



FEATURED WEBINARS

[Evaluating Your Social Media: Understanding Statistics and Impact](#)

Date: June 03, 2021

10:00 AM - 11:00 AM EASTERN

Location: Online

Likes, Shares, Hearts, Comments? Every social media platform seems to count differently and offers various statistics. How can we tell if our posts and content are effective? How do we demonstrate its value to administrators?

We will explore the native statistics and free analytical tools for popular social media sites like Facebook, Instagram, Twitter, and YouTube during this session. This interactive session will help you understand how to find analytics, understand the analytics, and look at how social media fits into the library's overall communication plan.



[Customer Service from the Inside Out](#)

Date: June 11, 2021

2:00 PM - 3:00 PM EASTERN

Location: Online



Have you ever been in an establishment where you could feel the tension of the employees? Or perhaps you could see them stomping around or hear them “harrumphing” as they went about their duties. Whichever signal they were sending to give you a clue about their dissatisfaction, chances are that clue was at least in part due to a lack of internal customer service.

But what is “internal” customer service? Aren’t our customers from the outside? Most are, of course. But we can’t serve those outside customers unless we are working to serve our internal customers as well.

SPARKLE: Life Choices

Date: June 15, 2021

2:00 PM - 3:00 PM EASTERN

Location: Online



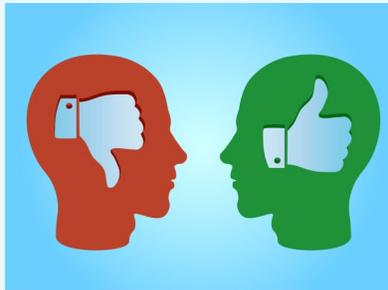
Oh boy! You knew this was coming, didn't you? We can't talk about being able to SPARKLE without mentioning our Life Choices. Here's the thing, though. Sometimes we ignore, deny, or downright refuse to acknowledge our own life choices. And that does NOT serve us well!

Recognizing and Mitigating Unconscious Bias

Date: June 24, 2021

2:00 PM - 3:00 PM EASTERN

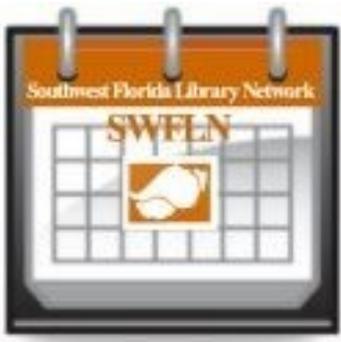
Location: Online



We don't know what we don't know. Unconscious Bias is considered the most critical roadblock that keeps individuals and organizations from fully optimizing the benefits of diversity and inclusion.

This webinar will include:

- A quick review of May's introduction to diversity, equity, and inclusion;
- Introductory exercises to get a better understanding of Unconscious Bias;
- The relationship of Unconscious Bias to stereotyping and the "isms" in today's society;
- Basic definitions and the physiology of Unconscious Bias – what causes it and why is it there?
- The many different variations of Unconscious Bias and how it can manifest itself in individual and organizational interactions;
- How Unconscious Bias impacts organizational processes; and
- Practical suggestions and actions for mitigating Unconscious Bias.



WISH UPON A SHELL

Do you, or a co-worker, have an idea for future training, or want to learn about a specific subject? [Click here](#) and submit your ideas, we can't wait to hear from you.



[How to Handle That Dreaded Discipline Problem](#)

Date: June 30, 2021

2:00 PM - 3:00 PM EASTERN

Location: Online



There's no doubt about it – for many of us, handling discipline is probably one of the things we dread most about our jobs. Yikes!

The key is to understand the importance of doing what we dread the most – handling it! So often, we try to ignore it, hoping it will go away. Does it? Rarely. And what we try to forget is what it's doing to morale while we're hoping it will disappear.

In this session, we'll discuss just what needs to be done when you know you have a discipline problem that needs to be dealt with. We'll look at why some of us tend to actually avoid those problems and why some of us tackle them with both feet – and sometimes put our foot in our mouth in the process!