

YEAR	DATE	FORMAT	WHERE	PROGRAM	SPEAKER(S)	ATT.
2022	12.06 TUE	AM and/or PM	ONLINE	CREATING & IMPLEMENTING A LIBRARY CUSTOMER SERVICE MODEL and CUSTOMER INTERACTION STRATEGIES	Lindsey Powers and Maurice Coleman	55/56
2022	05.23 MON	AM ONLY	ONLINE	WORKING WITH LGBTQ+ COMMUNITIES	Spectrum Center	23
2021	12.06 MON	AM and/or PM	ONLINE	SAFETY, BRAVE SPACES, AND SELF-CARE & BIG TRAUMA, LITTLE TRAUMA, AND THE TRAUMA-INFORMED FRAMEWORK	Rebecca Tolley	32/26
2021	04.22 THU	AM ONLY	ONLINE	GOING FORWARD: AN INFORMAL SHARING SESSION ABOUT WHAT WE'VE LEARNED FROM LIBRARYING DURING A PANDEMIC	Panel	42
2020	12.03 THU	AM and/or PM	ONLINE	THE MILLION DOLLAR REASON YOUR LIBRARY SHOULD MARKET THE COLLECTION...AND HOW TO DO IT! / OUT OF THE BOX LIBRARY MARKETING: PANDEMIC EDITION	Angela Hursh / Sasha Vasilic	46/41
2020	04.30 THU	AM and/or PM	ONLINE	BEYOND AN APPLE A DAY; CARING FOR THE MIND	Carol Martin and Emily Hamstra	47/48
2019	11.07 THU	AM/PM REPEATED	GONZAGA UNIVERSITY	HARASSMENT PREVENTION IN THE LIBRARY: RESPONDING TO SEXUAL, RACIAL, AND BULLYING INCIDENTS INVOLVING STAFF OR PATRONS	Dr. Steve Albrecht	40/20
2019	05.02 THU	AM/PM REPEATED	SPOKANE PL DOWNTOWN	A NEW STORY ABOUT THE LIBRARY IN THE NETWORKED SOCIETY	Rolf Hapel	33/23
2018	09.20 THU	AM ONLY	GONZAGA UNIVERSITY	CULTURAL COMPETENCE: ADDRESSING RACE RELATIONS IN THE 21ST CENTURY	Caprice Hollins	45
2018	04.28 THU	AM/PM REPEATED	SPOKANE COUNTY LIBRARY DISTRICT	MEETINGS THAT WORK: HOW TO RUN EFFECTIVE MEETINGS EVERY TIME	Guila Muir	27/40
2017	10.12 THU	AM/PM REPEATED	LEWISTON PUBLIC LIBRARY	DEVELOPING INCLUSIVE AND WELCOMING LIBRARIES	Dr. Richard Kim	25/23
2017	04.04 TUE	AM/PM REPEATED	SPOKANE PL DOWNTOWN	MAKING A MAKERSPACE	Carson Block	37/34
2016	10.20 THU	AM/PM REPEATED	COEUR D'ALENE PUBLIC LIBRARY	IT'S NOT YOUR MOTHER'S LIBRARY: STRATEGIES FOR MANAGING PATRON BEHAVIOR	Melissa Munn and Angela Benedetti	42/42
2016	04.14 THU	FULL DAY	WASHINGTON STATE UNIVERSITY	ARE YOU READY FOR LEADERSHIP and MANAGEMENT IN CONTEXT	Trevor Dawes	42/52/40(both)

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2015	11.13 FRI	AM/PM REPEATED	SPOKANE COUNTY LIBRARY DISTRICT MORAN PRAIRIE	LIBRARY AS PUBLISHER: FROM GATEKEEPER TO GARDENER	James LaRue	46/33
2015	05.01 FRI	AM/PM REPEATED	SPOKANE PL SOUTH HILL	BURNOUT OR BOUNCE BACK	Debra Westwood	47/44
2014	10.17 FRI	FULL DAY	COEUR D'ALENE PUBLIC LIBRARY	GADGET MENAGERIE	WSL, Idaho Commission for Libraries, Assistive Devices from Univeristy of Idaho	67
