

# CONFERENCE SCHEDULE

## Saturday, April 25, 2020



TIME	ACTIVITY	ROOM
6:45am - 8:30am	Breakfast	Beauvert Dining Room (also in Moose's Nook until 10)
8:00am - 8:30am & 10:00am - 11:00am	Registration Desk Open	Lobby
8:45am - 10:00am	E1 Keynote Speaker: Tanya Talaga	Beauvert Dining Room
10:00am - 1:15pm	Trade Show Exhibits	Mary Schaffer Ballroom
10:00am - 10:45am	Coffee Break	Lobby, Exhibits, Lower Level (Main Lodge) & Clubhouse
10:45am - 11:45am	Concurrent Sessions F	
11:45am - 1:30pm	Lunch	Beauvert Dining Room
1:30pm - 2:30pm	Concurrent Sessions G	
2:30pm - 3:00pm	Coffee break	Lobby, Exhibits, Lower Level (Main Lodge) & Clubhouse
3:00pm - 4:00pm	Concurrent Sessions H	
6:00pm	Closing Dinner & Social	Beauvert Dining Room
7:00pm - 8:00pm	Author Talk: Shelley Wood	TBA
8:00pm - 9:30pm	Panel Discussion "If we want things to stay as they are, things will have to change": the library workforce in the 21st century	TBA
9:00pm	Dance	Mary Schaffer Ballroom
<b>SUNDAY, April 28, 2019</b>		
7:30am - 11:00am	Breakfast	Beauvert Dining Room

### Saturday Keynote - Tanya Talaga

An award-winning journalist and author, and the first Ojibwe woman to deliver the CBC Massey Lectures, Tanya Talaga is an acclaimed storyteller. Her book *Seven Fallen Feathers*, a national bestseller that introduced us to seven Indigenous high school students who mysteriously died in Thunder Bay, won the 2018 RBC Taylor Prize. In her powerful keynotes, Tanya shares Indigenous stories from across Canada and the world, humanizing the legacy of residential schools and colonization, and sharing her hope for a more inclusive and equitable future. Tanya is of Polish and Indigenous descent. Her great-grandmother was a residential school survivor and her great-grandfather was an Ojibwe trapper and labourer. For the past 20 years, Tanya has worked as a journalist, and is now a columnist for the Toronto Star. She has been nominated five times for the Michener Award in public service journalism. From 2017-2018, Tanya was the Atkinson Fellow in Public Policy through the Canadian Journalism Foundation. Tanya is the bestselling author of two books: *All Our Relations: Finding the Path Forward* and *Seven Fallen Feathers*.

**Generously Sponsored by Calgary Public Library**

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### Saturday Networking Activities

#### 6:00 pm Closing Dinner & Social

Tonight we celebrate the 45th anniversary of the Alberta Library Conference! To commemorate this sapphire anniversary, dress in shades of blue for the evening. Winners will be drawn for door prizes and the Exhibitor Scavenger Hunt – you must be in attendance to win.

#### 7:00 p.m. Author Talk: Shelley Wood

Join Shelley Wood for a discussion of her novel, *The Quintland Sisters*, inspired by a visit to her local library! Shelley will discuss her decision to tackle this well-known story as historical fiction, and to use an ‘epistolary’ format (diaries and letters, along with real newspaper articles from the day) to approach this tale in a new way. Which versions of the story can be trusted? How can these types of narrative choices compel readers to go beyond the novel to seek out the ‘true’ history of the Dionne quintuplets?

#### 8:00 pm Panel Discussion: “If we want things to stay as they are, things will have to change”: The library workforce in the 21st century

Libraries want to remain at the heart of the communities we serve, as the bedrock of a healthy society. To do so, we must stay responsive to the times, current technology, and community needs, as we have been so adept at doing throughout the ages. At this time of profound social, economic, and cultural change, we recognize that the skills we need for that responsiveness must evolve.

As a result, what do libraries need to do to hire the right staff so they can remain responsive? How do we shape the education of information professionals to create agile, multi-layered skills that serve complex, forward moving, globally and socially aware communities? We must exceed the needs and expectations of our communities, anticipate and develop those skills. This panel will debate the skills life cycle of library workers, from education to professional development and answer the question ‘What needs to change so we can stay the same?’

