

NEFLIN MULTIMEDIA LIBRARY
LIST OF MATERIALS AS OF 11/12/09

A Leader's Legacy
Access 2000 - Advanced
Access 2000 - Beginner
Access 2000 - Intermediate
Access 2003 - Lesson 1
Access 2003 - Lesson 2
Access 2003 - Lesson 3
Advanced Drama & Comedy Performance Skills
Agents! Bots and Intelligent Dots: The Technology Behind Electronic Documents
An Ounce of Prevention: Health Reference Basics
Assertive Communication Skills
Assertiveness Skills: 12 Action Steps to Create Visibility and Take Charge of Your Life
Attitude is Everything
Back Talk with Dr. Alan Sokoloff
Basic Toolkit: Good Manager and Good Employee Skills (copy 1)
Basic Toolkit: Good Manager and Good Employee Skills (copy 2)
Basic Toolkit: Good Manager and Good Employee Skills (copy 3)
Be Prepared for Meetings
Between You and Me: Solving Conflict
Born to Read - Florida Style
Breaking the Mold
Breakthrough Listening
Bridging the Digital Divide in the Spanish Speaking Community
Brodart's Guide to Book Repair and Protection
Brodart's Guide to Book Repair and Protection
Calming Upset Customers – Book
Calming Upset Customers – Book
Calming Upset Customers – Book
CLASS - Customers Leaving Appreciative, Satisfied & Sold
Coaching a Winning Team
Collection Care With DEMCO
Collection Care With DEMCO
Communication Nightmares - Solutions to Your Top Communication Problems
Confronting the Crisis in Library Education
Confronting the Crisis in Library Education
Copyright in the Digital Age: An Update
Copyright in the Digital Age: An Update
Criticism... Giving and Taking, The Art of
Customer Friendly Libraries in a High-Tech Age
Customer Service at the Library
Customer Service: Difficult Customer Alert
Dealing with Conflict and Confrontation
Dealing with Difficult People
Delegating for Diehards
Disaster Planning (Soaring to Excellence 1999)
Diversity Beyond the Obvious
Dreamweaver MX 2004
Email Errors
Essentials of Great Customer Service, Comedy Central Presents

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[Every Child Ready to Read @ Your Library](#)
[Everyday Creativity](#)
[Excel 2000 - Advanced](#)
[Excel 2000 - Intermediate](#)
[Exceptional Leader](#)
[Executing Leadership Transactions](#)
[Exercise With The National Institute on Aging](#)
[Finding Trends That Matter](#)
[Finding Trends That Matter](#)
[FISH! - Catch the Energy. Release the Potential.](#)
[FISH! - Catch the Energy. Release the Potential. \(copy 2\)](#)
[FISH! Sticks - Keeping the Vision Alive](#)
[Five Forbidden Phrases](#)
[Frontpage 2003](#)
[Generations in the Workplace](#)
[Get More Laughs](#)
[Google Book Search: Its Impact on Scholarship and Libraries](#)
[Hands On with Dr. Alan Sokoloff](#)
[Holding an Effective Meeting](#)
[How Supervisors Should Appraise Employee Performance](#)
[How to Create Well-Designed and Highly Informative Newsletters](#)
[How to De-Junk Your Life: Keys to Taking Control, Getting Organized and Getting It All Done](#)
[How to Delegate Work and Ensure it's Done Right](#)
[How to Design Eye-Catching Brochures, Newsletters, Ads, Reports](#)
[How to Give Exceptional Customer Service: Becoming a Service Star](#)
[How to Give Exceptional Customer Service: Delivering Service with Heart](#)
[How to Give Exceptional Customer Service: Pleasing the Challenging Customer](#)
[How to Give Exceptional Customer Service: The Total Service Experience](#)
[How to Handle the Irate Caller](#)
[How to Interview and Hire the Right People: Ideal Interview Environment, Asking Questions, Quantifying the Results \(vol 2\)](#)
[How to Interview and Hire the Right People: Interview Process, Defining the Job, and Resume's \(vol 1\)](#)
[How to Interview and Hire the Right People: The 36 Essential Interview Questions \(vol 3\)](#)
[How To Make Meetings Work - Book](#)
[How To Make Meetings Work - Book](#)
[How to Present a Professional Image](#)
[How to Say It](#)
[How to Work with People: Understanding Team Dynamics](#)
[Human Values in a Technological Age](#)
[I Need a Book: Readers Advisory for Adults](#)
[Information Literacy for Life \(Library Challenges and Opportunities\)](#)
[Information Literacy for the 21st Century Learner](#)
[Information Literacy for the 21st Century Learner](#)
[Information Partnership: Communicating with Upper Management](#)
[Information Power: What is it, How to Know it When you See it, How to Use it in Your Library](#)
[Internet Power: How to Get it, How to Keep it, How to Pass it On](#)
[Introduction to Story Theater](#)
[Irate Caller](#)

