

Synopsis of Report: To provide the Board with an overview of DDPL's participation in OLA's Superconference 2019

Sessions Attended:

How Libraries and Librarians Can Champion Mental Health: Public Services, Collection Initiatives and Working with Individuals in Distress:

- Removing barriers to access (extended loans for patrons identifying with disabilities, fine free for kids and seniors)
- "Traditional" library service becoming less relevant – how to expand services to meet emerging needs - and how to determine what these needs are?
- "User first" model
- Focus on inclusive policy making

How Ontario Libraries are Helping to Create More Accessible Communities

- With Ministry of Seniors and Accessibility
- Info on how to ensure website is AODA compliant
- Focus on library renos and accessibility – heard from other libraries who have also done renovation projects. Ex: width between stacks – can mobility devices fit through?
- Home delivery services - working on this!

It's Always Been Done That Way: Re-Thinking Library Leadership in Small Libraries

- Challenges of facilitating change in small, public libraries at management level
- Strategies for enacting change
- Some practical, low budget solutions, such as major weeding projects, cleaning, rearranging
- Engaging community in new and different programming (what is working, what's not)
- Obstacles to staff training – patrons should expect same level of service, regardless of who is working

Changing Lives, One Ukulele at a Time: Musical Instrument Lending and Programming

- Overview of Sunlife Musical Lending Library Program
- Solutions for practical issues like storage, circulation policies, cataloguing decisions
- Sunlife provides a major corporate donation – suitable for larger, urban libraries. - Location was a major consideration in developing these collections
- Suggestions for programming around special collections
- Broader discussion about how smaller libraries can work to develop special collections

Lessons From My 2-Year Old: How Parenting Improved My Customer Service, Teamwork and Leadership

- How to leverage skills learned through parenting with customer service experience and vice versa
- Creative ways to approach gaps in resume as a result of parental leaves

-Customer service as a core competency of library work

A Public Library Strategy for Serving Teenagers and Young Adults

- Overview of TPL's new Strategy for Youth Services
- Lots of ideas re: engaging teens/youth
- What limitations do we have based on our location – lack of dedicated space etc.
- Importance of teen specific Reader's Advisory and programming

Democracy and Librarianship: A Critique

- Critique of the implicit, embedded connections between librarianship and democracy
- In what ways does the library exclude participation/membership – through policies, procedures, regulation.
- Who are "the People" – where does power come from? RE: Superconference theme "powered by the people"
- What might a partisan librarianship look like?

Highlights & Takeaways:

- How to implement strategies for managing staff transition and training
- Accessibility concerns - particular to our upcoming renovation
- How can we reduce barriers to library access through policies, procedures?
- Potential for developing special collections

Expenses -

Accommodation: 210.00

Travel: 36.00

Registration: 372.90 (OLA Member rate)