

Calendar of Events

April 8, 2026

Construction and Facilities Active Learning Community Meeting

Online via Zoom

02:00 PM - 03:00 PM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

Join your peers to exchange ideas, celebrate successes, and discover new solutions to common challenges.

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.

April 9, 2026

From Insight to Impact: Using Data to Grow Library Cardholders

Online via Zoom

10:00 AM - 10:45 AM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

Practical, real-world strategies for turning library data into measurable growth and community impact. Discover how the Growing Libraries platform can analyze your community, identify non-cardholding households and drive new memberships through targeted direct mail and email campaigns.

Presenter:

Brendan' Pearce's career in the public library industry spans over 17 years, working for companies such as collectionHQ (acquired by Baker and Taylor) and Patron Point (acquired by Springshare). In January 2026, he joined the Growing Libraries team as VP, Business Development.

"I have worked with a number of businesses in the past, but this is by far the most exciting! Based on feedback I have received from libraries that I have previously partnered with, the challenge was always how they could reach non-cardholding households in the community to promote library services - now libraries have a strategic and powerful way to do this"

April 14, 2026

Podcasts as Programming: Reaching Busy Parents on Their Time

Online via Zoom

10:00 AM - 11:00 AM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

The Patchogue-Medford Library in New York has transformed traditional parent education programming into an accessible podcast format, expanding their reach from an average of 5 in-person attendees to an average of 26 listeners per episode. The PML "Adventures in Parenting" podcast delivers expert content and resource guides to busy parents while maximizing staff time and programming budgets.

The model is surprisingly simple: pair librarian hosts with local experts, focus on evergreen parenting topics, and create accompanying online resource guides. Librarian-parents bring authenticity to conversations, while expert guests provide authoritative content. This format eliminates common barriers with in-person parenting programming like scheduling conflicts and childcare needs while extending the Library's reach beyond service hours and physical boundaries.

The impact has been remarkable. Beyond the 400% increase in engagement, the Patchogue-Medford Library is reaching patrons who never attended in-person workshops. Download metrics show listening peaks during commute times and late nights - exactly when our physical spaces are least accessible.

Ready to reach your busiest patrons? Podcasts as programming might be the answer you've been looking for!

Learning Objectives:

Demonstrate how podcasts can be used as an innovative programming format to reach busy parents and other hard-to-reach demographics with on-demand, expert-led content.

Identify the key steps in creating a library programming podcast, including choosing topics, finding experts, recording episodes, and developing accompanying resource guides.

List the benefits of podcast programming, such as increased engagement, budget efficiency, community responsiveness, and flexible access to library resources.

Presenter:

Jessi Bouchelle, Carnegie Branch & Youth Services Manager, Patchogue-Medford Library, New York

April 15, 2026

**Technical Services and Collection Development Active Learning Community Meeting
Online
Via Zoom**

,
02:00 PM - 03:00 PM EST

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

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April 15, 2026

Beyond the Stamp - Your Role, Responsibilities, and Risks as an Ohio Notary Public-Avon La

Avon Lake Public Library

32649 Electric Blvd

Avon Lake, OH 44012

12:00 PM - 03:30 PM EST

Melissa Lattanzi,

lattanzm@neo-rls.org

An increasing number of Ohio libraries are offering Notary Public services to their patrons as a community service. As such, libraries (and their individual notaries) can be potentially liable for these all-too-often undertrained staff notaries, when they are dealing with many and varied signing requests from your patrons.

We are again presenting our popular advanced Ohio notary class "Beyond the Stamp - Your Role, Responsibilities, and Risks as an Ohio Notary Public", updated with Ohio's new notary laws that were effective April 4, 2025.

Proper training is essential for your staff notaries! We have trained hundreds of Ohio librarians statewide, and you'll be surprised at how much you don't know, about what you don't know! As mentioned, lack of notary knowledge could lead to errors, and potential exposure for both you and your library! We particularly stress documents librarians should NOT handle!

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. It's the opportunity to receive the full Ohio training you never had. Importantly, the class is IN-PERSON, so all questions are welcomed, and you can learn from the experiences of the other notaries attending.

