

InsideOLBA

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LOOKING INTO THE FUTURE

3 Opportunities to Plan the Library World of the Future: Libraries 2020, OLA's Strategic Plan, and Networking with Our Peers

Libraries 2020, September 24, Fairmont Royal York, Toronto

The Symposium is a project of the \$15-million-dollar investment in public libraries from the Ontario Ministry of Culture through Southern Ontario Library Service and Ontario Library Service—North. OLBA/OPLA helped scope the original concept last summer as part of the \$15-million consultation.

Purpose

- To project the environment of Ontario's public libraries in 2020 through a look at demographics, communities and technology
- To stimulate development of planning and strategic directions in Ontario's public library community

As of September 14th, registration was at 450 participants from 227 libraries—plus dozens of delegates joining online.

If you were unable to attend, a synopsis of the day will be disseminated and you can attend a session at the OLA Super Conference in February about next steps.

Opening the Door...

OLA embarks on a strategic planning process that will transform and guide the association over the next three years. Here is how all public library trustees can provide input:

- October 8th at the BMO Centre, Toronto: planning workshop open to all members and some key external stakeholders. We hope for approximately 80 participants on a "first-come, first-served basis"
- Online: more details on online participation will be posted to the OLBA list
- Contact your OLBA councillor (see back page) or the OLA office if you have ideas or comments. ■

Networking with Our Peers: Coming to your community soon

The next element of OLBA's *Leadership by Design* program will be launched in 2010. Thanks to the support of the Ontario Ministry of Culture, OLS—North, and SOLS, OLA/OLBA is developing a networking and leadership program to support trustees and boards. In conjunction with the OLS's, the program is coming to a community near you between March and December, 2010.

Networking with Our Peers will:

- build on the many elements of the *Leadership by Design* program, such as the One Place to Look database of resources, the Learning from Our Peers module—both on OLBA's website.

- focus on leadership issues faced by boards.
- enable library boards to assess their growth in leadership capacity since 2006.
- provide library boards with the opportunity to make a significant impact on the future of library leadership in their communities, using the theme "legacy and transition"
- mobilize Board Chairs and CEO's as partners in library leadership at local, regional and provincial levels and become *Leadership by Design* champions.
- provide a forum for library boards to work together in responding to common issues and priorities that affect public library governance and service.

Funding will be available from the OLS's for each board chair to attend the program. Check OLBA's website for updates. ■

OLA SUPER CONFERENCE 2010 SNEAK PEEK NEWS FLASH!

Just confirmed as keynotes:

**Senator Romeo Dallaire, athlete/role-model/muse Aimee Mullins,
and CBC Radio personality Jonathan Goldstein**



OLBA Council: Who, What, When, Where, Why?

Margaret Wicklum
2009 OLBA President

Your council is a group of committed volunteers who want to ensure that library board members receive assistance with what they should be doing and how to do it. Being on a library board means making group decisions to set policy for your library following the provisions of the Public Library Act and your library's by-laws. There's a lot to learn, and OLBA Council is committed to helping you learn it.

But OLBA needs your help. Council needs a board member: one to represent **Central West** (includes the counties of Brant, Haldimand, Niagara, Norfolk, Waterloo, Wellington and the

City of Hamilton). For you to qualify as a potential council member, you have to be a member of your local Public Library Board, which itself has to be a member of OLBA.

Council meets four times a year in Toronto, your expenses are covered, and you get to meet great people such as fellow councillors: Shelagh, whose globetrotting includes India, among other places; Lynn, who is famous for being misunderstood when speechifying to the assembled multitudes; Joyce, who we believe starts her trips to Toronto by dogsled, followed by canoe, then Bearskin Airlines (Ontario is a *biiiiig* province);

Ian, who runs marathons for a hobby.... well, you get the picture. You are also asked to attend two meetings a year in your own area, where you will interact with library board members from your area in meetings organized by the Southern Ontario Library Service.

We need you to come forward to become part of a team whose *Leadership by Design* program is ground-breaking, appreciated and edifying. The team will meet next in Toronto on October 2nd, 3rd and 4th. (The extra day is for strategic planning—we're usually done by 3:30 on Saturday afternoons.)

