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## Northern Lights Library System 20th Annual Conference "Investigate the Possibilities"

Thursday, September 13, 2012 at 1:00 PM - Saturday, September 15, 2012  
at 1:00 PM (MT)  
Elk Point, Canada

Ticket Information				
TICKET TYPE	SALES END	PRICE	FEE	QUANTITY
<b>Members of NLLS</b> <a href="#">more info</a>	Sep 3, 2012	CA\$120.00	CA\$0.00	0 <input type="text"/>
<b>Non- Members of NLLS</b> <a href="#">more info</a>	Sep 3, 2012	CA\$150.00	CA\$0.00	0 <input type="text"/>
<b>Vendors</b> <a href="#">more info</a>	Sep 3, 2012	CA\$175.00	CA\$0.00	0 <input type="text"/>



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### When & Where



5615 - 48 Street  
Elk Point, T0A 1A0  
Canada  
Thursday, September 13, 2012 at 1:00 PM -  
Saturday, September 15, 2012 at 1:00 PM  
(MT)

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### Event Details

**Thursday September 13, 2012**

**Pre Conference sessions**

1:00 - 4:00 pm

#### Creating a Positive Customer Service

*Susan Grieshaber-Otto, Joanne Mokry, and Colleen Schalm*

To patrons, you and your staff are the library. They enter your doors for much more than books. They look to you for advice, suggestions, quick tips, a listening ear, and a friendly smile. In short – a great customer experience. Join Parkland Regional Library System staff for a half-day interactive workshop where you will discuss personal and organizational values and recognize the impact of policies on customer service delivery. Through brainstorming real-life experiences, you will leave the session with strategies and communication tips for dealing with a variety of situations, including some of those challenging moments.

#### Genealogy: Investigation It Is!

*Patricia MacNamee (Limit 20)*

Your patrons are looking for answers...they want to know where to go and how to do it...What are your strategies to respond to their needs and what can you do to help them. We will be working on-line and learning to decipher the hidden clues in all of us.

#### Human Resources

*Sharon Patriquin*

This session will take you through the hiring process from writing the ad through the probation period and beyond. We'll also look at roles, responsibilities, and relationships of employers and employees.

**Friday September 14, 2012**

**Session A 8:30 - 10:00 am**

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**New Fall Titles**

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*Ren Speer*

Join our United Library Services representative, Ren Speer, as he shows you the latest in fall titles. This session is great for gearing up for collection development. Come out and see what ULS has to offer!

**Trustees: "Wither Thou Goest"?**

*Patricia McNamee*

Trustees: come and play the game. What are you trying to achieve and where will it take you? What is the game plan? What are the outcomes and how do they relate to your governance structure? How do you know if you are providing the best service you can and are you recognized by your municipality and community?

**Investigating Avenues - RCMP**

*CST Pedro Rodrigues*

This presentation is going to cover the basics of what happens from the moment someone calls 911, we attend and then return to the office to continue the investigation. I'll go over what some of our various sections do such as FIS (Forensic Identification Section), PDS (Police Dog Services) and a few others.

**Beam Me Up RISE**

*Maggie MacDonald and Michelle Toombs*

'Space, the final frontier.' Maggie MacDonald, CEO, Chinook Arch Regional Library System, and Michelle Toombs, CEO, Marigold Library System, will facilitate a discussion on how rural libraries can use videoconferencing to engage library staff and residents in innovative programming and learning across the miles. While not a new technology, videoconferencing has stood the test of time; the RISE project has proven to build stronger working relationships between diverse communities, while saving money and time.

**Session B 10:30 am - 12:00 pm****Effectively Executing EBSCO (Limit 20)**

*Lisa Jane Watson*

Databases can offer helpful information on everything from great book recommendations to how to fix your own cars and other equipment. Hands-on practice of Novelist and Auto Repair Reference Centre plus an overview of your EBSCO databases will be covered. Find out how to search your databases along with your catalogue with the EBSCOhost Integrated Search box. Our Regional Representative, Lisa Jane Watson will present on all the various features and provide a general overview to ensure our libraries use these valuable products so their full value is realized.

**Happy Harbor Comics**

*Jay Bardyla*

Who's the latest and greatest superhero and villain alive today? Find out in this latest session from the world of comic books.

**Detecting Legal Resources with CPLEA**

*Margo Till Rogers*

The library is often the first place people go when looking for information to help them with legal problems. Keeping up-to-date on key sources of legal information can be a challenge for library workers. Understanding sources, terminology and jurisdiction is essential. Join Margo Till-Rogers to learn how to 'detect' the legal information your clients need.

**Public Library Services Branch Technology Plan**

*Diana Davidson*

PLSB is involved in a number of initiatives, including working with APLEN to implement a provincial technology plan and leading development of an integrated library policy focused on achieving seamless access to library resources for all Albertans. Come hear about these initiatives as well as ongoing work the branch does to fund and support the provincial library network!

**Empower your Presentation**

*Virginia Clevette*

Are you a librarian charged with delivering training sessions, or a board member needing to speak in front of a crowd on behalf of your library? If so, then this session is for you! Participants will be engaged in topics such as vocal technique, body language, audience rapport, and multimedia use.

