

THE FUTURE BY DESIGN

2019

BC LIBRARY CONFERENCE

MAY 8 – 10
SURREY, BC



British Columbia
Library Association

EXECUTIVE DIRECTOR'S MESSAGE



Annette DeFaveri,
Executive Director,
BCLA

Welcome to the 2019 BC Library Conference! This year we are pleased to be working with the BC Library Trustees Association, the BC Libraries Cooperative, the Association of BC Public Library Directors, the BC Museums Association, the Archives Association of BC and CUPE BC to present a program that we hope excites and engages you! Our intention is to serve BCLA members and members of the library community by providing this opportunity to learn, think, debate and discuss new ideas and new practises emerging from the work we do every day. At the same time the Conference strives to include presenters whose experience and expertise may not be library-orientated, but whose work intersects with the work of libraries. Thank you for bringing your enthusiasm and openness to new ideas to the 2019 BC Library Conference.

PRESIDENT'S MESSAGE



Shirley Lew, President,
BCLA

It is my pleasure to welcome you to the 2019 BCLA Conference: The Future by Design. We are privileged to be meeting this year in the City of Surrey which is located on the Traditional Territories of the Semiahmoo, Katzie, Kwikwetlem, Kwantlen, Qayqayt and Tsawwassen First Nations. A big thanks to the Conference Planning Committee for putting together a tremendous program for us, book-ended by two inspiring speakers, the opening keynote by Vanessa Richards and closing keynote by Emily Pilloton. Their talks will challenge and provoke us to engage our imagination and creativity without limits, for a better future for libraries and the communities we serve. I wish all of you an enriching three days, connecting to new ideas and to each other.



2019 CONFERENCE PLANNING COMMITTEE

Left to right:
Anne O'Shea
Jorge Cardenas Garcia
Kyla Epstein

This year's theme – The Future by Design – emerged from conversations about approaching our work with intention while making use of the tools of design to understand our users' needs so we can meet them. We felt that a conference framed around design-thinking and systems-thinking could be a wonderful source of knowledge and inspiration for when we create our collections, programs, and services. Our work is often focused on the why and what of libraries – this is a chance to explore the how so that we can make our work even better! We have been delighted with the resulting submissions, and hope you enjoy the conference and the opportunity to connect with colleagues as much as we have enjoyed planning it.

LAND ACKNOWLEDGEMENT 2019

We are privileged to hold the 2019 BC Library Conference in the City of Surrey which is located on the Traditional Territories of the Semiahmoo, Katzie, Kwikwetlem, Kwantlen, Qayqayt and Tsawwassen First Nations.

WEDNESDAY, MAY 8TH 2019 | AT A GLANCE

TIME	Meeting Rooms (see session for location)	
9 am – 12 pm	BC GLAM Sector Symposium Tynehead 3	Building Networks: IT in Libraries Fraser
12 – 1 pm	Lunch Break	
1 – 3:30pm Pre- Conference Workshops	BC GLAM Sector Symposium Tynehead 3	Building Networks: IT in Libraries Fraser
3 – 3:30 pm	3 – 3:30 BC ALS Meeting Green Timber 3	
3:30 – 4 pm	BCLA AGM Sign in Outside Fraser	
4 – 5:15 pm	BCLA AGM (Members Only) Fraser	
5:30 – 7 pm	Opening Keynote: Vanessa Richards Sponsored By UBC Tynehead Ballroom	
7 – 9 pm	Trade Show Open & Welcome Reception Guildford Ballroom	

CONFERENCE OFFICE, TRADE SHOW, REGISTRATION DESK, & LOUNGE

LOCATION	Wednesday, May 8th	Thursday, May 9th	Friday, May 10th
Green Timber 4 Conference Office	9 am – 7pm Conference Office	8 am – 8 pm Conference Office	8 am – 5 pm Conference Office
Guildford Ballroom Trade Show	7 – 9 pm Trade Show Open	10:15 am – 5 pm Trade Show	N/A
Guildford Foyer Registration Desk	2 – 7 pm Registration Onsite registration (paying to register) starts on Thursday	8 am – 6 pm Conference Registration	8 am – 2 pm Conference Registration
Green Timbers 2	N/A	9 am – 4 pm Library Lounge	N/A