I would also like to extend a special thanks to Joanne Kidd who has stepped down from the Arnprior Public Library board and as such has left the OLBA council. Her insight, humour, and attention to detail were invaluable assets to council work. We have just confirmed Jackie Houde, Chair of the Cornwall Public Library Board as our new Eastern representative. Welcome Jackie! Please contact me at wicklumbrockville@sympatico.ca if you are interested. And thank you. ■

Margaret Wicklum, President

HEADLINE STORIES: A WINDOW TO THE LIBRARY WORLD

Ian Hunter
OLBA Councillor

Headline Stories has been a very popular feature of the OLBA website (www.accessola.com/olba) for over two years. During this time, over 600 news stories about libraries have been featured.

Many of the stories discuss Ontario libraries (135 Ontario libraries to date), while the rest are mainly the news from other Canadian and American libraries. On the website, the most recent three stories are on the main web page, while the full archive of stories is available with one "click".

Regular readers of *Headline Stories* may have noticed that the nature of the library news has changed in the last year. Two years ago, we had many stories about new library branches, new programs, library innovation, etc. Since last fall, however, we have had many more stories about how libraries are coping with the recession.

In Canada and the USA, most libraries are facing huge budget pressures (imposed by their main funding sources), while at the same time the demand for library services is growing at a rapid pace. For instance, libraries are called upon to help patrons with their job searches and training needs, as well as

provide recreational library materials.

By reading *Headline Stories*, library board members have an effective window to the outside library world. We read about issues facing other boards, and how these are handled. We get good examples of what to do, and what *not* to do!

Along with the doom are other stories of how libraries are

finding opportunities to serve their communities better, often by snagging new grants and subsidies that are being offered by senior levels of government to help battle the recession.

Have you used any of these news stories in any way? Please contact the Editor of *InsideOLBA* and tell us how *Headline Stories* has helped make a difference for your library. ■

∴ headline stories

OLA People Here and Now - September 8, 2009

Norman McLeod, Chief Librarian, Guelph Public Library, will retire at the end of 2009... >>>

Young International Festival of Authors (Young!FOA), OLA and TVOKids present the SUPER STORY CONTEST! - August 25, 2009

Your Say

Lynn Humfress-Trute
Editor, *InsideOLBA*



What Makes a Good Team Player?

I was recently part of an interview panel seeking someone to fill a senior management position. I had screened many curriculum vitae, all nicely packaged, each containing the appropriate educational requirements and experience that had been outlined as mandatory prerequisites; the interview questions were prepared; the interview appointments had been confirmed, and we were good to go.

One of the most important characteristics that had been identified in the successful candidate was a **good team player**. In this particular organization, team work was paramount to success. As I went through the process, I came to the realization that being a good team player was as essential a characteristic in a good library board member as it was in the person I was hiring. But what defines such people? Here are some ideas:

Reliable

- Gets their work done on time.
- Does his/her fair share to meet commitments.
- Follows through on assignments.
- Can be counted on to deliver a good performance, all the time.

Communicates Effectively

- Expresses thoughts and ideas clearly, directly, honestly.
- Respects others, and the work of the team.
- Makes points in a positive, confident and respectful manner.

Listens Actively

- Absorbs, understands and considers ideas and points of view from other people without debating and arguing every point.
- Receives constructive criticism without reacting defensively.
- Is disciplined to listen first and speak second to result in meaningful dialogue.

Functions as an Active Participant

- Comes prepared for meetings; listens, partakes in discussions.
- Is fully-engaged in the work of the team and does not sit passively on the sidelines.
- Takes the initiative to help make things happen.
- Volunteers for assignments.
- Has a “can-do” approach—“What contribution can I make to help the team achieve success?”

Shares Openly and Willingly

- Shares information, knowledge and experience.
- Takes the initiative to keep other team members informed.
- Keeps other team members in the loop with information and expertise that helps get the job done and prevents surprises.

Cooperates and Pitches in to Help

- Figures out ways to work with other team members and solve

- problems despite differences in style and perspective.
- Responds to requests for assistance and takes the initiative to offer help.