2014	04.23 WED	AM/PM REPEATED	NW MUSEUM OF ARTS & CULTURE	AMERICAN INDIANS IN CHILDREN'S AND YOUNG ADULT LITERATURE	Debbie Reese	14/14
2013	11.13 WED	AM/PM REPEATED	WA STATE DIGITAL ARCHIVES	TREASURES OF INLAND HISTORY	Debbie Bahn and Frank Oesterheld	26/38
2013	04.09 TUE	AM/PM REPEATED	SPOKANE PL DOWNTOWN	CHOOSE YOUR ADVENTURE: HOW YOU SHAPE THE LIBRARY OF THE FUTURE EVERY DAY	Carson Block	48/42
2012	10.10 WED	AM/PM REPEATED	COEUR D'ALENE PUBLIC LIBRARY	DESIGNING BETTER LIBRARY EXPERIENCES: USING STATEMENTS AND MAPPING TO REACH THE RIGHT EXPERIENCE FOR YOUR LIBRARY	Steven Bell	32/46
2012	03.06 TUE	AM/PM REPEATED	FOLEY TELECONFERENCE CTR/GU	BRAIN HEALTH IN LIBRARIES AND EDUCATION	Paul Nussbaum	42/39
2011	10.24 MON	AM/PM REPEATED	SPOKANE COUNTY LIBRARY DISTRICT MORAN PRAIRIE	YOUR TABLE IS WATIING: ACCESSING AND USING 2010 CENSUS BUREAU DATA	Linda Clark	25/16
2011	05.11 WED	AM/PM REPEATED	COEUR D'ALENE PUBLIC LIBRARY	REDESIGNING PUBLIC SERVICES: THE 21ST CENTURY LIBRARY USER EXPERIENCE	David Lee King	41/31
2010	11.05 FRI	AM/PM REPEATED	SPOKANE PL DOWNTOWN	TALK UP YOUR LIBRARY, SPEAK PERSUASIVELY	Lauren Burnett	22/20
2010	05.21 FRI	AM/PM REPEATED	FOLEY TELECONFERENCE CTR/GU	INTELLECTUAL FREEDOM : AN INTRODUCTION	Kate Laughlin	38/20

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2009	11.20 FRI	AM/PM REPEATED	HAYDEN LIBRARY / HAYDEN, ID	HOW TO GET YOUR CUSTOMER SERVICE GROOVE BACK	Kate Laughlin	40/41
2009	05.06 WED	AM/PM REPEATED	NW MUSEUM OF ARTS & CULTURE	NORTHWEST DIGITAL ARCHIVES : SOURCES OF NW HISTORY	Trevor Bond/Janet Hauck	38/33
2008	10.23 THU	AM/PM REPEATED	SPOKANE CC/SNYDER BOARD ROOMS	SERVING CUSTOMERS WITH MENTAL ILLNESS	Lynne Guhlke, Clinical Director	40/40
2008	05.01 THU	AM/PM REPEATED	SPOKANE PL DOWNTOWN	COLLABORATING ADVENTURES W/THE ADOLESCENT PATRON	Dr. Diane Dempsey Marr	24/20
2007	11.16 FRI	AM/PM REPEATED	COEUR D'ALENE PUBLIC LIBRARY	ELECTRONIC PRESENCE AND OUTREACH	Michael Porter (libraryman)	40/32
2007	05.03 THU	AM/PM REPEATED	RIVERPOINT CAMPUS SCLS 209	UNDERSTANDING AND USING THE READ/WRITE WEB	Rachel Bridgewater/Stephen Borrelli	26/42
2006	10.18 WED	AM/PM REPEATED	McCARTHY CENTER, GU	LEARNING STORYTELLING FOR PASSION, PERSUASION & ..	Joseph F. Albert Ph.D.	30/22
2006	05.01 MON	AM/PM REPEATED	POST FALLS PUBLIC LIBRARY	THE EVOLVING LIBRARY	Joe Janes	52/44