THURSDAY, MAY 9TH 2019 | AT A GLANCE

TIME	Meeting Rooms (see session for location)				
9 – 10:15 am	TO1 Collaboration: what is it and how to build it. Tynehead 3 Sponsor DFC Events	TO2 Reconciliation and why words matter: Decolonizing library metadata Fraser Sponsor SFU	TO3 Connectivity – myths, realities and case studies in how to get more Green Timbers 3	TO4 Social Isolation – Can public libraries be the cure? Tynehead 1/2 Sponsor VIRL	TO5 Understanding Gendered and Sexual Harassment in the Workplace Green Timbers 1
10:15 – 11 am	Java Jolt Coffee Break Sponsored by ULS Guildford Ballroom				
11 am – 12:15 pm	TO6 Hypervisors and Geeks Unleashed: Implementing a Computer Network on a Budget Green Timbers 1	TO7 Language, community, and access: Service design for multilingual library users Tynehead 3 Sponsor VIRL	TO8 Connection to Kith and Kin: A Partnership Program That Supports Indigenous People Seeking Their Roots Green Timbers 3	TO9 Inspire Wonder! Fostering a can-do culture, customer-centric systems, and barrier-free design Tynehead 1/2 Sponsor VIRL	T10 Measuring Outcomes and Demonstrating Impact with Project Outcome Fraser
12:15 – 1:45 pm	Lunch in exhibits Guildford Ballroom				
1:45 – 2:30 pm	T11 Interior Reckoning: Notes on Community Library Design Tynehead 3	T12 Pedal Powered Community Outreach Green Timbers 3	T13 Implementing Truth and Reconciliation as Librarians Fraser	T14 Centering Queer and Trans Voices in LGBTQ Book Recommendations Green Timbers 1 Sponsor VIRL	T15 Fostering innovation at the leadership table: the value of new perspectives Tynehead 1/2
2:30 – 3:15 pm	Ice Cream break in Exhibits Sponsored by Whitehats Intelligent Library Solutions				
3:15 – 4 pm	T16 Protecting your Patrons: Practical IT Security for Libraries Green Timbers 3 Sponsor SFU	T17 Minding the gaps in Wikipedia: Applying Critical Information Literacies with Open Pedagogy Green Timbers 1 Sponsor ISchool	T18 Indigenizing Our Book Collections Fraser Sponsor ProQuest	T19 Human Potential: The Future of Libraries Tynehead 1/2 Sponsor Carr McLean	T20 Involving library technicians in the future of the profession Tynehead 3 Sponsor SFU
4 – 5 pm	Afternoon snack in Exhibits Sponsored By Library Bound Guildford Ballroom				
5 – 6:30 pm	Hot Topic Plenary: Messy Moments: Libraries and Intellectual Freedom Tynehead Ballroom				
6:30 – 7:30 pm	FNIG AGM Green Timbers 3				

FRIDAY, MAY 10TH 2019 | AT A GLANCE

TIME	Meeting Rooms (see session for location)					
8:30 – 9 am Caffiene Fix Coffee Break Sponsored By CVS Midwest Tape Multiple Foyer locations						
9 – 10:15 am	FO1 Imagining Libraries as Democratic Convenors Green Timbers 2	FO2 Accessible Library Service from the Bottom Up Fraser	FO3 Labs for Libraries: social innovation for designing our future Tynehead 1	FO4 Honour Among Preteens AND Let's Reframe it Green Timbers 1	FO5 Two-Spirit Reconciliation: Honouring the Truth; Reconciling for the Future Green Timbers 3	FO6 BC Public Library Partner – Talking Public Library Governance: Financial oversight and management through the lens of public library values (Part 1) Tynehead 2
10:15 – 10:30 am Break						
10:30 – 11:45 am	FO7 What if we do this COMPLETELY differently? Tips, trick and strategies for bringing a UX perspective to what we do in libraries Green Timbers 2 Sponsor SFU	FO8 How community librarians and advocates can work together to better help those living in poverty Tynehead 1	FO9 How to Implement a Workplace Mental Health Program in Your Library Green Timbers 3	FO10 The Future is Accessible: Designing library resources that everyone can use Fraser	FO11 Data, Data Everywhere ... Making Journal Usage Data Meaningful Green Timbers 1	FO12 BC Public Library Partner – Talking Public Library Governance: Financial oversight and management through the lens of public library values (Part 2) Tynehead 2
11:45 am – 1:30 pm BCLA & BCLTA Awards Lunch Guildford Ballroom						
1:30 – 2:15 pm	F13 Student Engagement is Serious Fun Green Timbers 1 Sponsor SFU	F14 Prototype Libraries: Designed for the Rural Library Landscape Green Timbers 2	F15 BC Summer Reading Club Serving First Nations Children and Communities Green Timbers 3	F16 We'll Get There Together: Launching Collections into the Future with Arca, BC's Collaborative Digital Repository Tynehead 1	F17 Paint by numbers: using data to inform policy development Fraser	F18 BC Public Library Partner – Intentional by Design: An Interview with Future Focused Library Directors and Trustees Tynehead 2
2:15 – 2:30 pm Break						
2:30 – 3:15 pm	F19 Beyond Fandoms: The Digital Ecology behind Fanfiction and why Libraries Need to Pay Attention Fraser	F20 Creating Indigenous Programming in a Regional System (rural and urban settings) Green Timbers 1	F21 Learning to Play Green Timbers 3	F22 No Villians, Only Partners: A Cooperative Approach to Resource Negotiations Green Timbers 2 Sponsor VIRL	F23 Library Collections as Catalysts for More Affordable Education Tynehead 1	F24 BC Public Library Partner – Provincial Priorities and Strategies in Support of B.C.'s public library services Tynehead 2
3:30 – 5 pm Closing Keynote Address, Emily Pilloton, in Guildford Ballroom , Sponsored by CUPE BC						
5 – 6 pm YAACS AGM Green Timbers 3						