Exhibits Flexibility

- Rolls with the punches; adapts to ever-changing situations.
- Doesn't complain or get stressed out because something new is being tried or some new direction is being set.
- Considers different points of view; compromises when needed.
- Doesn't hold rigidly to a point of view and argue it to death, especially when the team needs to move forward to make a decision or get something done.
- Is firm in their thoughts, yet open to what others have to offer.

Shows Commitment to the Team

- Cares about their work, the team and the team's work.
- Shows commitment up front.
- Makes an effort; wants team members to do the same.

Works as a Problem-Solver

- Is willing to deal with all kinds of problems in a solutions-oriented manner.
- Problem-solves, not problem-dwells, problem-blames, or problem-avoids.
- Brings problems out in the open for discussion, then collaborates with others to find solutions, form action plans.

Treats Others in a Respectful and Supportive Manner

- Shows understanding and the appropriate support of other team members to help get the job done.
- Doesn't place conditions on when they'll provide assistance, when they'll choose to listen and when they'll share information.
- Has a sense of humour and knows how to have fun, but never at someone else's expense.
- Deals with other people in a professional manner.

Good team players, who show commitment, don't come in any particular style or personality. They don't need to be cheerleaders, they may even be soft-spoken, but they aren't passive. They care about what the team is doing and they contribute to its success. Team players with commitment care about the team's overall work. And in the end, their commitment is about winning—not in the sports sense of beating your opponent but about seeing the team succeed and knowing they have contributed to this success. Do your board members demonstrate some of these characteristics? ■

Lynn Humfress-Trute
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UNsung HEROES: A LIBRARY STORY

By Helen McDonnell, Leslie Ann Ciglen and Larry Ciglen

Editorial Note: Powassan & District Public Library Board Member, Larry Ciglen, attended the OLSN Conference in Sudbury. After attending an OLBA Leadership by Design workshop, Larry offered to write an article for InsideOLBA to tell the story of how a very small library board, its CEO and the community, work together for the common good. This narrative provides an example of how many of the unsung heroes in small communities throughout Ontario are willing to roll up their sleeves and, along with the provision of sound governance and good library leadership, lend their skills and talents to "making things happen". Thank you Powassan & District Library Board, your efforts are a wonderful example to all!

The Powassan & District Union Public Library Board and the library's CEO, Helen McDonnell have a unique relationship: one that may not follow modern business theories, but when all is said and done, it works. The integral part of this relationship is the Library Board's confidence in Helen's experience and ability to manage the library, and her confidence in the Library Board's support and leadership. This trust is what allows both parties to go beyond their regular duties and assist each other when the need arises. The Board does not interfere with the every day matters of the library and gives the CEO the freedom to explore new

partners and partnerships. The Board encourages and supports the CEO in taking on leadership roles in associations and library groups such as the Blue Sky Region Community Network (BSRCN). The CEO is encouraged, and assisted if necessary, in seeking out extra funding sources to enhance and enrich the library and its programs.

Our CEO has many duties as do many CEOs in small public libraries. Helen's job encompasses tasks that in larger libraries would be done by three or four people. This leaves little time for creative projects and new initiatives without some assistance from the board, Friends of the Library group and support staff. To this end, the CEO is willing to utilize the skills of the board to create policies, projects, and to aid in planning; the Board is willing to consider all opinions of the CEO and use her knowledge and expertise to assist the Board to make decisions. In turn, Helen values the opinions of the Board and feels confident that the decisions the Board makes are for the good of the community. The Library Board members have on many occasions offered their unique skills to the CEO so that our library would be able to complete an application, project or unique task.

Each board member has unique skill sets that they have been willing to offer for service, without taking over a project

or making decisions that are operational in nature. When our library board decided to apply to the Ontario Trillium Foundation for a grant to complete renovations for a kitchen and accessibility to the washrooms and front entrance, the Board was willing to assist with this undertaking. A few board members who had experience applying for Ontario Trillium Foundation Grants assisted the CEO with an outline for the application. The Ontario Trillium Foundation case manager said it was the best application they had ever received! But, the help didn't stop there—when the Board was looking for ways to save money with this project, the same two board members offered to lay the ceramic tile in the kitchen, a skill that they had used many times.