2005	10.13 THU	AM/PM REPEATED	FOLEY TELECONFERENCE CTR/GU	POSITIVE CUSTOMER SERVICE	Michael Meines	30/35
2005	05.04 WED	AM/PM REPEATED	FOLEY TELECONFERENCE CTR/GU	INFORMATION & THE QUALITY OF LIFE	David M. Levy	37/17
2004	10.28 THU	AM/PM 2 PROGRAMS	SPOKANE CC	MARKETING: BASICS/DEVELOPING MARKETING PLANS	Suzanne Walters	45/35
2004	04.29 THU	AM/PM REPEATED	SPOKANE FALLS CC/SUB	COMMUNICATION: PERCEPTION IS REALITY	Margaret Hope M.Ed.	56/38
2003	11.06 THU	AM/PM REPEATED	POST FALLS PUBLIC LIBRARY	INTELLECTUAL FREEDOM: WHY DO LIBRARIANS CARE?	Candace Morgan	33/36
2003	04.24 THU	AM/PM REPEATED	SPOKANE CC	USING APPEAL CHARACTERISTICS FOR READER'S ADVISORY	Nancy Pearl	38/46

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2002	11.07 THU	AM/PM REPEATED	SPOKANE PL DOWNTOWN	CIVIL LIBERTIES IN LIBRARIES : RECENT LEGISLATION	Mary A. Hotchkiss	57/38
2002	05.08 WED	AM/PM REPEATED	SPOKANE PL DOWNTOWN	HOW TO NEVER - NO NEVER! - BECOME UPSET	Dr. Martin "Marty" Seidenfeld	56/51
2001	10.18 THU	AM/PM REPEATED	SPOKANE CC	INTEGRATING INFORMATION LITERACY INTO YOUR *	WSU Librarians	40/33
2001	05.02 WED	1/2 DAY AM ONLY	SPOKANE PL DOWNTOWN	24/7 REFERENCE	Susan McGlamery	
2000	10.18 WED	AM/PM REPEATED	SPOKANE CC	Ebook 2000	Roberta Burk/Tamara Georgick/Panel	62/42
2000	04.27 THU	1/2 DAY PM ONLY	FOLEY TELECONFERENCE CTR/GU	WEB AT YOUR FINGERTIPS : AN INTRO TO METADATA	Allyson Carlyle	
1999	10.14 THU	AM/PM REPEATED	SPOKANE CC	GETTING THINGS DONE WHEN YOU ARE NOT IN CHARGE	Allan Paulsen	
1999	05.05 WED	FULL DAY	CAVANAUGH'S INN AT THE PARK	CULTURAL DIVERSITY AND PUBLIC SERVICES	Dr. Edwin Nichols	
1998	11.12 THU	AM/PM REPEATED	SPOKANE CC	CALM OUT : A REVOLUTIONARY STRESS REMEDY	Robert Simon Siegel	
1998	04.29 WED	AM/PM REPEATED	SPOKANE CC	THE CUSTOMER IS OUR BUSINESS	Joseph Mika	
1997	10.29 WED	1/2 DAY PM ONLY	SPOKANE CC	YOUTH AND THE INTERNET	Gail Junion-Metz	
1997	10.29 WED	1/2 DAY AM ONLY	SPOKANE CC	WEB SEARCH SKILLS	Gail Junion-Metz	
1997	03.05 WED	AM/PM REPEATED	SPOKANE CC	PERSONAL SECURITY AND SAFETY WORKSHOP	Michael Stultz/Thom Caldwell	
1996	10.04 FRI	1/2 DAY PM ONLY	EWU/PENCE UNION COMPUTER LAB	GPO ACCESS TRAINING	John Berger/Beverly Belton	

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1996	04.25 THU	AM/PM REPEATED*	FOLEY TELECONFERENCE CTR/GU	STRATEGIES FOR BEING SUCCESSFUL IN YOUR CAREER	Francis O'Brien/Marilyn Okrent	
1995	12.14 THU	1/2 DAY AM ONLY	SPOKANE FALLS CC/SUB	DEVELOPING HOMEPAGES FOR THE WEB	Elizabeth Felt et al.	