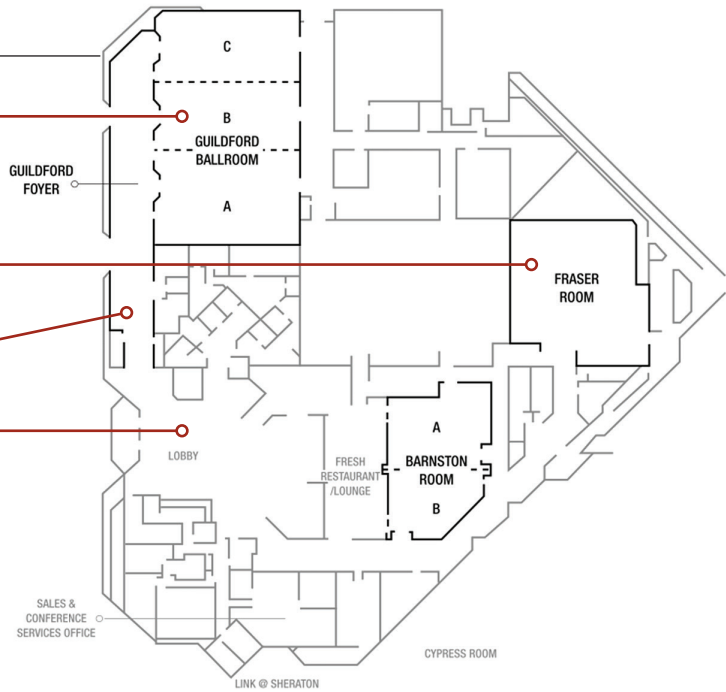
MAIN LEVEL

Exhibits Hall
Welcome Reception
Awards Luncheon
Closing Keynote

BCLA AGM
Sessions

Exhibitor Registration

Delegate Registration



SECOND LEVEL

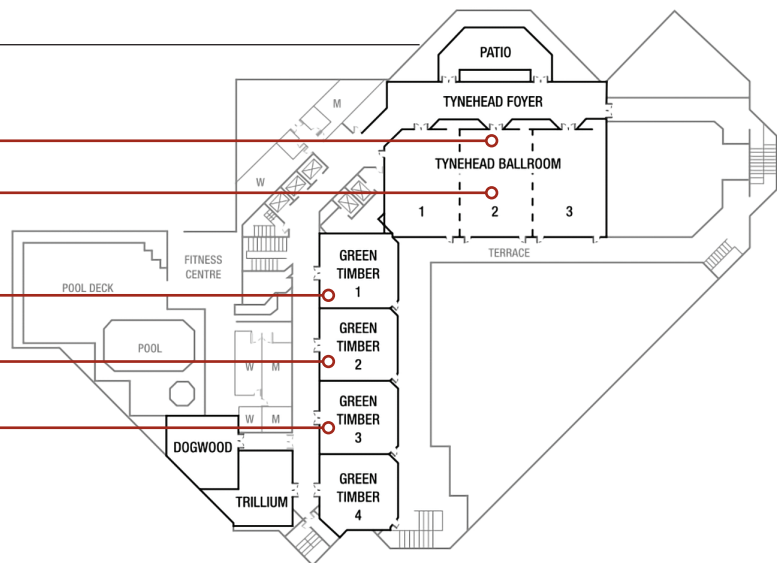
Sessions

Opening Keynote
Hot Topics

Sessions

Library Lounge

Sessions



WEDNESDAY EVENTS

BCLA AGM

4:00pm–5:15pm | Fraser Room

Opening Keynote: Vanessa Richards

5:30pm–7:00pm | Tynehead Ballroom

Champions of Imagination – Why Libraries Can Save Life on Earth: A massive unleashing of imagination can shift our current crisis. We usher this possibility in with the guidance of libraries and the people who work in them... Generously Sponsored By: UBC Library

UBC
Library

Welcome Reception

7:00pm–9:00pm | Guildford Ballroom

Immediately following the keynote address, all delegates are invited to celebrate the opening of the BC Library Conference 2019 Trade Show at the Welcome Reception. This is a chance to say hello to the representatives of companies and organizations who do business with, and support, libraries. Hors d'oeuvres provided. No-host bar.

