on workplace wellness, and a Certificate in the Science of Well-Being from Yale University, Bobbi's approach is evidence-based and grounded in real-world experience. She writes for libraries at librarianbyday.net.

July 30, 2025
- November 30, -0001

Supporting Neurodivergent Colleagues and Staff

Online via Zoom

10:00 AM - 11:00 AM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

How can you support neurodivergent colleagues and staff? How can you advocate for your own needs as a neurodivergent person? This presentation will discuss some of the experiences of neurodivergent library workers and barriers to inclusion that exist in many libraries. Leave with meaningful practices you can build into your management or work style to foster a culture of neuroinclusion at your workplace.

Learning Objectives:

Attendees will understand relevant language and information to discuss disabilities and neurodiversity.

Attendees will learn at least five unique needs of neurodivergent colleagues and staff may have in your organization.

Attendees will gather at least five strategies and practices for supporting neurodivergent individuals at your workplace.

Presenter:

Renee Grassi, Librarian and Accessibility Consultant Speaker

Librarian, author, trainer, administrator, teacher, and consultant Renee Grassi is an advocate for equity, diversity, inclusion, and accessibility in libraries, schools, and communities. As a neurodivergent librarian herself, Renee has worked in public libraries for nearly twenty years, developing award-winning library initiatives that welcome, support, and welcome disabled residents and their families and caregivers. Learn more at reneegrassi.com.

August 5, 2025
- November 30, -0001

Guided Reading Round Table (GRRT): Historical Romance

Online via Zoom

02:00 PM - 03:00 PM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

Modeled off the Chicago-area Adult Reading Round Table, the Guided Reading Round Table (GRRT) will lead library staff through an in-depth genre study. Over the course of a year, we will explore historical fiction, with a specific focus on the biographical, fantasy, literary, mystery, and romance subgenres. This antepenultimate session will explore historical romance through guided discussions to identify popular authors, titles, tropes, & trends. A reading list & questions will be supplied; while it is not required, it is recommended to read through some of the titles and questions. The GRRT is dedicated to the development of readers' advisory skills and the promotion of reading for pleasure.

August 6, 2025
- November 30, -0001

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.

Facilitators:

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.

Melissa Lattanzi, Continuing Education Coordinator, NEO-RLS

August 7, 2025
- November 30, -0001

How Libraries Can Build Connections to Combat Loneliness

Online via Zoom

10:00 AM - 11:00 AM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

Libraries save lives. Loneliness and social isolation are so rampant in America that the Center for Disease Control calls loneliness an epidemic, exacerbated by COVID. Using programming, community resources, and collection development and display, libraries can address this significant mental (and physical) health condition. This on-demand webinar guides you on how to develop these tools and create a culture of empathy and action by developing micro-communities to combat loneliness.

Learning Objectives:

Identify existing programs that combat loneliness and modify existing programs to add a social component;

Utilize, at no cost, outside agencies, institutions, organizations, and businesses to develop a coordinated series of programs both in and outside the library building; and

Identify areas where staff training can prepare them to help patrons in need of socialization.

Presenter:

Tony Iovino (he/him) is the assistant director of the Oceanside (NY) Library, a position he has held since January 2015. Prior to joining the Oceanside Library, he was the head of litigation and managing partner of a medium size law firm he co-founded in 1986.

Tony received his BA from the University of Richmond (History and Economics) in 1979, his Juris Doctorate from St. John's University in 1982, and his MLIS from the University of Kentucky in 2020, where he was the recipient of the Melody Trosper Award for excellence in scholarship, leadership, and service.

Tony has lectured locally and throughout the United States on library topics. He is the chair of the Membership Committee of the New York Library Association and is a published author and poet. He has received a number of awards for his service to the community.

August 12, 2025
- November 30, -0001

From Conflict to Collaboration: A Practical Guide for Communicating Through Disagreement

Online via Zoom

02:00 PM - 03:00 PM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

This webinar equips you with essential communication skills to navigate disagreements productively and collaboratively. Learn practical techniques for active listening, clear articulation, and identifying common ground. You'll leave with concrete strategies for effective communication, negotiation, and problem-solving when working with individuals holding diverse perspectives, ultimately fostering understanding and shared success.

