

PROGRAM Descriptions

C/SE = Central/Southeast Chapters Conference
N = North Chapter Conference
NE = Northeast Chapter Conference
NW = Northwest Chapter Conference
SW = Southwest Chapter Conference




Bring this program booklet with you the day of the conference.

Do Not
Discard

this program after registering.
Only a limited number of
program booklets will
be available onsite.

Adult Illiteracy in Your Community

Adult Illiteracy is an issue facing all communities. It is estimated that 9% of Ohio's population is lacking basic literacy; that is over 990,000 individuals. Read for L.I.F.E. is a program of the Findlay-Hancock County Public Library which matches functionally illiterate adult students with tutors. Our goal is to provide opportunities for adult residents who live or work in Hancock County to learn to read and develop related skills. This session will cover the daily struggles and coping skills of adult learners, facts about illiteracy, and literacy in a changing society.

 **Intended Audience:** Adult Services Staff

Sponsor: Adult Services Division

C/SE: Kristy Szkudlarek, Findlay-Hancock County Public Library

NW: ~~Amanda Bennett, Ada Public Library~~

Baker's Dozen! Using Props to Enhance Children's Programming

Join wild and wacky Kirk Baker in this fast-paced program as he zips through over a dozen ideas for using props in storylines and other children's programs. Props enhance stories and engage children in fun and creative ways. Telling a chicken story? Wear a chicken hat. Sharing a train story? Create a wearable train engine out of a box. Using inexpensive and everyday items, Baker will demonstrate how props can add zing to your children's programming.

Intended Audience: Children's Services Staff

Sponsor: Northwest Chapter

NW: Kirk Baker, Paulding County Carnegie Library and Susan Pieper, Paulding County Carnegie Library

Banned Books Week on a Budget

Do you find yourself struggling with programming? Are you jazzed about intellectual freedom? Have you found yourself scouring Pinterest for Banned Books Week ideas? If you answered yes to any of those questions, this is a program for you! We will be sharing programming ideas for all ages for that magical time of year - Banned Books Week. Covering everything from displays to passive activities to traditional programming, we are excited to help you get your patrons engaged in celebrating their freedom to read. Even better, we know what it's like to program on a budget, so most of our ideas cost little more than a ream of paper. Everything is also better when you share, so we will provide you with a list of ideas plus some discussions where we can learn from each other.

Intended Audience: Adult Services Staff, Children's Services Staff, YA/Teen Services Staff, and General Interest

Sponsor: Intellectual Freedom Committee

NE: Shayna Muckerheide, Cleveland Public Library and Isabel Klein, Hudson Library and Historical Society

Breaking Down Barriers to Innovation

This is an opportunity to discuss managerial issues you've faced and/or overcome and help others find work-arounds and solutions. Sometimes a great, innovative idea comes to you and you find that your library's policies, culture, or staff are barriers to innovation. Maybe you are facing a potential construction project and don't know the law or procedures. Perhaps, you have trouble communicating with some staff which is causing morale to decline. Are you working with a board whose members clash? How would other library directors and/or administrators handle these issues? Come to this session and let's discuss.

Intended Audience: Administrative Staff and General Interest

Sponsor: North Chapter and Northwest Chapter 

N: Jeni Delfs, Westlake Porter Public Library

NW: ~~Kristy Szkudlarek, Findlay-Hancock County Public Library~~

Build It and They Will Run: Creating a Wellness Program

Invest in your staff by creating a wellness program that not only encourages them to be more active in managing their health and healthcare, but also rewards them for it. It's a win for everyone when premium rates, high blood pressure, and bad cholesterol drop and positive health choices prevail.

This session will cover starting and managing a wellness program in your library. Topics that will be shared include: board actions, forms, program structure, incentives, ideas and general costs. No matter what your budget or library size, your library can tailor a wellness program that provides a real benefit to library staff.

Intended Audience: Administrative Staff

Sponsor: Management and Administration Division

C/SE, SW: Mike Hensel, London Public Library

But Won't the Pieces Get Lost? Introducing Board Games to Your Library

Despite an ever growing fascination with the next new digital craze, modern board games have become more popular each and every year. Sales of modern board gaming has been growing steadily since 2008 with a 15% rise last year alone. This analog form of entertainment, which some have written off as child's play, has become an exciting realm of entertainment for young and old alike. Similar to libraries adding video games to their collections, many libraries have taken the initiative to include board games as well. This program will teach you about the rise of modern board gaming, certain games to look for, and how to prepare a collection for your library so that you won't lose all the pieces.

Intended Audience: Administrative Staff

Sponsor: Library Education Committee

C/SE, NE: Kellen Freeman, Delaware County District Library

Check It "Out": LGBT Books for Children and Teens

Teen books have long striven to meet the needs of a variety of young people. However, in recent years, children's titles have begun to more accurately reflect the diversity found in the lives of young readers. Discover exciting new titles you will want to add to your collection that serve the needs of LGBT patrons, families, and allies.

Intended Audience: Children's Services Staff, Adult Services Staff, Outreach Staff, YA/Teen Services Staff, and General Interest

Sponsor: Children's and Teens Services Divisions
NE – Maria Trivisonno, Cuyahoga County Public Library and Jan Chapman, Cuyahoga County Public Library

Comics, Graphic Novel Classification

When Melville Dewey created his classification system over a hundred years ago, he could not have anticipated the emergence of comics and graphic novels. Because of this medium's unique nature, comics require a shelving and classification system that is just as unique to enhance access to patrons. With this presentation, you will learn how typical classification and shelving methods designed for traditional books may inhibit discoverability of these titles, gain insight into the inherent browsing behaviors that comic-readers exhibit, and learn of an in-house classification system you can adapt for your library to indulge this distinguished medium and increase circulations to full potential.

Intended Audience: Adult Services Staff, Children's Services Staff, Technical Services Staff and YA/Teen Services Staff

Sponsor: Central/Southeast Chapter

C/SE – Jack Phoenix, London Public Library

Community Engagement



NORTHWEST

Join this panel discussion that will feature librarians and library staff discussing their library's community outreach and the unique outreach opportunities that bridge the gap between library and the "outside world."

Intended Audience: Marketing and Public Relations Staff and Adult Services Staff

Sponsor: Small Libraries Division

NW – Anne Kennedy, Licking County Library and Sandi Thompson, Puskarich Public Library

Crash Course in Interview Preparation



NORTH

You've landed that interview – that's great! Now what? Please join our moderators as they share strategies and advice on how to deliver a strong and confident interview. We will discuss the entire interview process; the do's and don'ts, how to answer the tough questions and the vague questions; how to follow up; and what to wear. Feel free to bring along a copy of your resume and/or cover letter, and definitely bring questions!

