

instrument lending and programming in this panel discussion featuring Calgary Public Library, Kitchener Public Library, and Toronto Public Library. Come away with scalable ideas for your library and one powerful truth: music changes lives.

Jackie Flowers, Calgary PL

Collections, Programming, Public Service

10:45 AM — 12:00 PM | MTCC 202D

Complete Collection Reclassification: From DDC to LCC, For Free!

Mark Stewart, Toronto Botanical Garden

Through this real-life example, session participants will learn about tools and workflows used to complete a recent reclassification project. A 10,000 volume collection was converted from local-DDC to LCC over 10 months. With a budget of approximately \$0, the project leveraged free software and a team of 10 volunteers.

Collections, Management, Special Libraries

10:45 AM — 12:00 PM | ICTC HALIBURTON

Confessions of a Scan Artist: An Evolution of Research at the Intersection of Health and Special Libraries

Brett Williams, Ontario Medical Association, **Karen Lee**, Ontario Medical Association

Two librarians at the nexus of academic and special libraries talk about the challenges and opportunities of news monitoring in a highly political environment. Includes tips and tricks for identifying grey literature, demonstrate custom tools and discuss the strategies and techniques used to respond to a rapidly changing information landscape.

Alison Stirling, Ontario Neurotrauma Foundation

Health, Special Libraries

10:45 AM — 12:00 PM | MTCC 206AB

Data Skills for 21st Century Library Practice

Kimberly Silk, Hamilton PL

Data are everywhere, requiring 21st century librarians to have data management skills. This session will feature data librarians working in public, academic and special libraries who will discuss this growing area of practice, and how data librarianship can contribute to information management in any sector.

Laura Warner, OLITA

Data

10:45 AM — 12:00 PM | MTCC 206E

Diving Into Electronic Resources Management (ERM) Work: The Stories of Two Early Career Professionals

Kailey Brisbin, U Guelph, **Hana Storova**, U Guelph

ERM, metadata, and technical services work is constantly changing. As a new professional, one of the greatest challenges is the steep learning curve that comes with this type of work. Two early career professionals will tell you their stories of getting started, establishing themselves, and excelling in ERM work.

Careers, Collections

PUBLIC LIBRARIES SPOTLIGHT

The Librarian's Guide to Homelessness

10:45 AM — 12:00 PM | MTCC 104A

Ryan Dowd

Ryan Dowd has spent most of his career as Executive Director of a large homeless shelter outside of Chicago, Illinois. Ryan also trains libraries, nonprofits, police departments, hospitals and other organizations how to work compassionately manage problematic behavior from troubled individuals. His book, *The Librarian's Guide to Homelessness*, was published by the American Library Association. Ryan is a licensed attorney and has a Master's of Public Administration. Do you have patrons who bring in too many bags? Smell really bad? Panhandle in your library? Argue with you and other patrons? This interactive session is more than simple "sensitivity training." You will learn why homeless individuals do what they do and the practical tools for resolving problems. There is a special focus on mentally ill and/or addicted patrons. After this session, you will have more confidence with homeless patrons.

Cortney Legros, 2018 OPLA President

INTELLECTUAL FREEDOM SPOTLIGHT

What is Hate Speech, and What Do We Do About It?

10:45 AM — 12:00 PM | MTCC 201F

James Turk, Ryerson University, **Pilar Martinez**, Edmonton Public Library, **Michael Vonn**, BC Civil Liberties Association

Through both programs and making function spaces available, libraries and universities engage their communities. Increasingly, programming and space rental decisions are being challenged because of objections to the content of the program or to the groups renting space. The challenges are especially difficult when the charge is the library or university is permitting "hate speech." What is "hate speech" under Canadian law? What are the implications for how libraries and universities can curate programs that welcome open dialogue on ideas that may well be controversial, or even offensive?

Shelagh Paterson, OLA