These in-person classes will be held:

April 15 - Avon Lake Public Library 12-330pm

April 16 - Chesterland/West Geauga Public Library 1230-4pm

April 17 - North Canton Library 1045am-215pm

**Check-in begins 30 minutes before class. Exams for NEW applicants will be given immediately following class.*

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

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, or the online versions where you can't even ask questions.

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, and holds Master Notary Public accreditation. Learn from the best!

**NOTE: We are also 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 class fulfills the Training Requirement for your renewal. As mentioned, the Ohio exam will also be

given for NEW notary applicants - details below.

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

?A class description, along with some additional Ohio information you'll find helpful. Click this link for the documents. 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!

**IMPORTANT - BRING THE DOCUMENTS TO CLASS; you can also use them for the exam!*

Registration fee is \$75, or \$130 if a NEW applicant also taking the exam.

***PLEASE INDICATE WHICH CLASS LOCATION YOU'LL BE ATTENDING**!*

**Checks/money orders are payable to Ohio Society of Notaries, and mailed to: OSN, 5669 Slater Ridge, Hilliard, OH 43026. Registration 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.

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

*Roger Rill, President
Ohio Society of Notaries
614 336 7878
www.ohionotaries.org*

April 16, 2026

**Beyond the Stamp - Your Role, Responsibilities, and Risks as an Ohio Notary Public-Geauga
Geauga County Public Library
Geauga West Branch
Chesterland, OH 44026**

12:30 PM - 04:00 PM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

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www.ohionotaries.org*

April 17, 2026

Beyond the Stamp - Your Role, Responsibilities, and Risks as an Ohio Notary Public-North Canton
North Canton Public Library
185 N Main St.
North Canton, OH 44720

10:45 AM - 02:15 PM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

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April 23, 2026

Customer Service Conference: Communication and Credibility

Hilton Garden Inn

8971 Wilcox Dr

Twinsburg, OH 44087

09:30 AM - 04:00 PM EST

Melissa Lattanzi,

lattanzm@neo-rls.org

April 29, 2026

Youth Services (Children & Teen) Active Learning Community Meeting

Online

Via Zoom

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01:00 PM - 02:00 PM EST

Melissa Lattanzi, 3306550531

lattanzm@neo-rls.org

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April 29, 2026

From Maker to Market: supporting next steps for entrepreneurial makers

Online via Zoom

10:00 AM - 11:00 AM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

Makerspaces and Maker programs are enhanced services offered in many library settings. See a way to take makerspace offerings to the next level like Pflugerville Public Library. Maker Markets provide an avenue where libraries can expand support to non-traditional small businesses and encourage next steps for entrepreneurial makers. For makers this provides the experience of bringing their creations to market with a low barrier for entry. As simply as providing time and space for local makers to have the opportunity to sell their wares and share their creativity with the public. To broader community partnerships that provide further business skill building. Whether you already have an active makerspace or just want to support local makers, this webinar will provide an example of a successful library program.

Learning Objectives:

Identify local makers or makerspace users who are positioned to sell their products or are already on that path and key strategies for expanding makerspace offerings.

Create and promote events like Maker Markets to foster community involvement and support local artisans, encouraging collaboration between the library and entrepreneurial makers.

Analyze and address barriers that prevent community members from accessing technology and resources in makerspaces, ensuring inclusivity in offerings.

Margaret Miller is an Adult Services Librarian at Pflugerville Public Library, Pflugerville, TX, has worked in public libraries since 2005. Currently overseeing maker trainings, lab hours and other library programming including pet-friendly offerings, author events and maker markets. As a member of the Texas Library Association, she presented topics from tech to programming while filling officer positions on the Programming for Adults Round Table and Innovation and Technology Round Table. With the American Library Association, as a member of the Graphic Novels and Comics Round Table, has served the Libcomix Online committee and the Best Graphic Novels for Adults list committee.