Intended Audience: General Interest

Sponsor: North Chapter

N – Kim DeNero-Ackroyd, Cleveland Heights-University Heights Public Library and Aurora Martinez, Morley Public Library

Creating Community Connections



NORTHEAST/SOUTHWEST

Community engagement is critical for the future of libraries, but how do you find time to focus on it with minimal staff and limited resources at your library? Cathy Allen, Director Hurt/Battelle Memorial Library, has made the commitment to take her staff and library into the community, partnering and collaborating with various people and organizations. She will provide examples and advice to help you make the same commitment to create those critical community connections.

Intended Audience: Administrative Staff, Marketing and PR Staff, Adult Services Staff, Outreach Staff, Children's Services Staff, Support and Circulation Staff and General Interest

Sponsor: Small Libraries Division

NE, SW, C/SE – Cathy Allen, Hurt/Battelle Memorial Library

Creating Exhibits for Local History Collections

Learn the basics of planning, installing, and promoting a local history collections library exhibit. Tips for useful supplies and tools for installing exhibits will be offered, as well as strategies to promote your exhibits and raise awareness of your collections, including how partnerships can expand opportunities for attracting visitors.

Intended Audience: Marketing and PR Staff, Adult Services Staff, Genealogy and Local History Staff and General Interest

Sponsor: Subject and Special Collections Division

NE, C/SE – Marsha McDevitt-Stredney Ph.D., State Library of Ohio

Dance Party at the Library

Throw a dance party at your library! Interactive music programs are a great way to help young patrons' early literacy skills, allow children the chance to become more social, and offer families a free way to have fun together.

Do you want to start a music and movement program at your library, but don't know where to start? Do you already have one, but feel like you could use some new ideas? Discussion and idea sharing among the group will be encouraged.

Intended Audience: Children's Services Staff

Sponsor: Central and Southeast Chapters

C/SE – Marley McDonough, Delaware County District Library

Data Driven and Data Informed Decisions: What Can We Learn From Our Community?

Many libraries are pushing toward data-driven decision making. But what data are they using? Where do you start when looking for the answers to the questions surrounding service, budget, and community? What if we broaden our view of data-driven decision-making to encompass all data informed decisions? Let's start the conversation about data-driven decisions and how data informed decisions can start from a different place than the monthly circulation numbers.

Intended Audience: Administrative Staff and General Interest

Sponsor: North Chapter

N – Anastasia Diamond-Ortiz, Director of Strategy and Innovation for Cleveland Public Library

Dewey or Don't We?

Dewey Lite can help make your non-fiction shelves more browser friendly and give your library an updated look. Join us to learn what steps the Williams County Public Library took to change its entire non-fiction, collection in seven locations, from standard Dewey call number order to a new Dewey Lite, bookstore inspired look.

Intended Audience: Administrative Staff, Adult Services Staff, Support and Circulation Staff and Technical Services Staff.

Sponsor: Adult Services Division

C/SE, NW, NE – Jeff Yahraus and Susan Irwin,
Williams County Public Library

Diagnosing Your Interpersonal Communication Skills



NORTHWEST/ CENTRAL/ SOUTHEAST/NORTH

Nearly every job description in a library lists “good communications skills” as a requirement for the position. But what do employers really mean by that? Interpersonal communication is a complex set of interrelated skills including listening, explaining, expressing, questioning, relating, asserting, negotiating and reflecting. Being an effective communicator is closely related to self-efficacy, coping with emotions, and openness to others.

This session explores the facets of interpersonal communication that lead to effective work performance. Attendees will have the chance to diagnose their open competition strengths and growth areas using an interpersonal communication inventory, and discuss strategies for developing their interpersonal communication skill sets.

Intended Audience: Administrative Staff, Marketing and PR Staff, Adult Services Staff, Outreach Staff, Children's Services Staff, Support and Circulation Staff, Genealogy and Local History Staff, Technical Services Staff, General Interest, and YA/Teen Services Staff

Sponsor: Human Resources and Trainer Development Division

NE, SW, NW, C/SE, N – Miriam Matteson,
Kent State University School of Library and Information Science

Disaster Response and Facilities Management for Small Libraries



NORTHWEST

We are thinking it will work as a panel of directors who can speak briefly on emergencies which have happened at their libraries, focusing on:

1. What pre-existing (if any) plans were in place for said emergency?
2. How was the emergency initially handled?
3. What follow-up happened?
4. What did you learn from this emergency/what can you share to help others prepare?

Intended Audience: Administrative Staff, Adult Services Staff, Support and Circulation Staff, General Interest, and YA/Teen Services Staff

Sponsor: Small Libraries Division

NW – Tom Dillie, Minerva Public Library

Diverse Comics: Recent and Popular Graphic Novels

From *Lumberjanes* and *This One Summer* to *MS. Marvel* and *Saga*, American comics are becoming increasingly diverse, accessible, and heavily acclaimed. As well as hooking young readers, graphic novels are providing new opportunities for maturing fans and capturing new audiences. Despite this, the graphic novel section remains a mystery to many librarians. Discover the evolving American comic scene, as well as popular and under the radar titles that will have your patrons wanting more.

Intended Audience: Adult Services, Children's Services Staff, and YA/Teen Services Staff

Sponsor: Teen Services Division

NE, N – Nick Fagan, Middlefield Library Geauga County Public Library

DPLA in Ohio



CENTRAL/SOUTHEAST

Learn how your organization can get involved in the Digital Public Library of America (DPLA), an all-digital library that aggregates metadata and thumbnails for millions of photographs, manuscripts, books, sounds, moving images, and more from libraries, archives, and museums around the United States. With support from the State Library of Ohio and OPLIN, a steering committee is working to create a DPLA Service Hub for Ohio institutions. The session will provide an update on the project and steps for your organization to take to get ready for DPLA participation.

Intended Audience: Adult Services Staff, Genealogy and Local History Staff, and General Interest

Sponsor: Subject and Special Collections Division

N – Missy Lodge, State Library of Ohio
NE, C/SE – Angela O'Neal, Columbus Metropolitan Library

Emergencies Happen! How to Deal



SOUTHWEST

Tips and tricks for frontline staff handling security issues and unusual happenings at your library. Bring your questions and cases.