Learning Objectives:

Know how to identify common ground and utilize collaborative problem-solving strategies to work towards shared goals with individuals holding diverse perspectives.

Discover practical negotiation and communication strategies to navigate conflict productively and foster understanding in situations involving differing viewpoints.

Learn the communication skills that will allow you to effectively communicate your own perspective and understand differing viewpoints during disagreements.

Presenter:

Mary Frankenfield has worked in the Mansfield/Richland County Public Library system for more than 20 years. During her time at MRCPL, Mary has worked as a page, a clerk, a children's librarian, and a branch manager. She has been in her current position as Deputy Director for a little over seven years. Among her many other duties, Mary has an active role in employee training and development and has presented workshops for NEO-RLS, OLC, and the MRCPL staff.

August 20, 2025
- November 30, -0001

Time Management: Scheduling and Prioritization

Online via Zoom

10:00 AM - 11:00 AM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

Do you ever feel like there aren't enough hours in the day? This session helps participants take back control of their time by learning how to schedule effectively and prioritize what truly matters. With practical tools and strategies, attendees will learn to break overwhelming workloads into manageable tasks. By understanding the difference between urgent and important, and applying proven prioritization techniques like the Eisenhower Matrix or ABC method, participants will be better equipped to align their daily actions with long-term goals. Expect a high-impact hour full of actionable insights.

Learning Objectives:

*Learn to assess daily responsibilities based on urgency and importance
Identify common scheduling mistakes and how to avoid them
Practice prioritization techniques for smarter task management
Build a framework for consistent daily planning*

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.

August 27, 2025
- November 30, -0001

Chair Yoga for Library Workers Series: Change the Narrative by Cultivating Opposite Thought

Online via Zoom

02:00 PM - 03:00 PM EST

Hillary Brown,
hillary.brown@neo-rls.org

Support your well-being with this chair yoga series designed specifically for library staff. Each session combines gentle physical postures, breathing techniques, and basic meditation practices to help ease physical tension, manage stress, and build flexibility. Whether you're new to yoga or a seasoned practitioner, this series welcomes all levels and abilities—no special clothing or equipment required. Just bring yourself and a chair!

Learning Objectives:

Explore the yogic principle of pratipaksha bhavana (cultivating opposite thought) to reframe internal narratives and foster a more compassionate inner dialogue.

Apply mindfulness and reflection exercises to real workplace scenarios.

Identify thought patterns that contribute to stress, self-doubt, or burnout, particularly in service-oriented work environments.

Practice physical postures that embody balance and help cultivate a balanced mindset.

Presenter:

Hillary Brown, Program and Services Associate, NEO-RLS, is also a certified yoga teacher and former children's librarian with over a decade of experience in public libraries. She specializes in making yoga accessible to all and is passionate about supporting the well-being of library workers through mindful movement, meditation and breath work. Hillary believes that, like libraries, yoga should be welcoming to everyone.

September 10, 2025
- November 30, -0001

Lead with Clarity: Intentional Communication for Library Supervisors

Online via Zoom

02:00 PM - 03:00 PM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

Supervisors and leaders set the tone for communication in the workplace. This webinar focuses on strengthening leadership communication through intentional dialogue, supportive feedback, and responsive listening. You will learn how to reduce communication apprehension (for you and your staff), navigate challenging conversations with empathy and clarity, and foster a culture of open, respectful feedback.

Learning Objectives:

Recognize and address communication apprehension to foster a more open communication environment.

Use intentional communication techniques to give developmental and appreciative feedback effectively.

Model and promote active listening to support staff engagement and conflict management.

Presenter:

Dr. Stevie M. Munz is an award-winning teacher and researcher with 13+ years of experience in the communication field. She has led hundreds of discussion forums, presentations, trainings, and workshops. As a published author, her work appears in numerous peer-reviewed publications and popular press outlets.