April 30, 2026

Outreach Active Learning Community Meeting

Online

Via Zoom

02:00 PM - 03:00 PM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

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April 30, 2026
- May 1, 2026

2026 Directors' Retreat: Navigating the AI Horizon: A Leadership Roadmap for Library and Staff
Punderson Manor Lodge & Conference Center
11755 Kinsman Road
Newbury, OH 44065

Breakfast begins at 9AM on April 30th and we conclude the retreat at noon on Fri
Melissa Lattanzi,
lattanzm@neo-rls.org

How do you lead a library when the technological ground is shifting? The 2026 Directors' Retreat: Navigating the AI Horizon-A Leadership Roadmap for Library and Staff Readiness will prepare you for just that. Artificial intelligence is no longer a futuristic concept—it is a present reality already shaping library workflows, vendor tools, and patron expectations. For library leaders, the primary challenge isn't just understanding the technology, but leading people through the uncertainty it creates.

We will be returning to the Punderson Manor Lodge & Conference Center this year. The retreat will kick off with a light breakfast on Thursday, April 30th at 9:00 a.m. - the perfect time to catch up with your peers. The workshop will begin at 10 a.m. starting with AI Readiness for Library Leaders: Leading Staff, Assessing Readiness, and Understanding Your AI Landscape. The afternoon will focus on Coexisting, Not Competing: Librarianship in the Era of AI. We will conclude the first day at 4:00 p.m. Dinner will be at 6:00 p.m. with the tradition of rich conversations to follow. The second day will start with breakfast at 8:00 a.m. followed by Building an AI Governance Framework. We will conclude at noon with a quick lunch.

Thursday Morning, April 30th: AI Readiness for Library Leaders: Leading Staff, Assessing Readiness, and Understanding Your AI Landscape
Artificial intelligence is already influencing library work through vendor tools, staff experimentation, and patron expectations. For library leaders, the challenge is knowing how to lead people through the questions and uncertainty it brings. This three-hour workshop is designed for library directors, managers, and senior staff who want to build clarity and confidence before making decisions about AI. Participants will develop a practical, leader-focused understanding of AI, explore how staff typically respond to AI-driven change using the SCARF model, and begin examining their organization's current AI landscape, stakeholders, and areas that may need greater attention. The session balances shared learning with guided reflection, using realistic scenarios and structured mapping activities that can be started during the workshop and continued afterward. Participants will also receive a leadership-oriented checklist outlining common next steps libraries consider as they move from AI readiness toward more intentional exploration or implementation.

Participants will leave with:

A clear, non-technical understanding of what AI is and is not, and why it matters for library leadership

Insight into common staff reactions to AI through the SCARF framework (Status, Certainty, Autonomy, Relatedness, Fairness), with strategies for leading change in ways that reduce threat and build trust

Practical language and approaches for talking with staff about AI expectations, boundaries, and evolving practices

A draft Stakeholder Map identifying who is affected by AI-related conversations and decisions across departments, administration, governance, IT, vendors, and external partners

A draft Current State Map capturing where AI is already showing up in workflows, decisions, or vendor tools, including what appears to be working well and where questions and risks are emerging

A leadership-oriented Next Steps Checklist to help assess readiness and consider thoughtful options for future exploration or implementation

Increased confidence in assessing organizational readiness and identifying appropriate

next steps related to AI

Presenter will be virtual:

*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.

*Afternoon Session: Coexisting, Not Competing: Librarianship in the Era of AI
While artificial intelligence is not new technology, the ways it can interact with people and information has changed rapidly in the past 5 years. AI chat systems are everywhere - AI in phones, on social media, and as independent services. But what about information professionals and libraries? How does AI affect librarianship and how can we respond? In this presentation, you'll learn how AI and libraries can coexist through awareness, education, and thoughtful engagement. Librarians don't need to embrace AI or become experts, but growing their own understanding is a key part of coexisting with AI and serving their users.*

Presenters:

Lynn Warner is a Research and Health Sciences Librarian at the University of Cincinnati. Lynn supports students and faculty in the College of Nursing and College of Allied Health Sciences. She has a passion for information literacy instruction and enjoys teaching people how to find and evaluate the information they are seeking. Lynn has taken an interest in learning about AI tools and how they can (and can't) be utilized in the research process, and has been involved in AI Literacy initiatives at UC.