#### Panelists:

Mark Asberg - (CEO, Calgary Public Library)

Jonathan Bengtson (University Librarian, University of Victoria Libraries & CARL President)

Norene Erickson - (Assistant Professor, MacEwan University)

The discussion will be moderated by:

Dr. Kathleen DeLong (Associate University Librarian, University of Alberta)

Cash bar will be available.

***Generously Sponsored by OVERDRIVE***

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### 9:00 pm Dance!

Don't be shy about attending the dance: you don't need a partner and you don't even need to dance. Just plan to have some fun socializing and celebrating the end of a great conference with your colleagues.

*Generously Sponsored by GALE*

## Concurrent Sessions

### 10:45am-11:45am

#### **F1 Stolen Words: Indigenous Intellectual Property Rights and Information Sovereignty in Canada – Erin Hoar, Deniz Ozgan, Emily Kroeker, Kayla Lar-Son**

This presentation highlights historical issues that challenge Indigenous rights, Canadian copyright law, conflicting Indigenous worldviews, and the creation of Traditional Knowledge licenses and labels, focusing specifically on local Knowledge within our community while also acknowledging that Traditional Knowledge are different across communities. The presentation will raise awareness of how these licenses and labels can be used as a means for Indigenous Peoples to assert their own authority and ownership over their Traditional Knowledge and digital heritage, while also serving to help further decolonization in libraries.

#### **F2 Make a Statement: Shaping Public Library Service with Mission, Vision, and Values – Jordan DeSousa**

Almost every organization attempts to express its identity through statements: mission, vision, values, and more. For public libraries, your Plan of Service must (at a minimum) include a mission statement—but what's the point? In this session we'll explore how well-crafted statements can strengthen board governance, empower management and staff, and help produce library service that is uniquely you.

#### **F3 Public Library Services in Indigenous Communities - Colette Poitras, Shirley Cire, Diana Davidson**

Join Diana and Colette from Public Library Services Branch of Alberta Municipal Affairs as they speak to the origins of on reserve and on settlement grants, and the ongoing and future initiatives that are happening throughout the province. Shirley will speak to her vision of public library service in Maskwacis and the steps that turned a dream into a reality.

#### **F4 Minding Our Own Business: The Value of an Organizational Review – Margaret Law, Hank Smit, Deb Smith**

An organizational review provides valuable information to support organizational change and refocus the library. It also provides information to support advocacy with funders. This session will explain the process, outcomes and use of the information from the review.

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### **F5 Don't Let the Librarians Ride the Bike: Red Deer Public Library's Book Bike Initiative – Candice Putnam, Leah Martinoski**

In 2019, Red Deer Public Library launched its Book Bike outreach initiative that brought library programs, collections, and services out into the community all summer long as part of its revamped Summer Reading Club program. We want to share our experiences with you, including the struggles we faced getting (and keeping!) the Book Bike on the road and our plans to improve the program in the future.

### **F6 Spotting your Window of Opportunity: Fundraising for Libraries – Tracy Johnson**

From innovative initiatives like Windows of Opportunity and Locked Library, targeted at the next generation of donors, to above-and-beyond stewardship for existing donors, Tracy Johnson, CEO of the Calgary Public Library Foundation, will share the wins and the fails from the past seven years of fundraising for the Calgary Public Library.

### **F7 Rethinking Consequences: Restorative Practices with Youth at the Edmonton Public Library - Tamara Van Biert**

Restorative practices provide a new way of looking at wrongdoing within the library, and provide an additional tool for staff to use when approaching services to youth. Participants will learn how EPL has used restorative practices, and discuss how to implement restorative practices into their own work.

### **F8 10/10, Would Recommend: The Articulate 360 Experience – Ngina wa Kaai, Lorisia MacLeod**

Over the past two years, the Articulate 360 suite has given a new life to the NorQuest College Library's online teaching materials, and lead to many new information literacy courses and college workshops. Topics featured include: the process of acquisition, a walk-through of the different products, an in-depth explanation of NorQuest's experience using the suite, including a show-and-tell of the products they have made, and what the future is with the software.