THURSDAY SESSIONS AND EVENTS

TO1: Collaboration: what is it and how to build it

Paola Ardiles, Stephen O'Shea, Jennifer Wile, Tamarack Hockin | 9:00am–10:15am

Tynehead 3

Designing a workplace conducive to collaboration is foundational for libraries striving to build relationships across sectors, within GLAM, with cities, corporations, and other institutional partners. Our panel of presenters will present a ½ hour of condensed research, followed by engaging Q&A, and participants will take-away resources for learning and implementation. Generously Sponsored By: DFC Events

TO2: Reconciliation and why words matter: Decolonizing library metadata

Alissa Cherry, Steve Maiczan, Rachel Rogers, Ryan Vernon, Michelle Yule | 9:00am–10:15am

Fraser Room

Decolonizing library description is an increasingly pressing issue, despite that language used by Library of Congress Subject Headings and Library and Archives Canada to describe Indigenous Peoples is often archaic and inappropriate. BCCATS presents a panel of experts to discuss these issues and answer questions about their experiences working with library metadata as it relates to reconciliation. Generously Sponsored By: Simon Fraser University Library

TO3: Connectivity – myths, realities and case studies in how to get more

Deb Hutchison Koep, Scott Leslie, Janet Horne, Gary Munro, Beverley Rintoul

9:00am–10:15am | Green Timbers 3

Internet connectivity in many public libraries has not kept pace with community demand or the level needed for effective delivery of online and onsite public services. Panelists will outline common issues, describe strategies for response, and share case studies that illustrate a variety of possible ways forward.

TO4: Social Isolation – Can public libraries be the cure?

Danielle LaFrance, Millicent Mabi, Janeen Parent, Nicole Sousa, Shideh Taleban
9:00am–10:15am | Tynehead 1/2

Can public libraries be the cure to resolve the social isolation crisis in Metro Vancouver? Join Community Librarians across the city as we explore ways libraries are establishing opportunities to build stronger bonds and social connections within underserved communities. Generously sponsored by: Vancouver Island Regional Library

TO5: Understanding Gendered and Sexual Harassment in the Workplace

Laura Track | 9:00am–10:15am | Green Timbers 1

The session will focus on understanding that sexual and gender-based harassment is discrimination and violates BC's Human Rights Code. This workshop will help attendees understand how they can help prevent, address and respond to sexual and gender-based harassment in the workplace.

**Java Jolt Coffee Break in the Trade Show**

Generously Sponsored By: United Library Services (ULS) | 10:15am–11:00am
Guildford Ballroom

TO6: Hypervisors and Geeks Unleashed: Implementing a Computer Network on a Budget

Larry Stamm, Naomi Balla-Boudreau | 11:00am–12:15pm | Green Timbers 1

This presentation will give an overview of how the small McBride Public Library implemented a modern computer network and lab on a restricted budget, using the Proxmox hypervisor for the servers and mini-computers for the staff and patrons. It will be somewhat technical in nature, but questions and comments will be welcomed.

TO7: Language, community, and access: Service design for multilingual library users

Estephania Solis, Julia Lane, Ean Henninger | 11:00am–12:15pm | Tynehead 3

Come for the examples of current initiatives and future ideas, stay for the creative exercises and discussions on principles and experiences for multilingual users! This session will provide a space for critical and practical inquiry into language issues, service design, and library support for multilingualism. Generously sponsored by: Vancouver Island Regional Library

TO8: Connection to Kith and Kin: A Partnership Program That Supports Indigenous People Seeking Their Roots

Ariel Caldwell, Scott Clark | 11:00am–12:15pm | Green Timbers 3

Recent judicial decisions regarding status have the potential to change lives for thousands of Indigenous people on and off reserve. Libraries have an obligation to make heritage information accessible to the communities they serve. This session explores a current partnership project between Our Place and Vancouver Public Library.

Continued

T09: Inspire Wonder! Fostering a can-do culture, customer-centric systems, and barrier-free design

Elizabeth Tracy, Nadine White, Chelsea Jordan-Makely, Kaley O'Brien | 11:00am–12:15pm
Tynehead 1/2

Visitors to the Whistler Public Library are surprised and delighted by our barrier-free, customer-centric culture. In this session we share the framework and tools we've implemented from our service desks to the back of the house. Generously sponsored by: Vancouver Island Regional Library.

T10: Measuring Outcomes and Demonstrating Impact with Project Outcome

Julie Balenzano, Patricia Chong | 11:00am–12:15pm | Fraser Room

Join Julie Balenzano (Surrey Libraries) and Patricia Chong (Vancouver Public Library) as they share experiences, key insights, benefits and challenges in using outcomes-based evaluations. With solid successes and important learnings under their belts, they are now rolling out the use of Project Outcome across their organizations.

Lunch in the Exhibits

12:15pm–1:45pm | Guildford Ballroom

Lunch will be available in the Trade Show for those who would like to get to know our vendors.

T11: Interior Reckoning: Notes on Community Library Design

Sonia Zagwyn | 1:45pm–2:30pm | Tynehead 3

Serving up the actual project design boards and Requests for Designs and Proposals for the new Powell River Public Library, with a healthy seasoning of insights and lessons-learned, this session aims to open a dialogue about how libraries can reflect, represent and inspire their communities through design.