Madeleine Gaiser is an Online Learning and Instruction Librarian at University of Cincinnati's College of Education, Criminal Justice and Human Services (CECH) Library. Joining UC Libraries in 2020, Madeleine supports academic research, maintains and creates online resources, and purchases library materials. Madeleine has participated in multiple AI initiatives at UC and regularly seeks professional development opportunities on the subject. In her free time, Madeleine collects cookbooks and enjoys long walks through the Aldi Finds aisle.

Friday, May 1st: Building an AI Governance Framework

Successfully integrating AI into your organization requires a roadmap to take your AI strategy from theoretical to functional. In this interactive session, Glen Horton will guide participants through the critical components of developing an AI governance framework that ensures your AI initiatives are aligned with your organization's mission, needs, and ethics.

Presenter:

Glen Horton is the AI Architect at Sinclair College where he leads and implements the College's AI strategy and initiatives. He has over 30 years of experience developing and supporting technologies in higher education and libraries. Before joining Sinclair in 2025, he supported AI and software development initiatives at the University of Cincinnati Libraries. Glen is passionate about developing human-centered AI solutions that responsibly and safely benefit people and organizations.

May 5, 2026

IT Active Learning Community Meeting

Online via Zoom

02:00 PM - 03:00 PM EST

Hillary Brown,

hillary.brown@neo-rls.org

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May 12, 2026

High-Impact Programs that Bring Families Back to the Library

Online via Zoom

10:00 AM - 11:00 AM EST

Hillary Brown,

hillary.brown@neo-rls.org

Libraries continue to face challenges in rebuilding attendance and sustaining meaningful relationships with children and caregivers. This interactive session offers practical, field-tested strategies for designing programs that attract families, foster literacy, and position the library as a vibrant hub for community life.

Participants will explore what today's families are truly looking for from libraries, program models that succeed across different community sizes, and strategies for engaging reluctant or hard-to-reach participants. We will discuss low-cost, high-impact programming ideas that staff can implement immediately, ways to strengthen partnerships with schools and community organizations, and approaches to measuring success beyond attendance numbers. The session is designed to be immediately applicable for both large systems and smaller branches.

Learning Objectives:

Identify needs and expectations of families in order to design library programs that effectively attract and engage children and caregivers.

Apply practical, low-cost programming strategies and adaptable program models that foster literacy and increase participation.

Develop approaches to evaluate program success using metrics beyond attendance, with a focus on strengthening community relationships and long-term engagement.

Presenter:

Annisha Jeffries is a seasoned public librarian and Early Literacy expert with over 30 years of experience. She founded Born Readers, LLC Consulting, to help libraries, schools, and community groups create effective literacy programs that reach families in everyday settings. Annisha is passionate about connecting children with literacy from birth to elementary school and has been recognized nationally for her advocacy. She holds degrees from the University of Pittsburgh and Cleveland State University, and has received awards including the American Library Association's Spectrum Scholarship. She also served as Chair of the 2021 Caldecott Committee.

May 13, 2026

Adult Services Active Learning Community Meeting

Online via Zoom

02:00 PM - 03:00 PM EST

Melissa Lattanzi,

lattanzm@neo-rls.org

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May 14, 2026

How Images Manipulate Us

Online via Zoom

10:00 AM - 11:00 AM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

Teaching students and adults about fake news, digital literacy, and understanding data requires a deeper dive into images. What is the psychology behind images seen every day? Who is manipulating images and with what purpose? What part do Artificial Intelligence systems play? This session will explore images and charts to help break down what people see and feel. The majority of this session is focused on still images. The more practice people have in evaluating images, the better they are at discerning the real purpose.

Learning Objectives:

*Evaluate an image's purpose by its creator.
Provide practice images to use with your patrons.
Conduct lessons on image manipulations and an understanding of AI images.*

Presenter:

Dr. Robbie Barber is an electrical engineer from Georgia Tech who wandered into a school library. As a teacher-librarian, she works with high school students and teachers to find the best resources, use technology, and locate the perfect book. Dr. Barber teaches classes on using research databases and how to better search the internet. She researches the latest technology, plays with AI, and creates professional presentations on recognizing fake news and other tech-infused ideas in the classroom and the library.