Intended Audience: Adult Services Staff, Outreach Staff, Children's Services Staff, Support and Circulation Staff, Genealogy and Local History Staff, Technical Services Staff, YA/Teen Services Staff, and General Interest

Sponsor: Southwest Chapter

SW – Heather Howison, Dayton Metro Library

Enhancing the Patron Experience Through Collaborative Service



SOUTHWEST

With the addition of self-service models, introduction of the OPAC, availability of online requests/renewals, RFID, automated materials handling, and more, the nature of our everyday patron services is changing. A reduced need for staff to perform repetitive tasks such as CKI/CKO allows them to work in more rewarding roles within the library. Beginning in early 2015, Dayton Metro Library's Huber Heights location began transitioning to a service model where both circulation and information staff serve at a common main service point, rove the library, and “hand off” patrons to each other – depending on service needs of each interaction. The managers in charge of this transition share their journey. Both supervisors and frontline staff will walk away with ideas for collaborative service at your own library!

Intended Audience: Adult Services Staff, Children's Services Staff, Support and Circulation Staff, Genealogy and Local History Staff, General Interest, and YA/Teen Services Staff

Sponsor: Reference and Information Services Division

NE, SW, N – Kim Bishop, Dayton Metro Library
and Karen Findlay, Dayton Metro Library

Express Yourself: Creative Making for Older Adults

Get out of the programming rut! Learn to develop out-of-the box art programs for adults.

Intended Audience: Adult Services Staff

Sponsor: Southwest Chapter

SW – Julie Buchanan, Dayton Metro Library

Getting the Most from Your Catalog: Bibliographic Records for Non-Catalogers

Don't know jack about MARC? Need help interpreting the descriptions in your catalog? This is the program for you. The basics of catalog records, and how to search them more effectively, will be covered. Let an experienced cataloger explain what you'll find in bibliographic records and how to use this information to find what you and your patron's need.

Intended Audience: Adult Services Staff, Children's Services Staff, Support and Circulation Staff, YA/Teen Services Staff, and General Interest

Sponsor: Technical Services Division

NE, NW – Lori Ann Thorrat, Cuyahoga County Public Library

Healthy Bodies, Healthy Minds: Embracing a Culture of Healthy Living at Your Library

The presenter will discuss how their library has embraced a culture of healthy living. In partnership with the Ohio Food Bank and United Way, the library offers programs such as produce giveaways and weekend survival food kits for kids who might not otherwise get much to eat outside of school. The library also partners with the local YMCA and hospital to incorporate a healthy living component into the summer reading program, encouraging children to stay active and make healthy choices over the summer. Even staff benefit from services such as free voluntary wellness screenings every year as well as enrollment in the county OSU extension office online fitness plan and a 10% membership discount at the local YMCA.

Intended Audience: Administrative Staff, Adult Services Staff, Outreach Staff, Children's Services Staff, and General Interest

Sponsor: Children's Services Division

C/SE – Cheilon Preston, Chillicothe and Ross County Public Library and Debbie Nunziato, Chillicothe and Ross County Public Library

High Impact School Promotions, Programs and Partnerships

Want to get more involved with your local schools, but you're having trouble establishing the connection? Come join George and Andy from Delaware County District Library for some ideas on how to get started! We'll discuss our numerous partnerships with the school districts we serve, and share ways that both the library and the schools benefit.

Intended Audience: Children's Services Staff

Sponsor: Central and Southeast Chapter

C/SE – Andy Bartlett, Delaware County District Library and George Morrison, Delaware County District Library

Hiring From Both Sides of the Table

At the hiring table, those on both sides need to know what they want, what's being offered, and whether they have found the right match. It's a big decision to make – for everyone involved! This session will consider some of the best tips to remember to assure the final choice is the right one.

Intended Audience: Administrative Staff, Adult Services Staff, Outreach Staff, Children's Services Staff, Technical Services Staff, General Interest, and YA/Teen Services Staff

Sponsor: Human Resources and Trainer Development Division

NE – Catherine Hakala-Ausperk, Libraries Thrive Consulting

How Am I Going to Pay For All the Great Stuff I Saw Today?

Did you see a lot of great stuff that you can't afford today? Let's try to fix that. Join this session for information on how to obtain funds to help you implement the programs you saw today. Join us in this one-hour session and also at the grants table in the lobby to discover the different ways you can make today's dreams a reality.

Intended Audience: General Interest

Sponsor: Hosting Chapter

C/SE – Shane Ian Hoffman, Pickaway County District Public Library

Human Trafficking 101: Keeping Libraries Safe



NORTH

Did you know that Ohio ranks fifth in the U.S. for highest rate of human trafficking activity. Did you also know that libraries are reported as being the number one top location for traffickers to recruit? As public service staff who advocate for youth, this scary statistic may unfortunately be happening right under our noses. In this session, meet with members of the Human Trafficking Coalition from Medina County who are working state-wide to educate and shrink these numbers. You will learn some basic information and receive resources on what trafficking in Ohio means, which counties are most in danger, why libraries are targets, and what we can do about it. Learn specific behaviors and signs in which you should be aware of. Also learn the steps you can take if you suspect trafficking is occurring in your branch. Help keep our youth and our libraries safe.

Intended Audience: Adult Services Staff, Children's Services Staff, General Interest and YA/Teen Services Staff

Sponsor: North Chapter

N – Rhonda Wurgler, Children's Center of Medina County and Kim Brightbill, Children's Center of Medina County

I Just Came for the Food: Creative Food Programs for Youth

If, like Chewbacca, your young library patrons are always thinking with their stomachs, why not give them what they really want? If you haven't explored snack options beyond cookies and chips, now is the time to embrace unique, and sometimes adorable, food themed programs. Get your teens moving with Jell-O relay races and the Root Beer Pixie Stick Challenge or encourage healthy eating in younger children with fruits and veggies that are almost too cute to eat. You don't have to spend a lot of money to send kids away with happy tummies and thoughts about books instead of food.

Intended Audience: Children's Services Staff and YA/Teen Services Staff

Sponsor: Children's Services and Teen Services Divisions

NW, C/SE – Rikki Unterbrink, Shelby County Libraries

In Between: Tween Programming on Any Budget

Wish tweens would stop trying to sneak into your teen programs? Do you have a large (usually highly energetic) tween population but are struggling to think of programming ideas? Bring your most successful program ideas and discuss new trends in this collaborative session for every library budget.

