

Saturday, February 3, 2001

THE 100TH ANNIVERSARY CONFERENCE OF THE ONTARIO LIBRARY ASSOCIATION

9:00 am
Sessions 902

902 FRIENDS OF LIBRARIES

9:00 am-10:15 am MTCC 203B



Friends Sessions
generously supported
by Random House of
Canada.

STRATEGIC PLANNING TIPS AND TOOLS

Maureen Cubberley, Partner, ASM
Advanced Strategic Management
Consultants; Chair CIRA -
Canadian Internet Registration
Authority.

Join our interactive strategic
planning team! Share in a high-
energy facilitated planning work-
shop – an hour of new ideas and
new approaches. Take your find-
ings back to your own organiza-
tion and help shape your Friends'
future success.

For a synopsis of the day-long
program prepared for Friends by
the Friends of Canadian Libraries
(FOCAL), see the box below.
Friends are invited to join OLA
members for the gala luncheon.

10:30 am
Sessions 1001-1021



1001 OCULA MTCC 104C

10:30 am-11:45 am
100th ANNIVERSARY SPOTLIGHT

PETER HERNON

Editor-in-Chief, *Journal for
Academic Librarianship*, co-
Editor, *Library and
Information Science Research*,
founding Editor, *Government Information
Quarterly*, author of *Delivering Satisfaction and Service Quality*.

Peter Heron's co-authored work, *Assessing Service Quality* (ALA, 1998) received ALA's 1999 Highsmith Award for its contribution to library literature. When he is not writing and editing, he is Professor at Simmons College Graduate School of Library and Information Science, Boston, where he teaches courses on research methods, evaluation of library services, and government information, especially the role of government on the Web. Through his very significant editorial responsibilities, he has a command of current academic librarianship like few others. He is a frequent speaker at library conferences and is the author of more than 130 articles and 35 books. A major figure in academic library thought.

Convenor: Brent Roe, York University.



CONFERENCE WITHIN A CONFERENCE

The Friends of Canadian Libraries

FRIENDS DAY AT OLA MTCC 203B

Generously supported by Random House Canada

9:00-10:15 am **STRATEGIC PLANNING TIPS AND TOOLS**

Maureen Cubberley, ASM Consultants.
For details, see Session 902 (above)

10:30-11:45 am **GETTING FRIENDLIER**

Paul Devlin, Lawyer, Friend, Ottawa Public Library, Jennifer Blunt, Director of Development, Toronto Public Library; Terry Sarazen, Small Library Consultant, Southern Ontario Library Service. For details, see Session 1005 (p. 69).

Noon-2:00 pm

THE OLA'S 100th ANNIVERSARY GALA ALL-CONFERENCE LUNCHEON (p. 73)

2:00 pm-4:00pm

NETWORKING and FOCUS GROUPS



MAUREEN CUBBERLEY 902