As a communication expert, she is passionate about developing your communication power skills. From public speaking to relationship communication, conflict, group communication, and so much more—Dr. Munz supports you in transforming your personal and professional communication life!

September 11, 2025
- November 30, -0001

The Power of Civility: Elevating Standards and Transforming Service

Online via Zoom

10:00 AM - 11:00 AM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

Tired of workplace friction impacting productivity and morale? The solution lies in embracing a revitalized understanding of civility. This isn't about superficial niceties; it's about deeply respecting the diverse perspectives, needs, and identities of your colleagues while honoring your own. As discourtesy increasingly disrupts our workplaces, leading to turnover and poor performance, embedding internal customer service standards that are rooted in civility can make a powerful difference. This workshop offers the next critical step towards strong internal customer service skills: learning what this new civility means, why it's indispensable for a positive and productive environment, and how you can actively cultivate these vital skills.

Learning Objectives:

Attendees will have a deeper knowledge of the modern definition, and role, of civility within the scope of internal customer service.

Attendees will understand the skills necessary for a workplace that prioritizes civility.

Attendees will be able to develop their own civility skills and know how to put them into practice in the workplace.

Presenters:

Mary Frankenfield has worked in the Mansfield/Richland County Public Library system for more than 20 years. During her time at MRCPL, Mary has worked as a page, a clerk, a children's librarian, and a branch manager. She has been in her current position as Deputy Director for a little over seven years. Among her many other duties, Mary has an active role in employee training and development and has presented workshops for NEO-RLS, OLC, and the MRCPL staff.

Beth Donaldson started her library career as a page in 2006 at Westlake Porter Library. She worked her way up to Children's Services and earned her MLIS in 2010. Currently she is a Branch Manager with Mansfield-Richland County Public Library as well as a Customer Service trainer for new hires. She likes to say that she learned about the importance of Internal Customer Service the hard way, and she's here today to share some insights and a story or two.

September 24, 2025
- November 30, -0001

Chair Yoga for Library Workers Series: Roles and Right Actions

Online via Zoom

02:00 PM - 03:00 PM EST

Hillary Brown,
hillary.brown@neo-rls.org

Support your well-being with this chair yoga series designed specifically for library staff. Each session combines gentle physical postures, breathing techniques, and basic meditation practices to help ease physical tension, manage stress, and build flexibility. Whether you're new to yoga or a seasoned practitioner, this series welcomes all levels and abilities—no special clothing or equipment required. Just bring yourself and a chair!

Learning Objectives:

Explore the yogic principle of dharma (right action) to reflect on healthy, sustainable ways to serve your community without experiencing burnout.

Examine the concept of “vocational awe” in libraries and its impact on personal well-being.

Use mindful movement and meditation to reconnect with intrinsic motivation, purpose, and inner alignment in one's professional role.

Develop tools for self-compassion and boundary-setting that support quality service while honoring personal needs and limitations.

Presenter:

Hillary Brown, Program and Services Associate, NEO-RLS, is also a certified yoga teacher and former children's librarian with over a decade of experience in public libraries. She specializes in making yoga accessible to all and is passionate about supporting the well-being of library workers through mindful movement, meditation and breath work. Hillary believes that, like libraries, yoga should be welcoming to everyone.

September 30, 2025
- November 30, -0001

Time Management: Overcoming Procrastination

Online via Zoom

02:00 PM - 03:00 PM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

Why do we delay even the simplest tasks? This session explores the psychology behind procrastination and how to break the cycle. Through interactive discussion and self-reflection, participants will identify their personal procrastination triggers and the hidden costs of delay. Using practical techniques like time-blocking, the 5-minute rule, and accountability tools, this session equips attendees with the skills to turn intention into action. It's not just about getting things done—it's about building momentum and confidence in your workflow.

Learning Objectives:

*Understand the root causes of procrastination
Identify your procrastination patterns and triggers
Apply quick-start strategies to overcome task avoidance
Create a personal action plan to maintain motivation*

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.