June 3, 2026

Special Libraries Active Learning Community Meeting

Online via Zoom

02:00 PM - 03:00 PM EST

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

Join your peers to exchange ideas, celebrate successes, and discover new solutions to common challenges.

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 Hillary Brown.

June 5, 2026

Human Resource/Fiscal Officer Active Learning Community Meeting-In Person

Twinsburg Public Library

10050 Ravenna Rd.

Twinsburg, OH 44087

10:00 AM - 03:00 PM EST

Melissa Lattanzi,

lattanzm@neo-rls.org

Join your peers to exchange ideas, celebrate successes, and discover new solutions to common challenges. Please send agenda items/questions to Yvette Wasko.

Speaker TBA

June 5, 2026

Human Resource/Fiscal Officer Active Learning Community Meeting-Via Zoom

Online via Zoom

10:00 AM - 03:00 PM EST

Melissa Lattanzi,

lattanzm@neo-rls.org

Join your peers to exchange ideas, celebrate successes, and discover new solutions to common challenges. Please send agenda items/questions to Yvette Wasko.

Speaker TBA

June 11, 2026

Community Care for Burned-Out Library Workers

Online via Zoom

02:00 PM - 03:00 PM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

Librarians and library workers enable members of our community to take care of themselves and each other, but research shows that we often end up trying to care for our own well-being alone. The struggles and burnout that many library workers face have systemic causes, yet we may feel compelled to address them with purely individual solutions. This webinar will explore how we can move to a paradigm of community care, where organizations and people work together to support us all.

Learning Objectives:

*How to recognize the underlying, systemic factors that lead to burnout
Practical tips for how organizations, teams, managers, and individuals can participate in community care to reduce burnout and proactively support wellbeing
How community and self care can work together to support library worker wellbeing*

Presenter:

Audrey Barbakoff, EdD, MLIS

*Dr. Barbakoff is passionate about helping organizations build capacity for collaboration and belonging by centering their communities. She is the CEO of Co/Lab Capacity LLC, which offers community-centered consulting and training to libraries. With a decade of public library experience and a doctorate in organizational change and leadership, she brings both a practical and scholarly lens to library development. Dr. Barbakoff holds an MLIS from University of Washington and an EdD from the University of Southern California. Her innovative work has been recognized by Library Journal Movers & Shakers, the Urban Libraries Council, and the Freedom to Read Foundation. She has served in a variety of service leadership roles, including the ALA Policy Corps, facilitating the ALA Emerging Leaders program, two terms on ALA Council, and chairing the Intellectual Freedom Round Table. Her newest book, co-authored with Noah Lenstra, is *The Twelve Steps to a Community-Led Library*. She has also written two picture books, which give her an excuse to dust off her children's librarian skills for school and library visits.*

June 17, 2026

Personalized Reference vs. Standardized Reference: When to use the Right Reference Skills

Online via Zoom

02:00 PM - 03:15 PM EST

Melissa Lattanzi,
lattanzm@neo-rls.org

Reference all seems personalized because each question from a patron is unique. Many questions can be similar, but not all questions are the same. How do you train yourself to respond to challenging questions and utilize reference skills? Reference can be one of the most intimidating divisions of a library for new and emerging reference staff. Recognizing how to surpass the fear of not knowing every answer is necessary to respond with confidence and reassurance. Reference skills can also be utilized to discern a standard response vs. personalized. Discerning also requires you to recognize when someone wants help vs. when someone wants you to do things for them.

Learning Objectives:

The challenges of unique questions and demands

How to instill confidence in your response when you don't have the answer

How to form policies, procedures, and training for standardized vs. personalized reference

How to help patrons with their unique needs while also enforcing healthy boundaries.

Presenter:

Jennifer Blair is the Head of User Services Librarian and Associate Professor at Azusa Pacific University (APU). Her role is dedicated to the user experience, including marketing the library, operations, and teaching. She has extensive experience teaching online courses in design and library science. Jennifer holds a B.A. in Graphic Design, an M.A in Educational Multimedia, and an 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 library users.