

**P011** MTCC 206F

9:30 AM – Noon

**REFRAMING COMMUNICATION FOR POSITIVE RESULTS***Communication, Team-building, Coaching, Staff engagement***Margaret Macmillan**, Branch Manager, Markham PL; **Paula Smith-Nadin**, Senior Services Specialist – Customer service, Toronto PL**Lunch not included****OLA Member \$70 Non-member \$90****Student/Non-Salaried \$30****P012** ICH HALTON

9:30 AM – Noon

**MANAGING A  DIGITIZATION PROJECT***Digitization, Project management***Loren Fantin**, Our Ontario Project Manager, Knowledge Ontario; **Jess Posgate**, Our Ontario Project Co-ordinator; Knowledge Ontario**Lunch not included****OLA Member \$70; Non-member \$90;****Student/Non-Salaried \$30****P013** ICH HALTON

1:00 PM – 4:00 PM

**MANAGING SECURITY RISK & SERVICE CONTINUITY***Risk management, Business, Continuity Planning***Dr. Wayne Boone**, Assistant Professor, The Norman Paterson School of International Affairs (NPSIA) and Deputy Director, Canadian Centre of Intelligence and Security Studies (CCISS); **Pat Moore**, Assistant University Librarian & Head of Systems, Carleton University**Lunch not included****OLA Member \$70; Non-member \$90;****Student/Non-Salaried \$30****P014** MTCC 206F

1:00 PM – 4:00 PM

**FROM RESISTANCE TO OWNERSHIP IN LIBRARY INITIATIVES***Innovation, Change management, Employee engagement, Communication*Presented by Kestrel Info Services and Mentor Group Training Inc with **Greg Hayton**, CEO, Cambridge Libraries and Galleries; **Einar Westerlund**, Director of Project Development, Queen's School of Business; **Joan Giannone**, President, Mentor Training Group Inc**Lunch not included****OLA Member \$70, Non-member \$90,****Student/Non-Salaried \$30****P015** MTCC 203B

1:00 PM – 4:00 PM

**FROM DOUBTFUL TO DOABLE: THE ART OF FORMULATING GOOD RESEARCH QUESTIONS***Scholarly research***Alvin M Schrader**, PhD, Director of Research, University of Alberta Libraries**Lunch not included****OLA Member \$70, Non-member \$90,****Student/Non-Salaried \$30**

## Tours

**P016****THE "905 WEST" PUBLIC LIBRARY TOUR**9:30 AM – 4:00 PM, **\$25.00 (includes lunch)**Meet in Front Lobby of MTCC at 9:15 AM  
*Open to registered Super Conference delegates only***Turner Park Branch, Hamilton Public Library, 24,000 sq ft****Hamilton Central Library****Burlington Central Library, 64,000 sq ft****Clearview Neighbourhood Branch, 4,000 sq ft****P017****TORONTO PUBLIC LIBRARY TOUR OF BRANCHES 2011**12:30 PM – 5:00 PM **\$15.00**Meet in the Front Lobby of MTCC at 12:15 PM  
*Open to registered Super Conference delegates only***Cedarbrae Branch, 31,506 sq ft****Northern District Branch, 45,750 sq ft****Thornccliffe Branch, 11,034 sq ft****FOPL AGM**

MTCC 206D

**FEDERATION OF ONTARIO PUBLIC LIBRARIES ANNUAL GENERAL MEETING**

Wednesday, February 2, 2011 from 4:30 to 6:00 PM.

Registration begins at 4:00 PM.

Presiding: Jim Bennett, Chair