

Friday, February 2, 2001

THE 100TH ANNIVERSARY CONFERENCE OF THE ONTARIO LIBRARY ASSOCIATION

Ontario case studies of filtering solutions and problems. This session focuses on internet filtering in a Young Adult and Children's Library.

Convenor: Mary Baxter, Georgina Public Library.

506 OLITA MTCC 206A

8:45 am-10:00 am

E-BUSINESS AND LIBRARIES

Paul Takala, Virtual Library Branch Manager, Hamilton Public Library; *Mark Ellis*, Richmond (B.C.) Public Library.

Can the convenience of internet transactions be used to cost effectively improve services in libraries? Are there opportunities to generate revenue? Join this primer on e-commerce and hear some suggestions for low cost options for getting an e-commerce initiative off the ground.

Convenor: Vivian Lewis, McMaster University.

507 OLTA MTCC 202D

8:45 am-10:00 am

MANAGING A LIBRARY BUILDING PROJECT

Speakers will be from London, Gravenhurst, Niagara-on-the-Lake, North Perth, Huron and Clarington Public Libraries.

There is a building boom in new libraries and extensions. Real live situations, from a variety of library types, are used to illustrate what to do, how to do it, mistakes to avoid, and important learning opportunities. Important issues covered are the effects of politics, fundraising and amalgamation.

Convenor: Margaret MacLean, Thunder Bay Public Library Board, OLTA President 2001.

508 OLTA MTCC 203B

8:45 am-10:00 am

ALTERNATIVE DISPUTE RESOLUTION

Dugald McDonald, President, *Starr Olsen*, Vice-President, Mowbray Frankum and Associates, Cobourg.

Disputes come from all sources, from front line staff, from managers, from government bodies, from customers and sometimes they seem to come from nowhere. Disputes are disruptive, they destroy team work and frustrate the achievement of goals. Organizations have their own ways of dealing with disputes. Some are based on determining who is most powerful, some on determining who is right, some are resolved by reconciling the interests of the parties and some are left to simmer under the surface. Negotiating an agreement based on the interests of both

parties is not always easy but it provides for mutual gain. It is less costly. It provides a more long lasting outcome, greater satisfaction and builds relationships.

Convenor: Rod McLean, Teck Centennial Library Board, Kirkland Lake.

509 OCULA MTCC 203A

8:45 am-10:00 am

CREATING A CULTURE OF ASSESSMENT IN LIBRARIES: AN INTERACTIVE WORKSHOP

Amos Lakos, Co-ordinator, Management Information Services, University of Waterloo.

Libraries face rapidly changing economic and technological demands as well as new service demands from very diverse client groups. In order to increase the effectiveness of library services and to measure library outcomes and impacts for clients systematically, we have to create a "culture of assessment" in libraries. This interactive workshop will examine organizational culture change and ways to increase staff buy-in for client-focussed assessments.

Convenor: Jan Jacobson, Algonquin College.

510 OCULA MTCC 202B

8:45 am-10:00 am

CHARTING YOUR FUTURE: STRATEGIES FOR CAREER PLANNING

Dr. Lynda Pinnington, Partner, Pinnington Training & Development.

Have you thought about where you would like to be and what job you would like to be doing in the next five years, ten years, and



PAUL TAKALA 506

SUPER CONCIERGE IS BACK!

Mississauga Library System's David Penteliuk and his team are ready to help you enjoy Toronto and all its amazing entertainment and dining possibilities this weekend. The Super Concierge Desk is located in the Front Street Registration lobby and will have lots of information to help you plan your time. Looking for the best there is to see and do? Super Concierge! Have fun!