1995	04.20 THU	AM/PM REPEATED	SPOKANE CC	SUPERVISORY SKILLS - GETTING THE JOB DONE	Marianne Hall/Joan Jarman	
1995	02.16 THU	1/2 DAY AM ONLY	SPOKANE CC	LEGAL REFERENCE - APPROACHES & SOURCES	June Stewart/E.Thweatt/James Quinn	
1994	05.26 THU	FULL DAY*	SPOKANE CC	MANAGING CHANGE	Susan Curzon	
1994	04.14 THU	FULL DAY	SPOKANE CC	COMMUNICATION IN THE LIBRARY ORGANIZATION *	Ruth Patterson Funabiki/Patricia M. Sias	
1994	02.24 THU	FULL DAY	SPOKANE CC	TQM WITH LIBRARY APPLICATIONS	Karin Williams	
1993	11.10 WED	FULL DAY	SPOKANE CC	LIBRARIES IN THE "AGE OF ELECTRONIC *	Philip L. Bereano	
1993	06.10 THU	FULL DAY	SPOKANE CC	BIBLIOGRAPHIC INSTRUCTION	Lori Arp/Betsy Wilson	
1993	03.12 THU	1/2 DAY PM ONLY	SPOKANE CC	INTERNATIONAL STUDENTS & LIBRARY USE	Panel of Faculty & International Students	
1993	03.12 THU	1/2 DAY AM ONLY	SPOKANE CC	ERGONOMICS & THE LIBRARY	Dave Sebesta/Karen Stout-Abariotes	
1992	10.15 THU	1/2 DAY AM ONLY	GU ADMIN BLDG/RM.101	MEDICAL REFERENCE	INWHSL Members	60
1992	04.27 MON	FULL DAY	SPOKANE CC	CREATIVELY COPING WITH CHANGE	Judy McKellar	
1992	02.14 FRI	FULL DAY	GU ADMIN BLDG/RM.101	PATENTS AND TRADEMARKS	Donna Hanson/Linda Pierce	
1991	11.08 ?	FULL DAY?	LINDAMAN CENTER/WHITWORTH	DEMONSTRATING ACCOUNTABILITY IN PERFORMANCE*	Dr. Charles Curran	
1990	10.23 ?	AM/PM REPEATED	SPOKANE FALLS CC/SUB	LIVING WELL IN THE 90'S	Alene Moris	

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1990	04.05 THU	AM/PM **	SPOKANE FALLS CC/SUB	CENSUS WORKSHOP	Cam McIntosh	
1990	?	?	WHERE?	TOPIC ?	Liz Stroup	
1989	09.25 MON	1/2 DAY PM ONLY	SPOKANE FALLS CC/SUB	ADAPTING TO TECHNOLOGICAL CHANGE	Dr. Sheila S. Intner	
1989	04.26 ?	?	WHERE?	TOPIC ?	Sanford Berman	
1988	11.04 FRI	1/2 DAY PM ONLY	SPOKANE FALLS CC/SUB	"WHAT BOSSES REALLY NEED"	Peter Watson	
1988	11.04 FRI	1/2 DAY AM ONLY	SPOKANE FALLS CC/SUB	WHAT TO DO WHEN THE FBI COMES CALLING	Judith Sessions	
1988	10.07 FRI	1/2 DAY AM ONLY	EWU SPOKANE CTR (DOWNTOWN)	SHOULD LIBRARIANS MANAGE LIBRARIES?	Herbert S. White + Panel *	
1988	05.20 ?	?	WHERE?	ONE LIBRARIAN'S PERSPECTIVE ON FEMINISM	Dr. Barbara Ivy	61
1988	03.18 ?	?	WHERE?	BOOKTALKING : YOU CAN DO IT!	Christy Tyson	26
