

PO11 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

PO12 ICH HALTON

9:30 AM - Noon

MANAGING A CODIGITIZATION 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

PO13 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

PO15 MTCC 203B

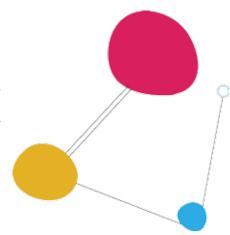
1:00 PM - 4:00 PM

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

Po16

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
Thorncliffe 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