October 7, 2025
- November 30, -0001

Guided Reading Round Table (GRRT): Historical Literary Fiction

Online via Zoom

02:00 PM - 03:00 PM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

Modeled off the Chicago-area Adult Reading Round Table, the Guided Reading Round Table (GRRT) will lead library staff through an in-depth genre study. Over the course of a year, we will explore historical fiction, with a specific focus on the biographical, fantasy, literary, mystery, and romance subgenres. This penultimate session will explore historical literary fiction through guided discussions to identify popular authors, titles, tropes, & trends. A reading list & questions will be supplied; while it is not required, it is recommended to read through some of the titles and questions. The GRRT is dedicated to the development of readers' advisory skills and the promotion of reading for pleasure.

October 15, 2025
- November 30, -0001

Marketing and Outreach: Creating Engagement and Awareness

Online via Zoom

10:00 AM - 11:15 AM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

Explore how library marketing and communications intersect with community engagement to build stronger connections with your audience. In this webinar, participants will identify goals for awareness, engagement, and usage while creating a comprehensive “map” of the library’s community touchpoints. Learn strategies to communicate consistently, craft compelling content, and strengthen partnerships for maximum impact. This session provides actionable steps to enhance engagement and ensure alignment with your library’s strategic priorities.

Learning Objectives:

Identify and define outreach, marketing, and engagement goals aligned with their library’s mission.

Map out key community touchpoints and explore techniques to build and sustain partnerships that increase visibility and usage.

Leave with practical tools and next steps tailored to their own library context.

Presenter:

*Cordelia Anderson has a strong reputation as a thought leader and communications professional in the library industry. She is the author of *Library Marketing and Communications: Strategies to Increase Relevance and Results* from ALA Editions, and has received recognition such as *Library Journal Marketer of the Year* (2016) and *John Cotton Dana* awards (2016 and 2006). She has served as a jury member for the *John Cotton Dana PR* award; an advisory board member for UNC Charlotte’s *Atkins Library*; and a board member for the *Library Marketing & Communications Conference*. Cordelia worked in public libraries for 15 years, serving for a decade as *Director of Marketing & Communications* at *Charlotte Mecklenburg Library*.*

October 16, 2025
- November 30, -0001

A Deeper Dive into the Science of Reading-Repeated

Mentor Public Library

8215 Mentor Ave

Mentor, OH 44060

09:30 AM - 04:00 PM EST

Melissa Lattanzi,

lattanzm@neo-rls.org

We will dive a little deeper into the actionable strategies for libraries to support the science of reading in their communities. Explore how libraries can integrate the key principles of phonics, vocabulary, and comprehension into programming and services. Learn how to create environments that foster early literacy development for children and caregivers through outreach, storytimes, resources, and other programming. You will leave with a toolkit of ideas and resources to help enhance your library's early literacy efforts.

Learning Objectives:

Understand what the science of reading is and what it tells us about how children learn to read

Learn how to share literacy messages with families in storytime and other programming

Discuss how libraries can support students, families, and schools through collection development and programming

***While it's not required, background knowledge of the Every Child Ready to Read program is encouraged or attending an Early Literacy 101 workshop in the past would be helpful. The EL101 (ECRR) workshop goes over the six early literacy skills which are also the main components behind the science of reading.*

The afternoon will consist of a round-table discussion of storytimes and sharing. Bring your best storytime to share with the group. Be prepared to share a storytime with a small group at your table.

Presenter:

Julia Shaheen is the Literacy Manager at Stark Library where she oversees the Ready for School program. Through this program, staff visit parents and caregivers to help prepare families for school. She oversees library literacy efforts by providing staff, parent, and educator workshops. She is an Every Child Ready to Read and Reimagining School Readiness trainer presenting workshops throughout Ohio. She provided storytime and other programming in both in-person and virtual capacities. She holds a Master of Arts degree in Education as well as several certificates in reading and early literacy education. She has presented at numerous regional, state and national conferences. She also presents for local schools and organizations and represents Stark Library on radio and television programming.