### **F9 Academic Libraries and High Schools: Outreach, Engagement and Information Literacy – James Murphy, Leanne Morrow, Kim Groome**

Over the past 10+ years, University of Calgary Libraries and Cultural Resources have built innovative relationships with Calgary-area high schools to develop the information literacy skills of their students. This session will provide an overview of this program, how it was developed, instructional approaches and content, benefits and drawbacks, and how academic, school or other libraries could use this knowledge and experience to create or adapt a similar program in their own settings.

### **F10 Trustee 2.0 – Tanya Pollard**

Trustee 2.0 - the one-stop-shop for all things Trustee related! Join the Alberta Library Trustees' Association in an informative session covering the most important aspects of trusteeship. From Advocacy to Plan of Service and everything in between, this session is a great introduction for new trustees and a refresher for more seasoned board members.

### **F11 Visit the Exhibits**

Take this opportunity to visit the Trade Show! Last Chance!

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1:30 pm – 2:30 pm

**G1 Reading Differently: Partnerships to Serve Patrons with Print Disabilities – Diana Davidson, Leah Brochu, Kim Johnson**

With the theme of ALC being “Vision 20/20,” what better session to attend than one about serving people with print disabilities and vision impairments in public libraries? Learn how University of Alberta School of Library and Information Studies students are working with the National Network for Equitable Library Service and Public Library Services Branch to create accessible books for patrons who need to read differently.

**G2 Board and Staff Relations: Respectful Collaboration – Jen Anderson, Miranda Maguire**

Let’s look at the roles and responsibilities of library staff and library board members. It can be difficult to navigate the boundaries of working independently within your authority and working in collaboration. Jen and Miranda will discuss specifics of board and manager relationships, with a practical focus on topics such as budget, plan of service and programming.

**G3 Go with the Flow: Supporting Reproductive Health and Ending Period Stigma Through Library Services – Shannon Stolee, Kelly Higgins**

Let’s talk about periods! The good, the bad, and the bloody. A lot of us have periods, and as public libraries we need to be able to support those who do. By providing free menstrual products, having collections that reflect the period-having population, and creating a comfortable space for people to talk about reproductive health, libraries can be change agents to end period poverty and the stigma that can surround it.

**G4 Bringing Public Library Workers’ Emotional Labour into Clear Focus – Joanne Rodger, Norene Erickson**

What happens when, despite providing professional and respectful customer service, you are yelled at, threatened, or challenged? This session will present the findings from an Alberta-wide study that investigated emotional labour in public libraries. You will hear stories from the frontlines of customer service and learn about some of the strategies public library workers use to deal with the effects of emotionally charged customer encounters.

**G5 How to Fix Your Pesky Patron Problem: An Empathetic Customer Service Journey – Lisa Patton**

Inspired by the “Social Worker in the Library” trend, Brooks Public Library delves into the world of Empathetic Librarianship. Presenters will review their staff Empathy Journey - a reflection on empathy-driven, social worker-assisted, customer service training, where they got it right (and wrong!), and how they “fixed” their problem patrons.

**G6 Diversity Benchmarking: Improving Diversity and Inclusion in Library Collections – Laina Kelly**

Adding diverse books to your collection provides “mirrors, windows and sliding glass doors” for readers of all backgrounds (Rudine Sims Bishop). Yellowhead Regional Library conducted a case study to see whether diversity in a library’s collection reflected the minority groups found in Canadian society. Learn how to assess your collection’s diverse and inclusive content and how to use those numbers to plan for future collection development.

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**G7 WITHDRAWN Don't Just Assume, Really Find Out! Seeking User Feedback to Inform Change – Alissa Droog, Katherine Koch, Carley Angelstad, Rynelle Wiebe**

**G8 Spaces within Spaces, Colonial Heft – Collection Depth, in the Anthropocene – Larry Laliberté, Peggy Sue Ewanyshyn**

Library collections measured by actuary formulas, circulation statistics, and item numbers emphasize heft, as illustrated by the University of Alberta's map collection. This presentation will focus on depth, by measuring the carbon footprint in the creation and maintenance of a map collection and draw on the work related to decolonization, archives, and the Anthropocene and deep mapping explorations.

