

Northeast Ohio Regional Library System

Enhancing library service in Northeast Ohio.

Desktop News

To view issue online [click here](#).

Continuing Education

Back by Popular Demand—Customer Service Recovery

What to do when we have customer service failures in our library? Some people believe customer service truly begins once we have messed up. In this month's webinar we'll discuss ways to win loyal customers from our mistakes. Don't miss this **online** discussion.

January 14th—8:15 a.m. – 9:00 a.m. <http://www.neo-rls.org/ce/eventdetail.cfm?ID=574>

January 21st—1:15 p.m. – 2:00 p.m. <http://www.neo-rls.org/ce/eventdetail.cfm?ID=575>

Mock Caldecott Election: Friday, January 16, 2009

Don't miss your opportunity to have a chance to choose the Caldecott winners for the NEO region! The purpose of this workshop is:

-To understand the criteria and guidelines that are important when selecting Caldecott Award winners

-To understand the election process involved in awarding the Caldecott Medal and Honor Books

To learn about some of the best children's picture books published in 2007. **Friday, January 16th at Stow-Munroe Falls Public Library:** <http://www.neo-rls.org/ce/eventdetail.cfm?ID=569>

Due to the demand of **10 Internet Resources Library Staff Should Absolutely, Positively know** we have added another class for **Thursday, February 12th at 9:30 a.m. via WebEx** <http://www.neo-rls.org/ce/eventdetail.cfm?ID=628>

Don't forget to sign up for **NEO Tech News** on **Wednesday, January 28th at 10:30 a.m.**

Conference Group Rates

The Computers in Libraries Conference will be held in Arlington, Virginia from March 30 – April 1, 2009. NEO-RLS is offering those planning on attending the opportunity to pay for the conference at the group rate price of \$234 (as opposed to the \$469 single person price). If you are interested (or for more information) please send an email to Bill Martino at bill.martino@neo-rls.org Payment will be due March 1, 2009 with checks payable to NEO-RLS. This offer is available only to dues paying members of NEO-RLS.

ALA Midwinter

If anyone attending the ALA Midwinter Conference comes across a vendor that you would like to see added to the NEO-RLS Vendor Discount Directory, please let Bill Martino know. Often vendors provide larger discounts when given the opportunity to work with a large consortium. A business card or detailed contact information from the vendor would be helpful. You can reach Bill at 330-847-7744, extension 11 or

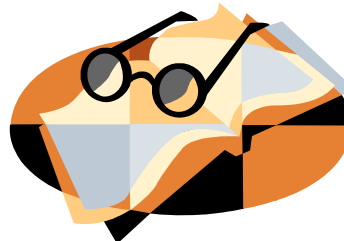
bill.martino@neo-rls.org.



To remove your name from our mailing list, please [click here](#).

Questions or comments? E-mail us at neo@neo-rls.org.

January 12, 2009



NEO-RLS CE Catalog

The Spring CE Catalog is on it's way to your library. Don't want to wait? Check it out online at: <http://www.neo-rls.org/viewspage.cfm?ID=94>

Database Free Trial

Plunkett Research Online is offering NEO-RLS members a free trial through February 5, 2009. Go to

www.plunkettresearchonline.com and enter username: neo-rls and password: trial. Plunkett Research Online provides industry analysis on 32 different industry sectors. Libraries interested in pricing or more information should contact Bonnie Tyler at tylerbo@neo-rls.org with your

NEO-RLS Annual Report

The 2008 Annual Report is on it's way to your library. Don't want to wait? Check it out online at: <http://www.neo-rls.org/viewspage.cfm?ID=94>

E-Rate Reminder

In case you missed the reminder from State Library of Ohio, January 15, 2009 is the last day you can post an E-Rate Form 470 for FY 2009 on the USAC website. Posting by January 15 will still allow a library to comply with the 28 day waiting period before filing a Form 471.

New Book Look Coming

Cure those winter blues with a day spent at the NEO New Book Look.  Come look at the new books and hear about all the award winning books and other good books for your library. [Register today](#).