October 21, 2025
- November 30, -0001

Holding My Own: Lessons Learned as a Neurodivergent Library Leader

Online via Zoom

02:00 PM - 03:00 PM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

Neurodivergent librarians face unique challenges in the workplace, particularly as they climb the leadership ladder. In this honest and straightforward conversation rooted in her real-world experiences, Librarian and Accessibility Consultant Renee Grassi discusses lessons learned, navigating her nearly twenty years in libraries and thirteen years in management and administration. Whether you are a neurodivergent library leader yourself or supervise one as a Board Trustee, Director, or Manager, leave this presentation with new perspectives about the strengths and challenges of your neurodivergent peers and recommendations for advocacy and support.

Learning Objectives:

Attendees will increase awareness about relevant language and information to discuss disabilities and neurodiversity through the lens of the speaker's personal lived experiences.

Attendees will understand the benefits of a strengths-based person-centered approach to supporting, managing, and supervising neurodivergent library leaders.

"Attendees who identify as neurodivergent will leave with at least 5 strategies to assist themselves with being a neurodivergent leader."

Presenter:

Renee Grassi, Librarian and Accessibility Consultant Speaker

Librarian, author, trainer, administrator, teacher, and consultant Renee Grassi is an advocate for equity, diversity, inclusion, and accessibility in libraries, schools, and communities. As a neurodivergent librarian herself, Renee has worked in public libraries for nearly twenty years, developing award-winning library initiatives that welcome, support, and welcome disabled re

October 23, 2025
- November 30, -0001

Safe Space - LGBTQ+ Cultural Competence Training

Twinsburg Public Library

10050 Ravenna Rd.

Twinsburg, OH 44087

09:30 AM - 12:30 PM EST

Melissa Lattanzi,

lattanzm@neo-rls.org

LGBTQ+ Cultural Competence Training is designed to foster safer, more inclusive communities for people of all sexual orientations and gender identities. This training equips participants with the knowledge and tools to recognize and address bias, understand current terminology, and engage in respectful and informed conversations around gender and sexuality. Upon completion, participants are invited to display a Safe Space Ally sign in their workspace—demonstrating visible support for the LGBTQ+ community and a commitment to inclusion.

No matter where you work or live, if you interact with others, you're likely to engage with individuals who identify as part of the LGBTQ+ community. Having a foundational understanding of inclusive language and what it means to be a supportive ally isn't just helpful—it's essential for fostering respect, equity, and belonging for everyone.

Learning Objectives:

Develop greater self-awareness of personal beliefs, stereotypes, and assumptions related to LGBTQ+ individuals.

Increase comfort and confidence in discussing concepts and using inclusive language related to sexual orientation and gender identity.

Gain knowledge of resources and services that support LGBTQ+ individuals and their allies.

Explore opportunities to build a network of community support that embraces all people, regardless of sexual orientation, gender identity, or gender expression.

Presenter:

Ken Ditlevson is a dedicated trainer and facilitator specializing in LGBTQ+ education and advocacy. He served as the inaugural Director of Kent State University's LGBTQ+ Center, a position he held for nearly 11 years. In this role, Ken led numerous initiatives to support LGBTQ+ students, staff, and faculty, building a more inclusive campus environment. Ken currently serves as the Assistant Dean of Students, and Director of CARES Center at Kent State University.

Ken is a two-time graduate of Kent State University, holding a Bachelor of Arts in Psychology and a Master of Education in Community Counseling. Before joining Kent State, he spent nearly two decades working in mental health and social services, most recently serving as Assistant Vice President at Child Guidance & Family Solutions in Akron, Ohio.

A passionate advocate, Ken has received numerous awards for his leadership in LGBTQ+ advocacy and for developing innovative programs that foster inclusion and community support. He lives in the Highland Square/West Akron area with his husband of 25 years and their two dogs, Luna and Piper.

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of 25 years and their two dogs, Luna and Piper.