One of our board members is a member of the Ontario Federation of Anglers and Hunters. He was interested in having the library become involved in the "TackleShare" program offered by the Federation. With approval from the Board and an endorsement from staff he went ahead and applied to have this free service of loaning fishing rods and tackle available in the library. He even went to the extent of creating a beautiful wood stand to display the rods and tackle boxes in the library.

Our Library Board assists with interviewing candidates for all library positions. Most organizations hire employees

with a small team of staff and since there is only one full time employee, namely our CEO, Helen, the Board steps in to make up the rest of the hiring team. Helen creates the short list of interviewees and makes the final decision, but considers and values the evaluation of the team when making the final decision.

We have a board member that has been on the library board for over 30 years and in all of those years has taken on the responsibility of the upkeep of the library board-owned building. He has looked after pricing supplies for renovations, hiring contractors for renovations and repairs, even doing some of the repairs himself. He has been an invaluable asset to the library because he believes that the library is a precious service and commodity that the community needs.

We have had board members bake the most amazing butter tarts for a planned "Have Your Lunch at the Library". We have also had a board member spend the day helping the CEO to clean out and organize our storage room when staff were too busy with other duties.

A few years ago the Board purchased a laptop for the CEO and also a multimedia projector. Both were seen as necessary additions to the library and also they enabled Helen to make presentations to various groups within the community. One board

member assisted and taught the CEO how to use PowerPoint so that slides could be developed to explain the significant role that the library provides for the community. The presentations were well received by the partnering communities that support our library. It is that kind of support that makes the relationship between the CEO and the Board so unique.

Many public library board members would balk at the thought of joining a board and having to participate in tasks that would normally be the job of a staff member or a contract worker. However, in small communities where people pitch in to help their neighbour during times of

difficulty, it is not unusual for a board member to volunteer to offer their skills for a project. All extra commitments by board members are offered on a volunteer basis and no one is ever made to feel that they must contribute beyond their regular duties to govern the library. It is simply that members get caught up in the momentum of this dynamic library, and want to contribute more, to create a better community.

Our staff are renowned for their willingness to go beyond their regular duties in the same way as board members and the Friends of the Library. Staff members have baked, sewed, made garbage-dump runs,

delivered books and loaned their own books so that our library would be able to offer exemplary service to our community. We see ourselves as a whole team with many unique skills, ideas and abilities to commit time and effort. We value everyone involved for every effort, from the smallest to the greatest, because sometimes it is the smallest effort that makes the project fly.

I could go on with numerous examples of ways that the CEO and the board work together, along with the Friends of the Library group and support staff. Our relationship is unique, and even if we don't exactly fit the mould and you are puzzled and perhaps frown

upon the uniqueness of our situation, just reflect upon its possibilities. Every board member has their unique skill sets that make them great candidates for your library board, but they may also have other unique skill sets that they may be willing to offer to the community through your library. Let's call it "open source library management"—with everyone contributing in their own unique way—and let's encourage each library to govern their library board in a manner that promotes energy, growth, creativity and community. ■

Submitted by Helen McDonnell, Leslie Ann Ciglen and Larry Ciglen

Is Your Board a Member of OLBA?

Membership is inexpensive and carries many benefits:

- 3 issues of *InsideOLBA* a year containing updates and information pertinent to board development
- reduced registration for OLBA and OLA's programs and professional development including board-related Education Institute (EI) sessions, Super Conference, and more
- bursaries for new trustees to attend Super Conference
- updates on key issues affecting boards via the OLBA e-mail list; e-mail traffic is minimal and is the fastest way to get you up to the minute updates on issues affecting libraries
- participation in OLBA's signature *Leadership by Design* program.

How to Join OLBA

Trustees have a unique membership registration with OLA. You become a member of OLA and OLBA when your board joins. The fee schedule (listed below) is designed to encourage as many boards as possible to belong. Contact the OLA office directly to have your board registered. Retired trustees are welcome and can register directly at our web site (www.accessola.com/olba) or by calling (416) 363-3388.