T12: Pedal Powered Community Outreach

Mikale Fenton, Jorge Cardenas, Brandon Monahan, Tracey Kendrick | 1:45pm–2:30pm
Green Timbers 3

Sustainable, fun and inviting—bicycle libraries have the potential to transform the public's perception of what a library looks like, and where it can go. During this session, panelists from four library systems discuss their experiences designing and building their bike-libraries, as well as staffing, training, weather and maintenance considerations.

T13: Implementing Truth and Reconciliation as Librarians

Karen Hudson, Melanie Reaveley, Pia Russell | 1:45pm–2:30pm | Fraser Room

Engage with three experienced librarians who are transforming their libraries to honour and respect Truth and Reconciliation, and how they are bringing this awareness to patrons through library services and programs. Participants will talk about their roles as individuals and the role of the library in bringing educational and professional transformation to the communities they serve.

T14: Centering Queer and Trans Voices in LGBTQ Book Recommendations**Dr. Robert Bittner** | 1:45pm–2:30pm | **Green Timbers 1**

This presentation will serve to educate librarians and other literature professionals on existing #OwnVoices literature in an effort to ensure that queer and trans voices are centred within work around book recommendations and YA services, and thus, we within the library profession can ensure that queer and trans youth are having their own experiences mirrored in more authentic, complex, and nuanced ways. Generously sponsored by: Vancouver Island Regional Library

T15: Fostering innovation at the leadership table: the value of new perspectives**Anne O'Shea, Patricia Chong, David Derby, Jeff Narver** | 1:45pm–2:30pm | **Tynehead 1/2**

This panel features three public library leaders from varied professional backgrounds, including marketing, IT, sales and business development. Come hear about their individual paths to library leadership, their experience bringing new perspectives to the table, and their observations about the sector's strengths, opportunities, challenges and curiosities.

**Ice Cream Break in the Exhibits****2:30pm–3:15pm** | **Guildford Ballroom**

Grab a cold treat, talk to the vendors, and get re-energized for the remaining sessions of the day. Generously Sponsored By: Whitehots Inc. Intelligent Library Solutions

T16: Protecting your Patrons: Practical IT Security for Libraries**Calvin Mah** | 3:15pm–4:00pm | **Green Timbers 3**

In an environment where security breaches are common place, this session will discuss common security issues facing libraries and practical ways to mitigate these risks. Generously Sponsored By: Simon Fraser University Library

T17: Minding the gaps in Wikipedia: Applying Critical Information Literacies with Open Pedagogy**Erin Fields, Adair Harper** | 3:15pm–4:00pm | **Green Timbers 1**

Open pedagogy transforms the dynamic of instruction in a way in which those with varying levels of knowledge can critically engage with information while actively co-creating new open knowledge sources. Using the case of a Wikipedia-based assignment in a UBC First Nations and Indigenous Studies course, this session will provide participants with an overview of how open pedagogy and critical information literacy are complementary practices and how open pedagogy assignments can align critical information literacy with social justice and user-centred action. Generously Sponsored By: UBC iSchool (Library, Archival and Information Studies)

T18: Indigenizing Our Book Collections**Jackie Lever, Heidi Waechtler** | 3:15pm–4:00pm | **Fraser Room**

This workshop will discuss what authentic Indigenous voice is and will show how to assess if a book has authentic Indigenous voice. The changes ABPBC has made to their Canadian Indigenous Books catalogue will be used as an exemplar. Generously Sponsored By: ProQuest

Continued

T19: Human Potential: The Future of Libraries

Elle Archibald | 3:15pm–4:00pm | Tynehead 1/2

Design Thinking is a tool that can help us re-define the identity of libraries to one that focuses on being centres of human potential. Generously Sponsored By: Carr McLean

T20: Involving library technicians in the future of the profession

Ashley Edwards, Anita Thompson, Liz Frick | 3:15pm–4:00pm | Tynehead 3

The role of the librarian is changing but it's also in the air for library technicians. Join us as we discuss our plans, hopes and concerns for our future in the workforce and library community. Generously Sponsored By: Simon Fraser University Library

Afternoon Snacks in the Exhibits

4:00pm–5:00pm | Guildford Ballroom

Your last chance to mix and mingle with the vendors while enjoying some snacks and a glass of wine (cash bar). Generously Sponsored By: Library Bound Inc.



Hot Topics: Messy Moments: Libraries and Intellectual Freedom

Nicki Khanamoui, Beth Davies, Archana Rampure, Leanna Jantz, Kyla Epstein

5:00pm–6:30pm | Tynehead Ballroom

This session is an opportunity to hear how panelists grapple personally and professionally with library values, specifically our understanding of intellectual freedom. The intent of the session is to acknowledge changing perspectives that can challenge and shape our values and to discuss the struggles we may have defining our values. We recognize that this is a difficult conversation for many of us and hope that this session can set a tone for many more collective, revealing and illuminating conversations.