Intended Audience: Children's Services Staff and YA/Teen Services Staff

Sponsor: Central and Southeast Chapters

C/SE – Amanda Henning, Delaware County District Library

It's Music! It's Movement! It's More!

Reading and Music and Movement! The link between reading and music is undeniable. Learn how you can set up a successful music and movement program at **your** library. The Bucyrus Public Library is moving into its third year of successful locally funded programming.

Intended Audience: Children's Services Staff

Sponsor: Children's Services Division

NE, SW, NW, N – Barbara Scott, Bucyrus Public Library

Lean Into Your Future

Facebook CEO Sheryl Sandberg made headlines with her provocative book *Lean In*, which examined why more women aren't in leadership or management positions despite decades of advancement in women's rights. This session will allow participants to discuss their own experiences in the library workforce, how to strategize to further their careers, and how to enact positive change for women in librarianship. The facilitators have worked in a variety of library positions, both management and non-management, professional and para-professional, and look forward to guiding constructive conversation.

Intended Audience: General Interest

Sponsor: Management and Administrative Division

NE – Kim DeNero-Ackroyd, Cleveland Heights-University Heights Public Library and Aurora Martinez, Morley Public Library

Lending WiFi Hotspots

This session will cover the basics of starting a WiFi hot spot lending program, including:

- Policies and Procedures
- Determining Coverage
- Choosing a Service Provider
- Success and Lessons

Intended Audience: Administrative Staff, Adult Services Staff, Outreach Staff, Support and Circulation Staff, Technical Services Staff, and General Interest

Sponsor: Digital and Media Services Division

NW – Lauren Lemmon, Ida Rupp Public Library

Lessons in Leadership from Alice in Wonderland

The term "leadership" can mean many things. For those who aspire to be leaders in their organizations, we will take a look at what it means to be a leader in the traditional sense, and then we will take a non-traditional look with some help from *Alice in Wonderland*. This is a fun but insightful journey to ask ourselves if we are ready to jump down the rabbit hole and into the leadership arena. Participants will be asked to review their own personal skill sets on various leadership qualities.

Intended Audience: Administrative Staff, Adult Services Staff, Marketing and PR Staff, Children's Services Staff, Outreach Staff, Support and Circulation Staff, Technical Services Staff, Genealogy and Local History Staff, YA/Teen Services Staff, and General Interest

Sponsor: Human Resources and Trainer Development Division

NE, SW – Katrina Plourde, Westerville Public Library

Let's Play! Imagination Stations That Work in Your Library

Children learn through play! Imagination Stations promote learning by providing the space and place needed to help children's imaginations soar, and can be done without breaking the bank or consuming staff time. From pizza parlors to post offices, learn how you can turn a small space and a small budget into a big opportunity for children to learn through imaginative places in your library.

Intended Audience: Children's Services Staff

Sponsor: Southwest Chapter

SW – Kristen Lohr, Greene County Library

Library Services to LGBTQIA + Teens

In contemporary American culture, the topics of gender and sexuality are charging out of the proverbial closet and finding a place for themselves in mainstream conversation. More and more, information on these topics is readily available, and LGBTQIA+ fiction is booming, particularly for teens. Join Becky Woodruff, a Teen Services Librarian from the Delaware County District Library, and Sarah Ressler-Wright, the librarian at Delaware's Rutherford B. Hayes High School, for an interactive panel discussion where you'll learn the basics of services to LGBTQIA+ teens. We'll cover everything from an explanation of the ever-growing acronym to a look at the gender and sexuality spectrums to relevant resources for teens and librarians alike.

Intended Audience: YA/Teen Services Staff

Sponsor: Southwest Chapter

SW – Becky Woodruff, Delaware County District Library and Sarah Ressler, Rutherford B. Hayes High School

Lights, Camera, Action: Movies for Kids

Many libraries host movie showings – they're free and there might be popcorn! But what if you could throw "meatballs" at the screen, sip on hot chocolate, build a snowman, or find your very own golden ticket? In this session, we'll share activities and tips from several successful interactive movie programs, and brainstorm ideas for more great engaging movie experiences that will attract kids of all ages to your library.

Intended Audience: Children's Services Staff

Sponsor: Children's Services Division

NE, N – Brindi Beretics, Warren-Trumbull County Public Library

Looking Beneath the Surface: Safe Place Cleveland and at Risk Youth in the Library

Karen McHenry from Bellefaire JCB and Kevin Ray from the Cleveland Public Library will discuss the national Safe Place program and how the Cleveland Public Library has partnered with Bellefaire to become a location where youth in crisis situations can get help immediately. Learn how to connect with at risk youth and link them to services in the community. The presentation will also cover the warning signs for sexual trafficking.

Intended Audience: Outreach Staff, General Interest and, YA/Teen Services Staff

Sponsor: North Chapter

N – Karen McHenry, Bellefaire JCB and Kevin Ray, Cleveland Public Library

MakerSpace Unplugged

Let's face it – high-tech making gets a lot of well-deserved press, yet the maker movement encompasses all levels of technology. Join us as we share and discuss low-tech, affordable ways to explore making with tweens and teens. We'll provide concrete examples of road-tested projects. You're invited to share any fantastic projects you've tried. Bring handouts for a crowd or save a tree and leave the instructions with us. We'll compile participant contributions for distribution following the conference.

Intended Audience: Children's Services Staff and YA/Teen Services Staff

Sponsor: Children's Services Division and Teen Services Division

SW – Sagoree Chatterjee and Terry Barnum, Public Library of Cincinnati and Hamilton County

Making the Most of Your Community Impact



Whether it's events and festivals, promotional posters, or social media, library staff do a lot to step outside their walls and reach community. Have you ever had a library photo booth at a community festival? What about hosted a readers' advisory night on your library Facebook page? There are plenty of ways to reach your public, and they aren't one-size-fits-all. Discover why it's important to have a focused message for your community interactions and what that looks like on a practical level.

Intended Audience: Marketing and PR Staff and General Interest

Sponsor: Marketing and Public Relations Division

NE, SW, NW – Nicole Fowles, Delaware County District Library

Managers Don't Discipline



NORTHEAST

Every employee in a supervisory role will encounter, more frequently than not, employees who are failing in their performance, violating rules/and or policies, or just going against organizational values. Yet, supervisors often struggle with having those difficult conversations and exercising managerial duty of correcting behavior. Discipline is the first thing that comes to mind; however, there is a method that will not only help supervisors be more comfortable with correcting behavior, but it will increase and improve communications and relationships.