Libraries serving the following populations pay:

up to 5,000 - \$50.00	175,001 to 250,000 - \$625.00
5,001 to 15,000 - \$125.00	250,001 to 400,000 - \$750.00
15,001 to 50,000 - \$250.00	400,001 to 750,000 - \$1,000.00
50,001 to 100,000 - \$375.00	750,001 to 1,000,000 - \$1,500.00
100,001 to 175,000 - \$500.00	over 1,000,000 - \$2,100.00

OLBA and SUPER CONFERENCE 2010

February 24–27, 2010

Beth Phieffer and Eleanor Jourard
OLBA Planners—SC 2010

During Super Conference days, OLBA offers many workshops and seminars that are trustee-focused—and OLA Super Conference 2010 is no exception!

The OLBA program components for Super Conference have been assembled from feedback provided by last year's attendees: what they liked, what they want and what they need from the conference, and include key topics of interest to trustees, such as succession management, board performance, strategic planning and community partnerships.

As well, we will offer sessions on multi-type library boards and public library funding.

Return presenters include Dr. Ken Haycock, a generous and supportive friend of OLBA, and James Lochrie, renowned Parliamentarian, whose session last year on "Meeting Procedures" was so well received that we have asked him back to do a double session in order to include an interactive session with lots of opportunity for questions. And of course, we welcome back Margaret Andrewes and Randee Loucks with sessions on "Next Steps", the final element of *Leadership*

By Design, which has become the primary resource tool for library trustees in Ontario. Several presenters from other provinces will discuss programs and services they have found effective in their libraries.

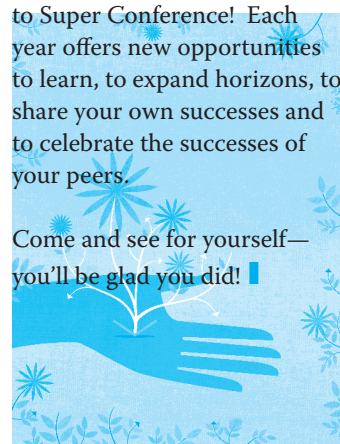
Apart from these scheduled sessions, we will again offer poster sessions, plenary sessions, the EXPO, social events and, best of all, lots of opportunities for networking with your peers and sharing ideas and experiences.

Finally, if your board is a member of OLBA and you want your voice to be heard, plan to

attend the OLBA AGM. We welcome your participation, your input and your support.

The expression, "Been there done that!" has never applied to Super Conference! Each year offers new opportunities to learn, to expand horizons, to share your own successes and to celebrate the successes of your peers.

Come and see for yourself—you'll be glad you did! ■



The W.J. Robertson Award **Honouring the Public Librarian of The Year** & **The James Bain Medallion** **Honouring Public Library Trustee of The Year**

OPLA and OLBA want to remind you that it's time to recognize worthy colleagues and board members by nominating those that come to mind for the W.J. Robertson Award and the James Bain Medallion.

Many of us have worked with an outstanding colleague, librarian or board member. They are individuals who inspire us to learn new things, to look to the future and to work as a team player to make the library an integral part of the community and its development. Sometimes it is difficult to identify these attributes or strengths, so here are a few helpful hints:

Do you have a trustee/board member who:

- is a tireless advocate of your public library?
- knows all about the services your library offers?
- is a visionary who embraces library innovations and opportunities to meet the needs of your citizens?
- understands governance and legislation affecting the library?
- has demonstrated leadership enabling your board to be effective and responsible stewards of your library?
- has been instrumental in building community partnerships?

- is aware of the changing needs of the community and envisions ways your library can meet those needs?
- has demonstrated good judgment and fiscal responsibility in implementing new ideas to increase service delivery?
- has the ability to motivate, inspire and influence civic leaders?
- has been a moving force to secure funding through fundraising and maintaining municipal financial support?

Do you know a Librarian who has in his or her professional career:

- demonstrated innovation in the advancement of the library profession?
- promoted library services by disseminating information?
- demonstrated creative usage of technology in the delivery of library services and information?
- created original works, regardless of the medium used, which substantially contribute to the improvement of library services?