FRIDAY SESSIONS AND EVENTS

Caffeine Fix Break

8:30am–9:00am | Multiple foyers

Grab a coffee or tea on your way to your first session of the day! Generously Sponsored By: CVS Midwest Tape



FO1: Imagining Libraries as Democratic Convenors

Kevin Millsip, Robin Prest | 9:00am–10:15am | Green Timbers 2

How can libraries across BC be agents for positive action on climate change? Help co-create a new model for libraries and democratic engagement in this interactive workshop. We'll explore how to best 'set the table' in ways that set up libraries for success and reinforce communities' sense of democratic agency.

FO2: Accessible Library Service from the Bottom Up

Laura Yvonne Bulk | 9:00am–10:15am | Fraser Room

If you were designing your public library to be welcoming to everyone in your community,

including readers with print disabilities (those who need a format other than standard print books), where would you start, what would you consider, and what would you do?

FO3: Labs for Libraries: social innovation for designing our future

Lindsay Cole, Lisa Gibson, Heidi Schiller | 9:00am–10:15am | Tynehead 1

Delve into the Social Innovation landscape with the City of Vancouver's Solutions Lab originators. Explore how labs use experimentation and learning to develop, test, and scale innovation, and brainstorm how libraries can adopt and adapt the lab model.

FO4: Honour Among Preteens AND Let's Reframe it

Kristen Lemay, Ariel Caldwell, Lindsay Grant | 9:00am–10:15am | Green Timbers 1

In this session, learn how you can create interdisciplinary youth programs that combine role-playing with survival skills, technology and more. Will your teens win The Hunger Games, or will they become a merry band of thieves?

FO5: Two-Spirit Reconciliation: Honouring the Truth; Reconciling for the Future

Harlan Pruden | 9:00am–10:15am | Green Timbers 3

Many cultural traditions and practices of the peoples of Turtle Island have often been misrepresented or suppressed. This especially holds true for indigenous notions and practices of gender, gender-roles and sexuality. This presentation explores these concepts by featuring some of the sociohistorical documentation from a nation-specific standpoint while supplementing these records and narratives with a deconstructed colonial account(s).

FO6: Talking Public Library Governance: Financial oversight and management through the lens of public library values (Part 1)

BC Public Library Partners (BCLTA, ABCPLD, BCLC and BCLA) | 9:00am–10:15am
Tynehead 2

This highly participatory two-part workshop will explore the practices and outcomes of successful governance and management for public libraries through a lens of public library values, such as diversity and inclusivity, equitable access, intellectual freedom, privacy, and reconciliation. There will be a focus on clarifying and valuing board and staff roles and responsibilities.

FO7: What if we do this COMPLETELY differently? Tips, tricks and strategies for bringing a UX perspective to what we do in libraries

Tania Alekson, Michel Castagné, Janis McKenzie, Joyce Wong | 10:30am–11:45am
Green Timbers 2

Hear about some recent projects, stretch your imagination, and explore user experience strategies with colleagues in this lively and interactive workshop. Led by members of the BC UXIG, an informal grassroots collection of librarians that has been hosting events and workshops since 2014. Generously Sponsored By: Simon Fraser University Library

Continued

FO8: How community librarians and advocates can work together to better help those living in poverty**Nicky Dunlop, Megan Vis-Dunbar, Megan Smiley | 10:30am–11:45am | Tynehead 1**

With an increased requirement to use online navigation to access basic services, those living in poverty are relying more and more on libraries to gain access to resources on a range of poverty law issues. How can advocates and community librarians join forces to support them? Let's talk about it!

FO9: How to Implement a Workplace Mental Health Program in Your Library?**Tanya Sinclair | 10:30am–11:45am | Green Timbers 3**

As a champion for mental health, Pickering Public Library (PPL) was the first library in Canada to become an early adopter of the National Standard for Workplace Psychological Health & Safety. PPL will share their best practices to implement a mental health system for employees in your library.

F10: The Future is Accessible: Designing library resources that everyone can use**Deloris Piper, Corrie Playford | 10:30am–11:45am | Fraser Room**

Is your library including individuals with disabilities in a meaningful way? In this session, accessibility experts working in post-secondary education support organizations will describe simple ways you can be more intentional in designing a library and collection that everyone can access and use.

F11: Data, Data Everywhere ... Making Journal Usage Data Meaningful**Colleen Bell | 10:30am–11:45am | Green Timbers 1**

Data abounds in libraries, but we don't always use it to great effect. Learn how one library used commonly available software tools, journal usage data, cost data, and publicly available vendor lists to make journal usage data meaningful in a variety of contexts.

F12: Talking Public Library Governance: Financial oversight and management through the lens of public library values (Part 2)**BC Public Library Partners (BCLTA, ABCPLD, BCLC and BCLA) | 10:30am–11:45am
Tynehead 2**

Part 2 of the morning will focus on the unique value that public libraries bring to their communities by championing diversity and inclusivity, equitable access, intellectual freedom, privacy, and reconciliation. This session will include brief presentations from library directors, staff, and board trustees.