In this session we will review the following:

- Responsibilities of supervisors and employees
- Detecting behavior
- Counseling
- Warning
- Suspension
- Termination

By the end of this session, participants will be able to:

- Have an action plan on how to effectively redirect behavior that impacts performance
- Become familiar with effective dialogue to address performance
- Implement effective communication and documentation strategies solidly in case of litigation for termination

Intended Audience: Administrative Staff and General Interest

Sponsor: Human Resources and Trainer Development Division

NE, C/SE, N – Madeline Corchado, Cleveland Public Library and Cedric Johns, Cleveland Public Library

Memory Care and Technology: Innovative Ideas to Reach the Senior and Dementia Communities

In this session, we will share our experience developing an exciting and unique program that impacts an often forgotten segment of the community. We developed the program with a senior center program director who wanted to reach residents suffering from memory loss and Alzheimer's disease. The goal of the program was to expose them to new technology and stimulate their minds and memory by playing games on library iPads. Our unique program was a great way to interact with a wonderful segment of our community that deserves fun and engagement while they battle memory loss and Alzheimer's.

Intended Audience: Adult Services Staff and Outreach Staff

Sponsor: Adult Services Division

NW, C/SE – Kaya Burgin, Westerville Public Library and Becky O'Neill, Westerville Public Library

Mobile MakerSpaces

Do you love the idea of makerspaces but can't rebuild or repurpose your physical space? Welcome to the fabulous world of mobile makerspaces! Learn how to create rotating program kits to use between branches and staff for unique program opportunities for all ages. Hop on the maker bandwagon without tearing down a single wall.

Intended Audience: General Interest

Sponsor: North Chapter

N – Suzie Muniak, Medina County District Library and Rachel Rundle, Medina County District Library

More than Lunches: Strengthening Your Service Through Food Bank Partnerships

No one has to tell librarians twice about adapting to the needs of our customers. It's no surprise, then, that librarians have started feeding our youngest, most vulnerable customers during out of school time. Did you know that food banks and other community agencies facilitate an array of programs that enhance library service and further impact our most vulnerable patrons? Join us to learn about after-school snacks and suppers, weekend meals, etc. Discover how current library food-bank partnerships impact outcomes in local communities, as well as best practices for connecting with organizations addressing hunger, and launching or expanding your partnership. Please note: specific partnership details presented will vary depending on the local region of each chapter conference.

Intended Audience: Administrative Staff, Outreach Staff, Children's Services Staff, YA/Teen Services Staff, and General Interest

Sponsor: Children's Services Division

SW – Jennifer Steele, Freestore Foodbank and Lauren Flowers, Freestore Foodbank
NE – Julia Boxler, Cuyahoga County Public Library and Alonzo Vance, Greater Cleveland Food Bank
N – Julia Boxler, Cuyahoga County Public Library and Alonzo Vance, Greater Cleveland Food Bank



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Movin' Up: Transitioning From Peer to Supervisor



NORTH

You aced the interview and are being promoted! Now that you are a supervisor, there are many things to learn and challenges to navigate as you begin your new role. One change that many people don't anticipate is the change in your relationships with your coworkers. This session will cover the transition period and important steps you should take to start on the right track as a manager.

Intended Audience: Administrative Staff, Adult Services Staff, Children's Services Staff, Support and Circulation Staff, and Technical Services Staff

Sponsor: Human Resources and Trainer Development Division

NE, N – Cheryl Kuonen, Wickliffe Public Library

Notaries and Libraries: A Perfect Partnership

Are you a notary, and have some questions? Would you like to become one and add a new service to your library as well as a new skill to your resume? Join us as Shirley Coessel from the Columbus Bar Association discusses how to become a notary, common notarial errors, and reviews the duties and responsibilities of being a notary in Ohio.

Intended Audience: Administrative Staff, Adult Services Staff, Children's Services Staff, Outreach Staff, Support Staff, and General Interest

Sponsor: Reference and Information Services Division

NW – Shirley Coessel, Columbus Bar Association

Now We're Talkin'! Multilingualism at the Library

What lingual gems might your staff and community be hoarding? Learn how the Westerville Public Library has engaged their staff and community to reach non-native English speakers with name badges, grants, and community partners.

Intended Audience: Administrative Staff, Adult Services Staff, Children's Services Staff, Outreach Staff, Support and Circulation Staff, Genealogy and Local History Staff, General Interest, and YA/Teen Services Staff

Sponsor: Reference and Information Services Division

SW, NW, C/SE, N – Jessica Curtis, Westerville Public Library

22

One Size CAN Fit ALL: Create One Presentation Made to Fit Any Audience

It's 5 p.m. and you just received an email/text/phone call from a frantic community member responsible for scheduling the presenter for his organization's next meeting – tomorrow at 11 a.m.! What do you do? A. Say, "Sorry", we need more time to prepare"; B. Change your plans for the night – you're going to be working on that presentation (your library has been desperately trying to make a connection with this group); or C. You remain calm because you know you will have the perfect presentation ready to roll in a matter of minutes. This session will show you how to create a presentation template that's flexible enough to be quickly customized to provide targeted information about your library's services to any organization without needing to recreate the wheel every time you get that call.

Intended Audience: Adult Services Staff and Outreach Staff

Sponsor: Reference and Information Services Division

NW – Virginia Wright, Tuscarawas County Public Library

Paint Night

Inspired by the popular local Paint Nite® events, the Westerville Public Library decided to bring similar programming to their patrons for free. The program allowed attendees of any skill level to recreate beautiful paintings by following guided, step-by-step instructions from the artist who created the original painting, Youth Librarian, Becky O'Neil. Librarians will learn how to coordinate a free paint night event for their patrons and how to select an artist if there is not one on staff.

Intended Audience: Adult Services Staff, Outreach Staff, General Interest and YA/Teen Services Staff

Sponsor: Adult Services Division

NE, NW, C/SE, N – Kaya Burgin, Westerville Public Library and Becky O'Neil, Westerville Public Library

People with Disabilities in the Workplace

Patrick Kilbane of the Pickaway and Madison County Boards of Developmental Disabilities and Tangee Hepp of the Pickaway County District Public Library will share their perspectives on the benefits of working to bring people with disabilities into your workplace as volunteers, summer interns and as regular staff. Patrick Kilbane will talk with you about placing people with disabilities in work environments via Employment First Ohio, the Summer Work Program, and volunteer

opportunities. He will explain the special job training assistance and other support available to help people with disabilities in your workplace. You will learn about how people with disabilities have had long term success as employees at libraries, medical offices, department stores, restaurants, casinos, and more. Tangee Hepp will share her experiences supervising, or more often not supervising, disabled workers as they shelve, pick up holds, help with cargo and more.