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### Lunch 12:00 - 1:00 pm

1:00 pm Keynote Speaker - Myrna Kostach - All of Baba's Children "Bloodlines"

### Session C 2:30 - 4:00 pm

#### Tour of St. Paul and Elk Point Libraries - (Limit 20)

The bus will leave no later than 2:15 p.m. The tour will consist of two stops: the St. Paul Public Library and the Elk Point Public Library.

#### Strengthen the network and Find Out What's New at APLEN

*Julia Reinhart, Bill Rice & Janelle Beblow*

There are all kinds of new things happening at the Alberta Public Library Electronic Network and you could have a front row seat. Check out what is set to take place technology wise around the province and learn more about current initiatives. We'll also be talking about the latest APLEN marketing campaign "Make it yours", how to make use of the tools that have been rolled out and what new elements will be coming for 2012.

#### eReaders, Tablets, OverDrive and the Library (Limit 20)

*Kimberley Christmas*

This session is for anyone who will be training staff on the process of assisting customers with eReaders and tablets to access library resources using Overdrive. In this session trainers will get the opportunity to walk through a 4-step process that will provide you and your staff with the basic tools to deal with the variety of eReaders and tablets that are walking through your doors. Please bring your own eReaders, tablets and smart phones to the session for hands-on-practice.

#### Serotonin chocolates - (Limit 35)

Learn about Chocolate making and mold-making. Will be bringing a chocolate fountain with fruit and chocolate samples. This session will include a presentation, some hands-on and time for Q&A.

#### Assessing and Developing Intercultural Sensitivity in Your Community

*Sarah Apedaile*

Sensitivity to cultural difference is one of the challenges faced by host community members seeking to be welcoming and inclusive. But how can you tell how sensitive people are? You will leave this interactive session with concrete ideas for your community.

Supper Keynote - Sarah Apedaile - Assessing and Developing Intercultural Sensitivity in your community

### Saturday September 15, 2012

#### Continental Breakfast 7:30 - 8:15 am

Closing Keynote 8:15 - 8:45 am

### Session D 9:00 - 10:30 am

#### Book Repair - (Limit 8)

*Patty Mathiot & Sue Frisby*

Sue and Patty go through the process of what happens to a book when it reaches NLLS and what steps one can take to enhance the life of that book. They also go through steps to repair books that are showing wear and tear.

#### Microsoft Word and Publisher for Library Promotions - (Limit 20)

*Caroline Vandriel*

Find the clues to Word and Publisher that will make your library promotional material sing. This hands-on session will take you through basic Word and Publisher as well as look at marketing techniques.

#### Zumba -

*Laurianne Peters*

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Come with a change of clothes as you exercise your body and your right to explore a new idea for programs for your library. Be ready to sweat!

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### **Red Rover, Red Rover Calling School & Public Libraries Over: Breaking Down Barriers Between School & Public Libraries**

*Jocie Wilson*

This session will provide a framework for why building relationships between school and public libraries is important in all sizes of communities as well as provide specific examples of successful programs and future opportunities. The audience will leave the session with specific tools to begin a formal or informal relationship with other libraries in their communities.

### **Grow as a Trustee**

*Dwight Nagel*

This session will help you grow more confident in your role as a library trustee, more competent as you exercise your responsibilities and become a keen contributor to your Board of Trustees. Topics include; understanding your role, being an effective board member, knowing your local library, understanding who does what, knowing what your board does, knowing what to expect at meetings, talking up your library, learning financial basics, exploring the larger library community and growing into trusteeship.

## **Session E 10:45 am - 12:15 pm**

### **Board Round Table**

*Larry Tiedemann*

Larry and Dwight will lead the round table discussions.

### **Where in the Computer is Your Data? (Limit 20)**

*Jodi Arrowsmith and Kelly Ostropolski*

Join us and solve this mystery, as we introduce hazards of not protecting your files. We will show you where your data is stored and the many tools available to you to back up your files.

### **Emergency Prepared Plans. Do you have one?**

*Tina Henderson*

Does your library or community have an Emergency Prepared Plan which identifies key responsibilities and what one's role is should an emergency take place? We will cover what to do when severe weather situation arises, what to do if there are issues with utilities as well as unexpected encounters with violence. You will learn to identify the risks and the procedures that you should follow.

### **Extreme Couponing**

*Therese Poitras*

Come join us for a session of learning how to save hundreds of dollars on your grocery bill. Don't miss this opportunity to learn about using coupons to your advantage. You will learn how to buy items at rock bottom prices, sometimes free or at cost.

### **Copyright Convict**

*Gerri-Lynn Dolan*

Copyright, in short it has never been the most interesting topic of law. However, with piracy on the rise it is becoming an issue that is being prosecuted. A prosecution that includes 6 figure fines and prison time. Pirated material is tempting because it is readily accessible, and cheap, but in the end it costs us all. This session will explain Copyright, and how virtue of librarianship we are bound to uphold it. So come to this session, because its better than going to prison

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