

MONDAY, MAY 21

7:30 am  
Promenade  
Registration Opens

8:30 am-8:45 am  
Grand Ballroom  
Opening Remarks

This session will discuss the ways in which librarians can improve access to justice by providing information to those who cannot afford a lawyer for their essential civil legal needs, such as litigation involving housing, family matters, and consumer debt.

Speaker: **Hon. Ralph D. Gants**, Chief Justice of the Massachusetts Supreme Judicial Court and Co-Chair of the Massachusetts Access to Justice Commission

8:45 am - 10:00 am  
Grand Ballroom

Opening Keynote: Racial Justice

**Sponsored by University of Rhode Island Graduate School of Library and Information Studies**

Racism taps into our deepest fears and longings. Understanding how it works is the key to breaking down barriers that interfere with best intentions. If you're white, chances are you've been taught not to talk about race. If you're a person of color, you may wonder what it is that white colleagues aren't (yet!) understanding.

Speaker: **Debby Irving**, racial justice educator and author, *Waking Up White and Finding Myself in the Story of Race*

10:15 am-10:45 am  
Grand Ballroom

Exhibit Hall Grand Opening

Attend the Grand Opening of the Exhibit Hall, enter to win a gift basket donated by Midwest Tape, and visit all our wonderful vendors!

Speakers: Alex Lent, MLA President and William Adamczyk, MLA Vice President/President-Elect

10:30 am-12:45 pm  
Grand Ballroom

**Interactive Workshop: Leveling the Playing Field: Interrupting Patterns of Power and Privilege**

This interactive workshop explores dominant cultural attitudes and behaviors that perpetuate patterns of white power and privilege, even when best intentions are in play. Learn how we can begin to level the playing field by interrupting these patterns. Participants will leave with two powerful tools to analyze power dynamics and cultivate transformative cultures in their circles of influence.

Speaker: **Debby Irving**, racial justice educator and author, *Waking Up White and Finding Myself in the Story of Race*

10:30 am-11:30 am  
Ashland

**The IDEAL Program: Developing and Empowering Statewide Leaders in Online Resources**

The MLS, the MBLC, and electronic resources partner Gale collaborated to develop an intensive learning opportunity for library personnel across the state. Public library staff and K-12 librarians formed a learning cohort to increase comfort levels with online sources and boost usage among end users. Participants developed a plan of action to implement in their workplaces and the results are now available. How did they do? Representatives from MLS and Gale Cengage Learning will share how this

pilot program grew into a potential national model.

Speakers: **Tressa Santillo**, Electronic Resources Coordinator, Massachusetts Library System; **Kirsten Underwood**, Head of Reference Services, Nevins Memorial Library, Methuen; **Stacey Knibloe**, Senior Customer Education Specialist, Gale Cengage Learning

10:30 am-11:30 am

Carlisle

**Easy Display Ideas for Any Space or Occasion**

Are you often stumped for display ideas? Learn and share ideas for all formats, spaces, and occasions at this panel discussion and brainstorm ways to promote and market your library's collections.

Speakers: **Anna Mickelsen**, Reference Librarian, Springfield City Library; **Alene Moroni**, Head of Reference, Forbes Library, Northampton

10:30 am-11:30 am

Middlesex

**Books and Bites: Summer Meals at Libraries**

Increasingly, libraries are expanding their traditional role as centers of knowledge in unexpected ways. As trusted institutions that are often centrally located, libraries reliably provide books, digital media, internet access, and community programming. Many libraries also provide youth programming where meals can be incorporated. By serving summer meals, libraries can help to combat hunger among children and teens in their communities. While most libraries utilize a federally funded program to serve meals, it is also possible to serve meals without this support. Come learn how your library can feed kids in the summer!

Speakers: **Margaret Perkins**, Director, Medway Public Library; **Stephanie Maher**, Youth Services Librarian, Palmer Public Library; **Leran Minc**, North Shore Outreach Coordinator and Special Projects Coordinator for the Child Nutrition Outreach Program, Project Bread

11:45 am-12:45 pm

Ashland

**Project Outcome**

The Public Library Association's Project Outcome is a free online toolkit that provides standardized patron outcome surveys, tools for collecting and analyzing outcome data, and practical guidance on using the results to take action. Learn how easy it is to measure and utilize the outcomes of your library's programs and services from experienced Project Outcome participants. Use patron surveys and data tools to measure and improve program and service impact and better tell your library's story.