Intended Audience: Administrative Staff, Adult Services Staff, Outreach Staff, Children's Services Staff, Technical Services Staff and General Interest

Sponsor: SE Chapter

C/SE – Patrick Kilbane, Pickaway and Madison County Boards of Developmental Disabilities and Tangee Hepp, Pickaway County District Library

Performance Management, Performance Appraisal – So Which Is It?

Performance management is a process by which managers and employees work together to plan, monitor, and review an employee's work objectives and overall contribution to the organization. However, it is often confused for performance appraisal, which is a process of judging past performance and not measuring that performance against clear and agreed objectives.

In this session we will review the following:

- Face to face planning
- Setting objectives and smart goals
- Set development plan
- On-going review meetings
- Intervention plans
- Final review

By the end of this session, participants will be able to develop a performance management system.

Intended Audience: Administrative Staff and General Interest

Sponsor: Human Resources and Trainer Development Division

NE, C/SE, N – Sherrill Marino, Cleveland Public Library and Madeline Corchado, Cleveland Public Library

Planning Your Career with Core Competencies

The OLC has a set of core competencies to guide your career path. Say you want to work in children's services, technical services, or even work your way up to director. These competencies outline the basic requirements you need to be successful in that position. By using the competencies, we will show you how to review them and plan your career as you grow and develop in your library career.

Intended Audience: Administrative Staff and Support and Circulation Staff

Sponsor: Library Education Committee

SW – Sarah Moore, Richwood-North Union Public Library

NE – Karen Miller, Bradbury Associates/Gossage Sager Associates

Puzzles in Patron Privacy

CENTRAL/SOUTHEAST

People are seeking even more privacy during their library experiences, as tracking has become ubiquitous in the modern world. Libraries are still ethically and legally obligated to respect the privacy of all patrons, even those who can be more difficult. But how is it feasible to ensure patron privacy during daily operations in busy urban and familiar small-town libraries? Join in this discussion to learn how to maintain privacy in readers' advisory, Internet use, criminal situations, circulation transactions, staff communications, and interactions with patrons who have mental and/or physical illness and/or difficult hygienic living situations.

Intended Audience: Administrative Staff, Adult Services Staff, Children's Services Staff, Support and Circulation Staff, General Interest, and YA/Teen Services Staff

Sponsor: Intellectual Freedom Committee

N- Shayna Muckerheide, Cleveland Public Library
SW – Isabel Klein, Hudson Library and Historical Society

NW- Shayna Muckerheide, Cleveland Public Library

C/SE– Isabel Klein, Hudson Library and Historical Society

NE - Shayna Muckerheide, Cleveland Public Library



Bring this program booklet with
you the day of the conference.

Do Not
Discard

this program after registering.
Only a limited number of
program booklets will
be available onsite.

RA Everywhere

According to the ALA, 54% of librarians think reader's advisory will be even more important three years from now, and 42% want to expand self-directed RA. Reader's advisory – it's not just an in-person pursuit! We'll show you low-prep, often self-directed RA that will keep patrons happy and coming back for more. It doesn't have to be a ton of work to have RA everywhere!

Intended Audience: Adult Services Staff, Children's Services Staff, General Interest, and YA/Teen Services Staff

Sponsor: Adult Services Division

C/SE – Christiana Congelio, Worthington Libraries
and Kate Folmar, Worthington Libraries

Safe Lifting Techniques: Behavioral Based Safety

Take a moment to think of something you have done at home or at work in the name of safety in the last month.

Objectives of this session:

- What are safe lifting techniques?
- How can it help my workplace?
- What can I do when I return to my workplace to get started?

Things you can do NOW:

- Review injury data
- Employee involvement
- Reward safe-lifting techniques
- Lead by example
- Ask questions
- Investigate ALL incidents, regardless of how minor

Intended Audience: General Interest

Sponsor: Northeast Chapter

NE – ~~Mike Busanus~~, RiskControl360

Safe Space and Share Pool of Meaning – Great Tool for Conflict Resolution

Most of the conflicts we deal with in our daily personal or professional lives come from lack of dialogue. Yes, most can effectively communicate, however, that is not enough to avoid conflict. Very often effective communication and dialogue are believed to be the same and are interchangeable. However, this is not true. Dialogue is the free flow of meaning between two or more people including our feelings and their feelings. Once we learn how to use this powerful tool, we can walk into almost any conversation and avoid conflict.

In this session we will review the following:

- Understanding dialogue
- Creating a safe space to generate a pool of shared meaning
- Recognizing what the desired outcome is
- Being aware of others' feelings and engagement level
- Creating safe space
- Sharing your point with emotional intelligence

- Effectively listen and seek others' point of view
- Speaking persuasively and not abrasively
- Move to action

By the end of this session, participants will be able to:

- Move from effectively communicating to dialogue
- Confidently use the tools provided to address any and all topics

Intended Audience: Administrative Staff and General Interest

Sponsor: Human Resources and Trainer Development Division

NE – Sherrill Marino, Cleveland Public Library and Cedric Johns, Cleveland Public Library

Something for Everyone: Inclusiveness in Collection Development

In an era of where we recognize the need for diverse books, libraries are trying to put together robust collections that are inclusive of their communities. But, how do you put together a collection strategy that reflects this with limited budgets and explosions in publishing? How do you create collections to reflect your community when some of that community may be "hidden" or currently non-library users? This program will illustrate collection development strategies that support diversity, provide book lists of titles that may help beef up the diversity in your collections, and encourage group discussion of current strategies and struggles.

Intended Audience: Adult Services Staff, Children's Service Staff, General Interest and YA/Teen Services Staff

Sponsor: Intellectual Freedom Committee

SW – Sarah Wright, Columbus Metro Library
N – Kaya Burgin of Westerville Public Library and Shannon Sanek of North Royalton Branch of the Cuyahoga County Library
NE – Shayna Muckerheide, Cleveland Public Library

Somewhere Over the Rainbow: Becoming an Ally for LGBTQIA

Public libraries are for everyone. But what are we doing to make LGBTQIA teens feel welcome at our libraries and programs? How can we highlight materials and resources that interest them? Come join the discussion on how to create a safe, welcoming space for these teens at both our libraries and our programs. Hear about some materials and partnerships that will help us better serve this population. Bring your experiences, ideas, and questions to get the conversation started!