1988	02.19 FRI	1/2 DAY AM ONLY	EWU SPOKANE CTR (DOWNTOWN)	HOW TO FIND WHAT YOU'RE LOOKING FOR*	Louise Saylor/Elaine Peterson	38
1987	12.04 FRI	1/2 DAY PM ONLY	SPOKANE FALLS CC/SUB	THE BUSINESS INFORMATION SCENE	Anne Passarelli	91
1987	12.04 FRI	1/2 DAY AM ONLY	SPOKANE FALLS CC/SUB	TEACHING YOUR WAY TO QUALITY REFERENCE WORK	Randall Hensley	91
1987	05.08 FRI	FULL DAY*	SPOKANE FALLS CC/SUB	HUMAN RESOURCE ISSUES AND CHANGE IN LIBRARIES	Bryan Bacon	67
1987	03.16 MON	1/2 DAY PM ONLY	CITY HALL, COUNCIL CHAMBERS	HOW WILL LIBRARIES FIT INTO THE CHANGING*	Robert Theobald & Panel	85
1986	12.12 FRI	FULL DAY	SPOKANE FALLS CC/SUB	LASER TECHNOLOGY IN THE LIBRARY (CD-ROMS)	David Andresen/Rush Brandis/Mike*	93
1986	05.16 FRI	FULL DAY	EWU SPOKANE CTR (DOWNTOWN)	CRITIQUING PERFORMANCE	RoseAnn Webber	81
1986	03.07 FRI	FULL DAY	EWU SPOKANE CTR (DOWNTOWN)	LEADERSHIP STYLES	RoseAnn Webber	78

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1985	12.12 THU	FULL DAY	EWU SPOKANE CTR (DOWNTOWN)	LEARNING STYLES	RoseAnn Webber	78
1985	05.31 FRI	1/2 DAY AM ONLY	SPOKANE FALLS CC/SUB	FEE OR FREE? INFORMATION ACCESS IN LIBRARIES	Ron Dubberly, Keynote & Panel	77
1985	01.25 FRI	FULL DAY	SPOKANE FALLS CC/SUB	DEALING WITH DIFFICULT PEOPLE & MANAGING *	RoseAnn Webber	
1984	06.14-15	?	WHERE?	SPREADSHEET, BUDGETING & ACQUISITIONS	John Wesley et al.	55
1984	05.17-18	?	WHERE?	DATABASE MANAGEMENT MICRO-COMPUTER HANDS-ON	John Wesley et al.	46
1984	03.22-23	ONE-DAY ?	WHERE?	WORDPROCESSING WORKSHOP	John Wesley et al.	55
1984	02.09 + *	3:30-5:30 P.M.	HIGHER ED CTR (DOWNTOWN)	EFFECTIVE COMMUNICATION FOR LIBRARY PERSONNEL	Evan Ferber	17
1983	06.09-10	?	WHERE?	MICROCOMPUTERS	John Wesley/Barbara Fulsaas	69
1983	04.15 ?	?	WHERE?	CAN CITATION ANALYSIS BE USED TO IDENTIFY*	Dr. Eugene Garfield	
1983	03.09-10	?	WHERE?	THE LIBRARY, TECHNOLOGY & YOU	Jim Sayles/Sharon Kick	78
1982	05.08 ?	?	WHERE?	CURRENT RESOURCES FOR BUSINESS/FINANCIAL INFO.	Ed Mignon	18
1982	03.19 ?	?	WHERE?	THE PROBLEM PATRON	Evan Ferber	50
1982	03.06 ?	?	WHERE?	LEGAL REFERENCE SOURCES	Robert Berring, Jr.	
1981	10.31 ?	?	WHERE?	STRESS, OTHER PEOPLE AND YOU	Judy Heinrich	