Speakers: **Samantha Lopez**, PLA Project Outcome Coordinator; **Clayton Cheever**, Assistant Director, Thomas Crane Library, Quincy; **Jennifer Marien**, Reference Librarian, Worcester Public Library

11:45 am-12:45 pm

Carlisle

**Fearless Advocacy: Debunking the Myths**

Three speakers will address different aspects of library advocacy. Jason Tait, Office of Campaign and Political Finance, will cover the dos and don'ts of advocacy for employees of public libraries. Andrea Bernard of Tyler Memorial Library will share her experience in working with a group of small libraries to demonstrate the value of libraries and resource sharing to encourage advocacy. Bernadette Rivard, Director of the Bellingham Public Library, will present on the emergence and aspirations of a newly formed group: the Central Massachusetts Library Advocates.

Speakers: **Andrea Bernard**, Tyler Memorial Library, Charlemont and Hawley; **Bernadette Rivard**, Director, Bellingham Public Library; **Jason Tait**, Director of Communication and Public Education, Office of Campaign and Political Finance

**11:45 am-12:45 pm**

**Middlesex**

**How to Plan and Run Meetings That People Enjoy**

Turn your meetings from drudgery to inspirational! Planning and running meetings is an essential skill for all successful library leaders—whether you're a director or are taking on project management for the first time. This workshop will focus on pre-meeting essentials and the mechanics of running meetings for working groups (5-10 people). Leave this workshop renewed, re-energized, and inspired to implement the practical tips and tricks for your next successful meeting.

Speaker: **Sue Priver**, Head of Technical Services, Robbins Library, Arlington

**12:45 pm-1:45 pm**

**Grand Ballroom**

**Boxed Lunch in Exhibit Hall**

**1:45 pm-2:45 pm**

**Grand Ballroom**

**General Session: Library Security: Safely Dealing with Challenging Patrons**

**Sponsored by FTG Technologies | Security | Consulting**

Spend an hour with one of the nation's leading experts on library safety and security. Dr. Steve Albrecht has trained thousands of library employees on the dos and don'ts of handling challenging, entitled, odd, or even threatening patrons, including the homeless, mentally ill, drug users, gang members, thieves, Internet hogs, and others who may act disruptively. His popular program offers practical and realistic tools which will make your facility a better, safer place to work. Enjoy hearing about Steve's real-life experiences as a law enforcement officer. Learn safe workplace behaviors, security measures, personal protection methods, and how to activate your "high-risk" customer service skills.

Speaker: **Dr. Steve Albrecht**, PHR, CPP, BCC, CTM, author of *Library Security: Better Communication, Safer Facilities*

**2:45 pm-3:45 pm**

**Commons I**

**HarperCollins Library Love Fest Live**

The HarperCollins Library marketing team will present "Library Love Fest Live" a customized, streaming Facebook event just for MLA Conference attendees. Find out about the Summer 2018 titles you absolutely have to read and recommend to your patrons. Galleys will be available.

Speakers: The HarperCollins Library Marketing Team: **Virginia Stanley, Chris Connolly and Lainey Mays**

**2:45 pm-3:45 pm**

**Ashland**

**Finding Common Ground: Collaborative Training for Cultural Heritage and Emergency Response Communities**

With funding from the National Endowment for the Humanities, COSTEP MA, the MBLC, and the Massachusetts Firefighting Academy have been offering a series of five workshops on disaster preparedness and response, with a live burn and salvage exercises scheduled for July 2018. Aside from working to protect collections, the emphasis has been on developing close ties between these communities. The speakers will discuss the project from the perspectives the Project Coordinator, the Firefighting Instructor, and a participant.

Speakers: **Donia Conn**, independent preservation and collections care consultant; private book and paper conservator; adjunct faculty, Simmons College School of Library and Information Science; **Amy Lannon**, Director, Reading Public Library; **Sean Lawlor**, Assistant Fire Prevention Officer, Shrewsbury

Fire Department; SAFE program administrator and liaison for education and safety, Shrewsbury School District

**2:45 pm-3:45 pm**

**Carlisle**

**When Patrons Cross the Line: Addressing Sexual Harassment in Public Libraries**

A recent national survey revealed that 67% of library employees have experienced sexual harassment by patrons but most never report these incidents to their supervisors and rarely discuss it with their colleagues. Because this is a topic that is rarely discussed, it means that staff, managers and administrators are not properly prepared to respond to these incidents. This presentation will shed light on this difficult topic by defining sexual harassment, identifying barriers related to recognizing/reporting, and encouraging a discussion on solutions to empower library employees at all levels. Get ideas on what to say in the moment and how to introduce this topic at your library to help maintain the safe and supportive work environment we all deserve.