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Leader as Mentor
Leadership Aikido
Leadership Challenge - Book
Leadership Challenge - Book
Leadership Pickles
Leadership Training Activity Book: 50 Exercises for Building Effective Leaders
Leading By Example
Leveraging the Spotlight of Leadership
Libraries Create Success
Libraries, the Universe, & Everything: Always a River, Sometimes a Library
Libraries, the Universe, & Everything: Always a River, Sometimes a Library
Libraries, the Universe, & Everything: Google and Your Patrons
Libraries, the Universe, & Everything: Serving Immigrant Populations
Libraries, the Universe, & Everything: Serving Immigrant Populations
Library 2.0 and Beyond: The Best from the Web
Library 2.0 and Beyond: The Best from the Web
Library as Place: Where People Want To Be
Library Education: Facing New Realities
Library Marketing: Tips & Techniques
Library Spaces: Future Needs
Library Spaces: Future Needs
Library Transformation: Making It Happen
Library Transformation: Making It Happen
Life Lessons from Playing the Field
Light the Fire: Leveraging Appraisals for Maximum Performance
Make the Move from Training to Keynotes
Managing People Through Change
Managing People Through Change
Managing People: Key Skills for Great Managers
Managing Upwards
Managing Upwards (copy 2)
Managing Upwards (copy 3)
Managing Workplace Conflict
Manga/Anime 101 and Del Rey Manga Summer 2007
MARC21 for Everyone: A Practical Guide
Marketing Your Library
Mastery of Speaking as a Leader
Mentee's Guide – Book # 1
Mentee's Guide – Book # 1
Mentee's Guide – Book # 2
Mentee's Guide – Book # 2
Mentor's Guide – Book # 1
Mentor's Guide – Book # 1
Mentor's Guide – Book # 2
Mentor's Guide – Book # 2
Mentoring That Makes the Difference – Set of 2 Videos and Mentor and Mentee Guides
Mentoring That Makes the Difference – Set of 2 Videos and Mentor and Mentee Guides
Merchandising Strategies
Motivating People in Today's Workplace

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Motivating Your Employees: Rewards and Recognition
Moving at the Speed of Byte: Emerging Technologies for Information Management
Negaholics: How to Handle Negativity in the Workplace (3 volumes)
Never Be Boring Again
Next Gen Librarianship: Where Do We Go From Here?
Outcome Measures
Outlook 2000 - Advanced
Outlook 2000 - Intermediate
Painless Performance Improvement
Path to High Achievement, The
Peer Today, Boss Tomorrow
People Watching With a Purpose: Meeting Needs Before They Need It
Performance Coaching: Four Steps to Effecting Coaching
Playing Around with Words: Every Child Ready to Read
Pleasing Your Hard-to-Please Customers
Power Plugs : Slides That Win! For Microsoft PowerPoint
PowerPoint 2000 - Advanced
PowerPoint 2000 - Intermediate
Present with Confidence: Fear No More!
Preventing and Managing Computer Related Injuries
Preventing Workplace Violence
Professional is an Attitude (Soaring to Excellence 1995)
Professional Supervision Skills, vol 2
Professional Toolkit: Skills for Advancement (copy 1)
Professional Toolkit: Skills for Advancement (copy 2)
Protecting Your Health for People who Process, Sort, and Deliver the Mail
Public & Policies: Interpreting & Applying Library Services and Policies
Reading With Babies
Relevance of Libraries in a Digital Age
Relevance of Libraries in a Digital Age
Resolving Conflicts in the Workplace, The Art of
Reversing the Ratchet: Basic Technology Adoption Strategies for Library Workers
Role of Teaching in Modern Libraries
Security Essentials for Computer Users
Seven Skills for Emerging Leaders
SMART Goals: Steps to Success
Solving Difficult Situations: Violent Patrons, Bomb Threats, Suspicious Packages, Sexual Harassment, and Inappropriate Use of the Internet
Speaking without Fear or Nervousness
Speaking without Fear or Nervousness
SPI: Successful Partnership Investigation
Story Timers: Volunteer Training Manual
Succeeding as a First-Time Manager
Supervising for Quality
Supervisory Skills: Take Control!
Survival of the Fittest: Strategies to Prove Your Library's Value
Take Your Story to the Bank
Targeting the Ages: Programming that Hits the Mark

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Team Approach

Teamwork: What's Trust Got to Do With It?

TeleCare: How to Provide Exceptional Customer Service: Connecting Points: Inspiring Superior Performance From Your Telecare Team

TeleCare: How to Provide Exceptional Customer Service: Dealing Positively With Even the Most Challenging Callers

TeleCare: How to Provide Exceptional Customer Service: Self-Coaching: How to Continuously Grow and Improve in your Job

TeleCare: How to Provide Exceptional Customer Service: The 8-Step Path to Successful Phone Sales

TeleCare: How to Provide Exceptional Customer Service: The Multiple Roles of a Telecare Provider

TeleCare: How to Provide Exceptional Customer Service: The Tools of Telecare: Pointers to Help You in Specific Situations

TeleCare: How to Provide Exceptional Customer Service: The Unique Challenges and Opportunities of Serving Customers by Phone

The Positive Power of Change

The Positive Power of Change Audio Set

The Power of Paranoia

The Read To Me Program

Time Management: Getting Control of Your Life and Work

Time Management: Getting Things Done

Tips and Techniques: Storytelling with Puppets and Props

Tools of Engagement: Attracting and Engaging Library Users

Tools of Engagement: Attracting and Engaging Library Users

Trends, Fads or Folly: Spotting the Library Trends That Really Matter

Trends, Fads or Folly: Spotting the Library Trends That Really Matter

Type Talk At Work - Book

Type Talk At Work - Book

Understanding Your PC: Fundamental Maintenance & Repair

Wikis, Podcasts, and Blogs, Oh My!

Word 2000 - Advanced

Word 2000 - Intermediate

Workplace Violence: The Risk from Within