If you know a board member or librarian who exemplifies some or all of the above characteristics, please nominate him or her for the W. J. Robertson Award or the James Bain Medallion. It's an easy procedure and is detailed on the OLA website: www.accessola.com. Click on the link in the left panel, called "Awards Recognition". Please remember: with the exception of the OLA Library Building Award, the deadline for all OLA awards is November 15, 2009. Don't delay—this is your opportunity to honour public library board members and librarians! ■

Disappointed that Your Library Budget Won't Stretch to Permit You to Attend Super Conference 2010?

OLBA Announces Travel Expense Bursaries to Public Library Board Members

Frances Ryan
OLA Treasurer
Representative for Northeastern Ontario

When the OLBA has offered regional bursaries for library board members to attend Super Conference in the past, why is it that some have gone unclaimed? We may not have given enough notice for people to respond. For Super Conference 2010 we are giving you plenty of time to submit your name so that you can plan for attendance.

Super Conference (February 24–27, 2010), at the Metro Toronto Convention Centre, presents excellent opportunities to learn new skills, share ideas and meet fellow board members and library professionals from across Ontario, Canada and the U.S.

The travel bursaries for board members will be chosen by a draw from names submitted no later than November 15, 2009, to OLBA Secretary, Ian Hunter: ihunter@accessola.com. One entry per person is permitted and must include your name, library board and contact information. Winners will be notified by November 20, 2009.

Expenses incurred up to the maximums as listed below will be reimbursed to the winners, upon presentation of receipts to the Treasurer of OLBA. Each bursary includes free Super Conference registration, a ticket to the Ontario Public Library Awards dinner and reimbursement of travel and incidental expenses—including up to \$50 per day towards meals—up to the maximum amount stipulated below:

- Two board members from Northwestern Ontario: \$1250.00 (each)
- Two board members from Northeastern Ontario: \$750.00 (each)
- One board member from SOLS Trustee Council #7 area: \$500.00

Unsure Which Region Your Library Belongs To?

It's all listed on our website! Just select the link to Ontario Libraries.

SOLS Trustee Council #7 includes:

- Addington Highlands
- Admaston-Bromley
- Barry's Bay and District
- Bonnechere Valley
- Deep River (WB Lewis)
- Golden Lake First Nation
- Greater Madawaska (Bagot, Blythfield ...)
- Head, Clara and Maria
- Killaloe
- Laurentian Hills (Rolph, Buchanan-Chalk River)
- Pembroke
- Petawawa
- Renfrew
- Whitewater (Beachburg, Cobden, Ross)

Eligibility

Library Board members are eligible for entry into the draw if they are:

- a first-term library board member;
- serving on a board which is a member in good standing of OLBA;
- a first-time attendee at Super Conference;
- serving on a library board in one of the designated regions (see above);
- able to cover any remaining expenses, if any, beyond the awarded amount;
- willing to submit a short write-up of their experience to OLBA by March 17, 2010 for inclusion in the OLBA newsletter, *InsideOLBA*.

Not Currently a Member of OLBA?

There is still time to join! Complete information about membership is available on our website (www.accessola.com/olba) by clicking on the link, "Becoming a Member" or by contacting the OLA office directly. Membership rates are very reasonable. ■

Could one of your board members be lucky enough to win? See you at Super Conference!

Ontario Library Boards' Association Council 2009

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InsideOLBA describes the decisions and activities of OLBA leadership, explains OLBA program and provides news about Ontario's public library boards.

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OLBA COUNCIL MEETINGS

Next meeting: October 3, 2009

OLBA WEBSITE

www.accessola.com/olba

OLBA LISTSERV

Email olba-l@accessola.com
Subscribing required; for OLBA members only.

THE EDUCATION INSTITUTE

Ken Haycock returns this fall with new Trustee Education programs:

Wed., October 21, 7:00 pm ET
Effective Meetings: Is There a Better Way?

Tues., November 24, 7:00 pm ET
10 Mistakes Boards Make

Wed., December 9, 7:00 pm ET
Selecting Your Professional and Support Staff: Key Predictors of Success

New sessions are in development
www.educationinstitute.ca

SUPER CONFERENCE 2010

February 24-27, 2010
Metro Toronto Convention Centre
Over 20 seminars developed specifically for Library Board Trustees.

OLBA Super Conference Planners

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