**G9 Small Victories: The Highs and Lows of Program Creation in a Small Library – Tiffany Toma, Cynthia Bottomley**

Tiffany and Cynthia will share their story of how they grew programs at their small library from seven programs a month, to 38+ programs each month, reaching record attendance and community engagement. Learn from our challenges and successes, bring back tangible ideas to your own library to implement change and improve community.

**G10 How to Hire a Library Superhero: Human Relations for Trustees – Tanya Pollard**

Looking to find the perfect guardian for your library? Someone who can perform the extraordinary? Have you hired your Superhero and are looking for ways to keep them in your library? Attend this session, and you will learn everything you need to know to find, hire and keep your very own library manager. Did that Superhero become a MEGA Villain? We can help with that too. The Alberta Library Trustees' Association has the tools you need to keep your library in SUPER shape.

**3:00 pm – 4:00 pm**

**H1 Public Library Services Branch Update – Kerry Anderson, Diana Davidson**

This session will highlight the current network initiatives that the Public Library Services Branch offers to support Albertans through Alberta's public libraries.

**H2 Library Boards and Councils: Building a Great Relationship – Ken Allan**

Are you a municipal councillor appointed to your library board? Have you never quite understood how boards and councils are supposed to relate to each other? Attend this session and learn about the ways in which library boards and municipal councils interact with each other under the Libraries Act, and the roles that library boards and municipal councils play in developing a beneficial and productive relationship.

**H3 Strategic Planning for Library Boards – Mark Evans, Greg Scerbak**

While all libraries are required to have a Plan of Service, the Grande Prairie Public Library Board identified a need for a longer-term, high level vision for governance and other board responsibilities. Our goal is to have a future-focused vision to serve the community. This session will discuss the need and process used to develop the Board's Strategic Plan as well as the benefits derived from strategic planning.

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### H4 Lightning Strikes 2

#### **Fundraising: How to Make Money Without Lifting a Finger – Lisa Patton**

While planning their Canadian Library Month awareness campaign, Brooks Public Library discovered a previously unrealized fundraising tactic that made everyone else do all the hard work! Learn how you can do it too! Lisa will discuss donor-stewardship and millennial-style philanthropy.

#### **Thorsby's Perfect Perogy! – Gayle Sacuta**

Have you ever thought of doing a food-based library program? Learn how Thorsby Municipal Library drew from the cultural knowledge and community building acumen of Thorsby's pre-school teacher to provide an inspiring, all-ages program teaching the life skill of perogy making. Recipes and anecdotes included.

#### **How the Cold Lake Public Library Got Kids and Adults That Don't Go to the Library Hooked on and Using the Library – Tanya Boudreau**

Thanks to a library board, director, and staff that embrace visionary thinking, we were able to attract a large number of non-library users to the library. Tanya will share ideas and stories about new patron-library interactions.

#### **Fostering Volunteer Superstars – Christina Palech**

They live in every community—working on boards, at community centres and in their homes. They might even take time off from their day jobs. They are volunteer superstars! But are they working for you? Learn how to find, foster and flourish a network of Volunteer Superstars that can help give back to your communities, and assist with your program and service delivery.

#### **H5 The Wandering (Librarian) – Lisa Cumming**

Over the past two years I have spent between 1 to 3 months moving from one community to another through my husband's work. Visiting libraries has become part of my travelling lifestyle. Most libraries have a focus on connecting their community to the library; however, how can libraries meet the needs of short-term patrons? Examples of short-term patrons are contract workers, students, exchange students, transients, visiting relatives, clients at shelters, etc. Where/how do short term patrons fit into your library's plan of service?

#### **H6 Teaming Up with Local Schools for Fun and Profit – Emily Hollingshead**

There is an urgent need not just to tell, but to show that public libraries are essential to their communities. Investing in local schools demonstrates your library's relevance to students, teachers, administrators, and parents. Find out about the projects the Drumheller Public Library has undertaken and brainstorm creative ways your public library and local schools can support each other.