Speaker: **Jill Graboski**, Assistant Director, Newton Free Library

**2:45 pm-3:45 pm**

**Middlesex**

**ALA Office of Diversity: Relevance of Cross-Cultural Communication in Libraries**

Libraries serve communities at large. This means there is a wealth of identities, cultures, and communication styles that library workers experience every single day. In this session, we will explore the concept of cross-cultural communication and learn about the impact of unconscious bias on perceptions and behaviors and how it affects a library's staff, patrons, community, and guests.

Speaker: **Jody Gray**, Director, Office for Diversity, Literacy, and Outreach Services, ALA

**3:45 pm-4:15 pm**

**Grand Ballroom**

**Afternoon Break in Exhibit Hall**

**4:15 pm-5:15 pm**

**Commons I**

**Director's Forum**

This is a forum for library leaders to share their experiences, offer advice, and learn from each other, all while building a support network of peers to whom they can turn for help and advice in the future. Attendees will be encouraged to sign up for the Library Directors Group email listserv, which is used by 400 library directors across the country.

Speaker: **Alex Lent**, Director, Peabody Institute Library of Danvers

**4:15 pm-5:15 pm**

**Ashland**

**Preservation and Access to Special Collections: LSTA-Funded Projects**

Over the past two decades, the MBLC, through its LSTA grant program, has preserved and made numerous collections available for research. This session will highlight three of the most successful grant projects, describe their activities, and explain how their projects have increased access to materials for all levels of patrons.

Speakers: **Sarah Watkins**, Vice President for Visitor Experience, USS Constitution Museum; **Kristy Lockhart**, Head of Reference and Adult Services, Weymouth Public Libraries; **Nancy Heywood**, Digital Projects Coordinator, Massachusetts Historical Society

Moderator: **Gregor Trinkaus-Randall**, Preservation Specialist, MBLC

4:15 pm-5:15 pm

Carlisle

**Just Breathe: Bringing Mindfulness and Meditation to Your Library**

Feeling stressed? Need a break? Wondering how to fit mindfulness or meditation into your already busy day? Then this is the session for you! Learn how to reduce brain chatter and connect better with people inside and outside of the library. Meditation is something that anyone can do. It's free and no equipment necessary! Attendees will have the opportunity to participate in a short guided meditation as well as discuss some relevant apps, books, and magazines. We will also touch upon different de-stress programs that have been successful at an academic and a public library.

Speakers: **Judy Fallon**, Resource Sharing Team Lead, Worcester Polytechnic Institute and Circulation Assistant, Shrewsbury Public Library; **Robin Benoit**, Information Services Librarian, Worcester Polytechnic Institute

4:15 pm-5:15 pm

Middlesex

**ALA Office of Diversity: Everybody's Every Day Work - Staff Diversity Training**

Diversity is often a core value or part of the strategic direction that libraries develop. Often, this is addressed through the creation of a diversity committee or task force. In this session we will discuss the role of a diversity committee within the library and share some best practices in developing a new diversity committee.

Speaker: **Jody Gray**, Office for Diversity, Literacy, and Outreach Services, ALA

5:15 pm-6:00 pm

Commons II

**Vendor Meet and Greet Cocktails**

Take advantage of the time between the end of programs and dinner and mingle with our exhibitors! This reception is a great way to unwind, and network with colleagues and library vendors alike, all while sampling snacks and sipping an adult beverage.

6:00 pm-7:30 pm

Worcester

**Dinner and One Book, One Conference: *American Treasures: The Secret Efforts to Save the Declaration of Independence, the Constitution, and the Gettysburg Address***

**Sponsored by Gale | Cengage Learning**

Join author Stephen Puleo in a discussion of his book *American Treasures: The Secret Efforts to Save the Declaration of Independence, the Constitution, and the Gettysburg Address*. *American Treasures* charts the creation and little-known journeys of these priceless American documents. From the risky and audacious adoption of the Declaration of Independence in 1776 to our modern Fourth of July celebrations, the book shows how the ideas captured in these documents underscore the nation's strengths and hopes and embody its fundamental values of liberty and equality. Stephen's book will be available for purchase and signing after the session.

Speaker: **Stephen Puleo**, Author, historian, teacher, and communications professional

8:00 pm

Worcester

**Trivia**

Think you've got what it takes to win the trivia challenge? Trivia Master Nora Blake will present questions to teams ready to compete for the coveted trivia trophy - and bragging rights. Come with a team or join one when you arrive. This event is free.

Emcee: **Nora Blake**