Intended Audience: YA/Teen Services Staff

Sponsor: Teen Services Division

NE, NW, C/SE, N – Steve Moser, Dayton Metro Library and Kimberly Castle-Alberts, Hudson Library and Historical Society

Staying Safe: You and Your Library



NORTHEAST

Participants will discuss staying safe and how to diffuse problems before they occur. You will be given tips and solutions on how to deal with some of the many situations that occur in our public libraries to maintain a safe and welcoming environment.

Intended Audience: Administrative Staff, Adult Services Staff, Children's Services Staff, Marketing and PR Staff, Outreach Staff, Support and Circulation Staff, Genealogy and Local History Staff, Technical Services Staff, General Interest, and YA/Teen Services Staff

Sponsor: Northeast Chapter

NE – B.J. Loggins, Cuyahoga County Public Library

Summer Reading from Scratch

Unhappy with pre-packaged, commercial summer reading programs and software? Learn how librarians and tech staff collaborated to code and develop their own summer reading software and how libraries can take advantage of customizable, homegrown programs to meet their summer reading needs.

Intended Audience: Marketing and PR Staff, Adult Services Staff, and Technical Services Staff

Sponsor: Adult Services Division

NE, NW – Jessica Curtis, Westerville Public Library and David Shaner, Westerville Public Library

Supersize Your Summer Reading Club

Do you want to increase your summer reading club? Are you looking for new ways to create community partnerships? Then come to this informative session and learn how the Dayton Metro Library has begun to breathe new life into its summer program. Find out how it was able to break down barriers for the youth of its county and have the most successful summer program to date.

Intended Audience: Children's Services Staff and General Interest

Sponsor: Southwest Chapter

SW – Allison Knight, Dayton Metro Library and Kim Bautz, Dayton Metro Library

Taking the Show on the Road



NORTHEAST

Get ready to take your show on the road with this program designed to help you develop traveling displays and exhibits, customize information for a variety of community fairs, corporate and organization in-service trainings, and other public events outside the library. The team from the OLC Marketing and Public Relations Division will share tips, handy helps, and show examples of displays and exhibits to help you share your own story as part of your organization's mission to interact with the community and spread the word about your services and programs.

Intended Audience: Marketing and PR Staff and General Interest

Sponsor: Marketing and Public Relations Division
NE, SW, C/SE – Linette Porter-Metler, Public Library of Mount Vernon and Knox County and Elaine Miller, Westlake Porter Public Library

Talking About My Generation

Employees from various generations experience communication challenges, differing values systems, and disparate approaches to work and interpersonal conflict. This session will cover some of the basics of investing in a diverse workforce and allowing the diversity to enhance the workplace rather than distract from it.

In this session we will review the four major age groups:

- Veterans (68 years old and older)
- Baby Boomers (49-67 years old)
- Gen X (34-48 years old)
- Millennials (13-33 years old)

By the end of this session, participants will be able to:

- Describe the characteristics of the four generations in the workplace
- Identify and manage generational bias in themselves and subordinates
- Implement effective communication strategies for each generation that drive productivity

Intended Audience: Administrative Staff, Adult Services Staff, Children's Services Staff, Marketing and PR Staff, Outreach Staff, Support and Circulation Staff, Genealogy and Local History Staff, Technical Services Staff, General Interest, and YA/Teen Services Staff

Sponsor: Human Resources and Training Division
NE, SW – Katrina Plourde, Westerville Public Library

Teaching Tech to Seniors

More and more seniors are interacting with technology – whether they want to or not. You can help. This session will highlight how Westerville Public Library has successfully offered hundreds of in-house and outreach classes to seniors. Topics covered will include how to design a technology class with seniors in mind, how to read body language so as to become a better instructor, and suggested tech aides in teaching.

Intended Audience: Adult Services Staff, Outreach Staff, Support and Circulation Staff, and General Interest

Sponsor: Information Technology Division
NE, SW, NW, N – Jessica Curtis, Westerville Public Library

Tell It! Building the Bridge from Talk-Story to Text

In this session, we will work primarily with three model stories from diverse cultures (and three short anecdotal samples). After an interactive presentation of basic story enhancement through physical participation, simple rhythmic/"musical" enrichment, and choral response, we will enhance the stories for sharing with preschool, elementary, and family (multiple age levels/listening skills) audiences. Items to add sound and silliness and Q and A are also part of the facilitation. This session will be 80% participation and 20% lecture/modeling of skills.

Intended Audience: Children's Services Staff, General Interest, and YA/Teen Services Staff

Sponsor: Children's Services Division
C/SE – Lynette Ford, Ohio Alliance for Arts Education

The Art of Customer Service



NORTHWEST/ CENTRAL/SOUTHEAST

This program is designed for anyone who interacts with the public. What is customer service and why is it important? This program will introduce and improve the soft skills needed to deliver truly excellent customer service. Staff and managers alike are invited to discover how patience, body language, positive language, and active training can make anyone a true "artist" of customer service.

Intended Audience: Adult Services Staff, Outreach Staff, Children's Services Staff, Support and Circulation Staff, Genealogy and Local History Staff, General Interest, and YA/Teen Services Staff

Sponsor: Human Resources and Trainer Development Division
NE, SW, NW, C/SE – Jessica Curtis, Westerville Public Library

The Benefits of a Therapy Dog in Your Library

Having a therapy dog in your library can be beneficial for both patrons and the staff. Children's Librarian Sharon Leali will explain how a therapy dog can interact with children and adults through different programs. Therapy dogs can be more than just reading companions – learn more about their abilities for all ages.

Intended Audience: Children's Services Staff

Sponsor: Central and Southeast Chapter
C/SE – Sharon Leali, Jackson City Library

The Most Delicious Book Club Ever

A cookbook club can be a great way for your patrons to gather and socialize in your library. Learn how the Tuscarawas County Public Library started its own Cookbook Lunch Club, and about the successes and areas of improvement it had along the way. The presenter will also share ideas on how to make a cookbook club work at your library.

Intended Audience: Adult Services Staff

Sponsor: Adult Services Division
NE, N – Melissa Dean, Tuscarawas County Public Library System

The Ohio Ethics Law: Can I Do That?