October 30, 2025
- November 30, -0001

Thriving at Work: Practical Strategies for Better Days in the Library

Online via Zoom

10:00 AM - 11:00 AM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

Do your work days feel like a blur? Between patron demands, programming pressures, and shifting priorities, it's easy to fall into survival mode. This one-hour introductory webinar will offer practical strategies to help you reconnect with what you love about library work. We'll explore how to manage time and tasks, navigate workplace conflict, and rediscover purpose in your daily routine—so you can thrive, not just get through the day.

Learning Objectives:

*How to identify and reframe the parts of your job you enjoy.
Practical tips for managing time and tasks to reduce overwhelm.
A glimpse into resolving common workplace conflicts.
A foundation for thriving in your role and setting the stage for future growth*

Presenter:

*Crystal Trice, CSM, CSM@Scale, Library Consultant, Scissors & Glue, LLC
Crystal Trice, founder of Scissors & Glue, LLC, has over 20 years of experience in education and local government, with a focus on improving collaboration and handling challenging situations with patrons and coworkers. She is passionate about creating environments where people work together more effectively.*

With certifications as a Scrum Master and in Scrum at Scale for Government, Crystal holds a Master's in Library & Information Science and a Bachelor's in Elementary Education and Psychology. Her dedication to community enrichment fuels her work in supporting organizations to achieve their goals.

Crystal lives near Portland, Oregon, and enjoys organizing her thoughts (and tasks) with Sharpies, Flair pens, and sticky notes. She shares her home with her husband and a quirky mix of animals.

November 4, 2025
- November 30, -0001

Time Management: Eliminating Time Wasters and Staying Organized

Online via Zoom

10:00 AM - 11:00 AM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

Time leaks can sabotage even the most productive days. In this session, participants will uncover the sneaky time wasters—both digital and interpersonal—that interrupt their focus and flow. They'll also learn how to manage interruptions with tact and clarity. Beyond identifying distractions, we'll explore systems to organize tasks, emails, and workspace for smoother, more efficient days. This training is perfect for anyone ready to reclaim their time and build sustainable habits for staying organized and in control.

Learning Objectives:

*Recognize the top time-wasting habits in your workday
Learn strategies to manage and minimize interruptions
Discover tools to improve organization and workflow
Build a personalized strategy to reduce distractions and boost efficiency*

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.

November 12, 2025
- November 30, -0001

Supporting Neurodivergent Library Users

Online via Zoom

02:00 PM - 02:00 PM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

How can you create neuroinclusive library experiences for your users? This presentation will discuss ways to make programs, collections, and services more accessible for neurodivergent people. Leave with ideas for how to create a welcoming environment at your library and an understanding of how to support neurodivergent people across the age span.

Learning Objectives:

Attendees will understand relevant language and information to discuss disabilities and neurodiversity.

Attendees will gather at least five strategies to make their approach to customer service more welcoming to neurodivergent users.

Attendees will learn at least five ideas to make library programs, collections, and services more inclusive to neurodivergent users

Presenter:

Renee Grassi, Librarian and Accessibility Consultant Speaker

Librarian, author, trainer, administrator, teacher, and consultant Renee Grassi is an advocate for equity, diversity, inclusion, and accessibility in libraries, schools, and communities. As a neurodivergent librarian herself, Renee has worked in public libraries for nearly twenty years, developing award-winning library initiatives that welcome, support, and welcome disabled residents and their families and caregivers. Learn more at reneegrassi.com.

December 2, 2025
- November 30, -0001

Guided Reading Round Table (GRRT): Historical Fantasy

Online via Zoom

02:00 PM - 03:00 PM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

Modeled off the Chicago-area Adult Reading Round Table, the Guided Reading Round Table (GRRT) will lead library staff through an in-depth genre study. Over the course of a year, we will explore historical fiction, with a specific focus on the biographical, fantasy, literary, mystery, and romance subgenres. This final session will explore historical fantasy through guided discussions to identify popular authors, titles, tropes, & trends. A reading list & questions will be supplied; while it is not required, it is recommended to read through some of the titles and questions. The GRRT is dedicated to the development of readers' advisory skills and the promotion of reading for pleasure.