Awards Luncheon**11:45am–1:30pm | Guildford Ballroom**

Please join us for lunch as we celebrate the BC Library Association and BC Library Trustee Association Award recipients!

F13: Serious Fun: Student engagement = student success**Mary Lynne Bartlett | 1:30pm–2:15pm | Green Timbers 1**

Reaching undergraduate students can get a bit dicey – we don't want Google to have a Monopoly on their academic research! Follow along to learn how the University of Waterloo Library's Communications Team and Student Engagement Committee leveled up student outreach. #SeriousFun Generously Sponsored By: Simon Fraser University Library

F14: Prototype Libraries: Designed for the Rural Library Landscape**Rosemary Bonanno, Cameron Barnes | 1:30pm–2:15pm | Green Timbers 2**

In many rural communities, the library is the living room, the gathering space, and the social hub — the vital artery that keeps these communities pulsing. Learn about Vancouver Island Regional Library's pursuit of a prototype facility model that can be scaled and tailored to meet the needs of our unique rural and remote communities.

F15: BC Summer Reading Club Serving First Nations Children and Communities**Beth Dimond, Ruth Cooper, Laurette Lapalme, Wendy Wright | 1:30pm–2:15pm
Green Timbers 3**

Join our panel from three libraries that serve widespread First Nations communities to discuss the successes, challenges, and evolution of serving indigenous children and communities through BC SRC. Our panelists will highlight building genuine relationships within First Nation communities to gain the necessary trust and guidance required for delivering respectful, effective Summer Reading Clubs.

F16: We'll Get There Together: Launching Collections into the Future with Arca, BC's Collaborative Digital Repository**Paige Hohmann, Sunni Nishimura, Heidi Rampfl | 1:30pm–2:15pm | Tynehead 1**

Collaboration is transformative and a key to future success for smaller libraries/memory organisations. Through large-scale systemic design, Arca, BC's collaborative digital repository, creates equity by putting an innovative discovery platform within reach. Learn about Arca's impact from GLAM sector participants using Arca to make their digital treasures searchable and accessible.

F17: Paint by numbers: using data to inform policy development**Greg McLeod, Chris Middlemass | 1:30pm–2:15pm | Fraser Room**

Learn about a case study of BC library systems by UBC iSchool student Greg McLeod that investigated the effect on circulation of reducing or eliminating fines on children's materials. This statistical analysis demonstrated that libraries that reduced or eliminated fines experienced higher circulation. Two libraries will share their experience of reducing or eliminating fines.

Continued

F18: Intentional by Design: An Interview with Future Focused Library Directors and TrusteesElizabeth Tracy, Bevin Heath Ansley, Deb Hutchison Koep, Stephen Smith | 1:30pm–2:15pm
Tynehead 2

This interview and discussion session, from the BC Public Library Partners (BCLTA, ABCPLD, BCLC, and BCLA), will explore the future by design through the intent and experience of project management and strategic planning at Whistler Public Library and North Vancouver City Library. Expect to hear about being intentional in all aspects of library work and governance, building teams and collaborative leadership, working with vision, values, and evidence, engaging community, trustees, and staff, developing community partnerships and creating a culture of trust, leadership and innovation.

F19: Beyond Fandoms: The Digital Ecology behind Fanfiction and why Libraries Need to Pay Attention

Desiree Baron, Samantha Mills | 2:30pm–3:15pm | Fraser Room

Join us for this fun look at the digital ecology behind fanfiction, the Archive of our Own (AO3) fanfiction database and how its global writers and readers are creatively engaging with digital content. How can libraries be part of this ecology?

F20: Creating Indigenous Programming in a Regional System (rural and urban settings)

Melanie Barnum, Jeff Strain | 2:30pm–3:15pm | Green Timbers 1

This session describes how the original concept of an urban, Indigenous residency was transformed into a more widespread strategy providing programming within 20 urban and rural communities in our regional system. The impetus to change the format and “revision” the original concept was the direct result of conversations with Elders. Generously sponsored by: Vancouver Island Regional Library

F21: Learning to Play

Leah Pearce, Niki Sutherland | 2:30pm–3:15pm | Green Timbers 3

Considering in-branch behaviors and customer-centered needs, GVPL librarians designed a prototype pilot project enhancing storytimes with play. We recount the successes, failures, and user-centered motivations for moving towards play-friendly early literacy programming.

F22: No Villians, Only Partners: A Cooperative Approach to Resource Negotiations

Leigh Anne Palmer | 2:30pm–3:15pm | Green Timbers 2

Learn how to take ownership of the negotiation process by re-framing your approach. In this session, attendees will learn 3 key strategies to use in successful negotiations: setting goals, practicing empathy, and thinking creatively. Generously sponsored by: Vancouver Island Regional Library

F23: Library Collections as Catalysts for More Affordable Education

Roëñ Janyk | 2:30pm–3:15pm | Tynehead 1

Over two semesters, Okanagan College Library saved students an estimated \$110,000 in textbook costs by purchasing electronic versions of required and recommended books through

library suppliers and making them available through the Library. Learn about the project and the steps involved, what worked well, and what we would recommend others do differently.

