





THURSDAY, APRIL 27, 2017

Holiday Inn
6001 Rockside Rd.
Independence, OH 44131
(216) 524-8050

NORTH CHAPTER PROGRAM SCHEDULE NORTH CHAPTER

| TIME | BRECKSVILLE (Adult) | VALLEY VIEW (Mgmt.) | MAPLE HEIGHTS (Youth) | PARMA (Front Line) | BROOKLYN (Outreach & Com. Engage.) | BEDFORD (Trending) |
|-----------------|---|---|---|--|--|--|
| 8–9 a.m. | REGISTRATION – Ballroom Foyer Morning refreshments of coffee and tea (Breakfast on your own) | | | | | |
| 9–9:30 a.m. | OPENING SESSION – Ballroom | | | | | |
| 9:45–10:45 a.m. | I'm a Librarian, Not a Doctor! Providing Health Information to Public Library Customers <i>Sponsor: Reference & Information Services Division</i> CC: Reference | Ask Your HR Question! <i>Sponsor: Human Resources & Trainer Development Division</i> CC: HCM | STEAM for Preschoolers <i>Sponsor: Children's Services Division</i> CC: PRG | Rational Detachment <i>Sponsor: North Chapter</i> CC: EMP | The Connected Librarian: Outreach That Makes a Difference <i>Sponsor: Children's Services Division</i> CC: CMA |  How to Fest: Showcase Your Best <i>Sponsor: Reference & Information Services Division</i> CC: REF |
| 11 AM–12 p.m. | Reference Wrangling <i>Sponsor: Adult Services Division</i> CC: REF |  Tapping Into Engagement: How to Foster Motivation and Commitment in Employees <i>Sponsor: Human Resources & Trainer Development Division</i> CC: HCM | Kids Needs Diverse Collections: Choosing and Marketing Materials for All <i>Sponsor: Children's Services Division</i> CC: CLM | Understanding Unconscious Bias <i>Sponsor: North Chapter</i> CC: HCM | Becoming your Community's Big Library to Small Business <i>Sponsor: Reference & Information Services Division</i> CC: REF | Human Trafficking 101: Keeping Libraries Safe <i>Sponsor: Adult Services Division</i> CC: CMA |
| 12–1 p.m. | LUNCH – Ballroom | | | | | |
| 1:15–2:15 p.m. | Welcome to the Library Jungle: An Unprogram, Intellectual Freedom Adventure <i>Sponsor: Intellectual Freedom Committee</i> CC: INF |  Words Alone Won't Cut It: Multilevel Communication <i>Sponsor: Human Resources & Trainer Development Division</i> CC: COM | Teen Services Smackdown <i>Sponsor: Teen Services Division</i> CC: PAW | Strategies for the Burnt- out Librarian <i>Sponsor: Teen Services Division</i> CC: PRS | The Evolution of Outreach <i>Sponsor: Outreach & Special Services Division</i> CC: PAW | Pop Up Libraries <i>Sponsor: North Chapter</i> CC: CMA |
| 2:30–3:30 p.m. | Creative Adult Programs <i>Sponsor: Adult Services Division</i> CC: PRG | Crash Course in Calamities <i>Sponsor: Management & Administration Division</i> CC: LDS | Tween Title Talk <i>Sponsor: Children's Services Division</i> CC: CLM | The Art of Customer Service <i>Sponsor: Human Resources & Trainer Development Division</i> CC: CTS | NatureConnect! Making the Outdoors a Library Place <i>Sponsor: Children's Services Division</i> CC: PAW |  The SOS of Coding <i>Sponsor: Children's Services Division</i> CC: PRG |