The Ohio Ethics Law session provides timely information regarding the Ohio Ethics Commission and about restrictions in the Ohio Ethics Law and related statutes that pertain to all public sector employees and private sectors parties who are regulated or do business with public offices.

Objectives:

- Understand how to identify and avoid acting on potential conflicts of interest
- Understand the definition of public contracts and ethics prohibitions related to public contracts
- Identify potential post-employment requirements
- Learn about general assistance available from the Ohio Ethics Commission to understand and comply with the Ethics Law and related statutes

Intended Audience: Administrative Staff, Adult Services Staff, Children's Services Staff, Marketing and PR Staff, Support and Circulation Staff, Genealogy and Local History Staff, Technical Service Staff, General Interest, and YA/Teen Services Staff

Sponsor: Northeast Chapter
NE – Susan Willeke, Ohio Ethics Commission

Things You Can't Do in Google: An Introduction to Popular Reference Databases and Online Resources

We've all had someone ask us why we still need libraries when everything's in Google. Reference librarians know that Google can't get around magazines and newspaper paywalls, it doesn't have datasets that you can download and manipulate, and it can't grade an SAT practice test. If you need a reference refresher, or if you're not in reference but want to know more, come learn about some of the amazing things you can do with some great websites and the fabulous reference databases found in most Ohio libraries.

Intended Audience: Adult Services Staff and General Interest

Sponsor: Reference and Information Services Division

NE, SW, NW, C/SE – Megan Sheeran, Upper Arlington Public Library

Tips + Tricks for Talking to Teens: Help for Non-Youth Services Staff

Do teens terrify you? Maybe you are looking for some additional ideas for your toolkit. Learn about what makes up a teen, how to decode teen behavior, and how to respond to these creatures.

Intended Audience: Adult Services Staff and Support and Circulation Staff

Sponsor: Southwest Chapter

SW – Caitlin Wichterman, Dayton Metro Library and Jenny St. Onge, Dayton Metro Library

Tween Tuesdays and Beyond: Programs to Engage Tweens that Work

Are you looking to engage tweens at your library? Join us as we highlight a year's worth of successful tween programs that integrate STEAM skills while engaging this confounding age group. We will bust myths, learn to be a spy, become ultimate iron chefs, and design awesome duct tape creations.

Intended Audience: Children's Services Staff and YA/Teen Services Staff

Sponsor: Children's Services Division

NE, N – Jennifer Haag, Cuyahoga County Public Library and Rebecca Baldwin, Cuyahoga County Public Library

We All Serve Children! Let's Have Fun Doing It!

Children are not just short adults. Learn how to communicate with them effectively whether you're doing reference, programming, or explaining circulation procedures. This is a quick and easy introduction to child and adolescent development as it relates to library services. We'll also talk about how reference and reader's advisory are different for children and teens. The next time a child asks for a good book to read, or asks you to find a book on their reading level – don't panic! Come to this workshop and learn about helpful techniques and resources. Recommended for new youth services staff or anyone who feels uncomfortable around children and teens.

Intended Audience: Adult Services Staff, Outreach Staff, General Interest, and YA/Teen Services Staff

Sponsor: Children's Services Division

C/SE – Connie Pottle, Delaware County District Library

What Steampunk Can Do for Your Library

What is steampunk? Why is it a good option for many libraries seeking to connect with their communities? How does it stimulate interest in reading, both fiction and non-fiction? Most essentially, steampunk is about retro-futuristic science fiction (a la Jules Verne), Victorian culture, do-it-yourself science and technology, hybrid costuming, and recovering a lost sense of aesthetics and social grace. Steampunk is essentially a form of cultural expression that engages people across the United States and around the world. There are several steampunk clubs and organizations in Ohio alone. Steampunk comes in many shapes, just like any creative genre, and libraries have the latitude to choose what aspects best serve their mission and community. Wonderfully rare in today's typically fragmented social dynamic, steampunk inspires people from the upper elementary grades right through to retirees. What is more, putting on a steampunk festival can be a great way to draw people to the library in its role as a center of culture, crafts, entertainment, and education.

Intended Audience: Administrative Staff, Marketing and PR Staff, Adult Services Staff, Children's Services Staff, Genealogy and History, General Interest, and YA/Teen Services Staff

Sponsor: SE Chapter

C/SE- Todd Bastin, Athens County Public Libraries

What's New in Readers' Advisory Services?

Readers have a multitude of places to find their next great book. Is your library striving to be the first place your patrons look when they need something new to read? Find out what the latest trends, tips, and tricks in RA Services are, and learn about a new Readers' advisory network being formed in Northeast Ohio. Aimed at librarians and staff who want to elevate their own skills and the services of their libraries, the NEO-RAN will educate and inspire.

Intended Audience: Adult Services Staff

Sponsor: Adult Services Division

NE – Mary Olson, Medina County District Library

Yes! Small Libraries with Limited Budgets CAN Circulate Mobile Data Devices

Have you been thinking about circulating mobile devices at your library? Concerned about costs and where to get started? The staff at Orrville Public Library will share how they have successfully, with a few bumps along the way, found a way to provide circulating mobile data devices "aka" hot spots to their patrons. The presentation will journey from idea phase to circulation launch. Discussion will include their ideas for community involvement and grant opportunities. Time will be provided to test out the devices and ask questions.

Intended Audience: Administrative Staff, Technical Services Staff, and General Interest

Sponsor: Small Libraries Division

NE, C/SE, N - Daphne Silchuk-Ashcraft, Orrville Public Library and Rena Wright, Orrville Public Library

You Can Do It! Designs for Signs, Flyers, Brochures, and Social Media

Many small libraries without marketing and public relations staff are stumped as to how to create professional and engaging art that promotes library activities, events, and materials. Using basic MS Office programs, this session will provide quick examples and tips for creating print and online signage that will wow your team and bring attention to library activities. Composition, color, and technique will be covered. Anyone with basic knowledge of how to use MS Office programs will benefit from this program. Your speaker will be librarian Susan Pieper who has been creating engaging print and online work for more than twenty five years. Pieper has a degree in Art History with extensive experience in graphic design. She has been presenting compelling and entertaining workshops to small and large audiences since the mid-1980s.

Intended Audience: Marketing and PR Staff and General Interest

Sponsor: Northwest Chapter

NW – Susan Hill Pieper, Paulding County Carnegie Library