F24: Provincial Priorities and Strategies in Support of B.C's public library services

Libraries Branch | 2:30pm–3:15pm | Tynehead 2

As part of Government's investment in a strong, sustainable and innovative economy, the Libraries Branch is working to help ensure British Columbians receive quality services and programs. Join us for a discussion about our ministerial priorities and the strategies that help us plan for the future.

Pre-Keynote Pick-me-up

3:00pm–3:15pm | Guildford Ballroom

We celebrate the end of another successful conference – grab a snack and a drink before we sit down to listen to our Closing Keynote.



Closing Keynote: Emily Pilloton

3:30pm–5:00pm | Guildford Ballroom

Fear Less. Build More. Emily Pilloton, founder of the youth design initiatives Project H and Girls Garage, wants you to “go big or go home.” With decades of experience building real world projects with youth (a farmers market, tiny homes, and a workshop just for girls!), Emily will challenge you to channel your creativity and curiosity into new ideas for what libraries might be in the future. Generously Sponsored By: CUPE BC

WIFI AND SOCIAL MEDIA:

To access the Sheraton Wifi, please select “Sheraton Hotel Meetings” and then enter the password, BCLA2019.

Twitter @bclaconnect #bcla2019

LIBRARY LOUNGE

Welcome to The Library Lounge! “Green Timbers 2” has been set up with high top tables and you are welcome to hang out, take a break, or continue conversations. The Lounge will be available Thursday from 8:00 am – 5:00 pm.

Location: Green Timbers 2

BC LIBRARY CONFERENCE CODE OF CONDUCT

The BC Library Association mounts an annual conference focusing on the exchange of ideas, information and inspiration in an environment that is purposefully inclusive, welcoming and safe. The BC Library Conference promotes discussions on a broad range of topics presented critically and in a respectful manner, including historically marginalized and currently vulnerable communities.

Harassment is not tolerated. This includes behaviour that threatens or demeans another person or group, or results in an unsafe conference environment. Offensive verbal comments or non-verbal actions related to gender, gender identity, gender expression, sexual orientation, disability, physical appearance, body size, race, age, religion or political beliefs are understood as harassment. Sexual or discriminatory images in public spaces, deliberate intimidation, and stalking, sustained disruption of sessions, inappropriate physical contact or sexual attention are all examples of behaviour that contributes to an unsafe conference environment. Participants asked to stop harassing behaviour are expected to do so.

If you are being harassed or feel unsafe please contact a Code of Conduct Committee member as soon as you feel able to.

BC LIBRARY CONFERENCE CODE OF CONDUCT COMMITTEE

Members of this committee include the BCLA Board Executive from the previous Board term – President, incoming President, outgoing President, Treasurer and incoming Treasurer – and the Association’s Executive Director. The committee will be identified on the Conference website in advance of the Conference. If at any time a delegate, presenter, exhibitor, volunteer or staff person feels they have been harassed they can contact a committee member directly or through the conference office, set up at every conference venue for the duration of the conference, or by speaking with a session Convener who

will contact a member of the Code of Conduct Committee. An afterhours report should be made to either the Board President or Executive Director who can be contacted through the hotel's reception. If a report is being made after the conference it should go to the Association's Executive Director who will notify the BC Library Conference Code of Conduct Committee.

BC Library Conference Code of Conduct Committee, 2019

Shirley Lew, President

Chris Middlemass, Incoming President

Anne Olsen, Outgoing President

Stephanie Kripps, Treasurer

Lilian Pintos, Incoming Treasurer

Annette DeFaveri, Executive Director

IN LIEU OF SPEAKER GIFTS 2019

In lieu of speaker gifts this year a donation will be made to Fresh Voices. Fresh Voices is active in public engagement, research, and partnership work that improves the experience of newcomer youth in B.C. Fresh Voices is a group of young immigrants and refugees who work with partners to make sure they are heard on the issues that affect them. Working with partners, Fresh Voices seeks to influence the policies and practices that affect racialized immigrant and refugee youths' sense of belonging in British Columbia and Canada as a whole. Fresh Voices also seeks to ensure that newcomer youth have more voice and influence in planning and decision-making processes that affect their lives. The BC Library Association is privileged to make this donation on behalf of BC Library Conference speakers.

Link: <http://freshvoices.ca/>

Sponsors

BCLA gratefully acknowledges the generous support of our Sponsors. Please thank these sponsors personally if you have the chance to meet their representatives at Conference events or at the trade show.

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ProQuest
UBC iSchool (Library, Archival and Information Studies)

Conference Office

Located in Green Timber 4, Second Level
Hours: Wed, 9 AM – 7 PM | Thurs, 8 AM – 8 PM | Fri, 8 AM – 5 PM



British Columbia Library Association
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