

Conference Schedule

- **Pre-Conferences, Tuesday, April 21, 1998**
- **Wednesday, April 22, 1998***
- **Thursday, April 23, 1998***
- **Friday, April 24, 1998**
- **Saturday, April 25, 1998**

Unless otherwise noted, all events take place at the Sheraton Tucson Hotel and Suites [formerly Hotel Park Tucson], 5151 E. Grant Road

***NOTE:** Tickets for keynote speaker events may be purchased at the door. \$25 per keynote speaker or \$45 for both speaker events.

Tuesday, April 21, 1998

8:00 a.m. - 5:00 p.m.

Pre-Conferences I, II, III, IV

4:00 - 7:00 p.m.

Welcome!

Foyer, Park Grove Ballroom

Join your colleagues for light appetizers, cash bar, and conversation. The registration and information desk will be open. Conference hospitality representatives from the UA Library will be available to answer your questions and tell you more about local attractions.

Wednesday, April 22, 1998

8:45 a.m. - 9:00 a.m.

**Peter Likins, President, The University of Arizona
*Room - Park Grove Ballroom***

9:00 - 10:30 a.m.

Keynote Speaker
Meg Wheatley
Room - Park Grove Ballroom

"Bringing Life to Organizational Change: Learning in a Living System"

From her book *Leadership and the New Science: Learning About Organizations from an Orderly Universe*, Ms. Wheatley writes: "Each of us lives and works in organizations designed from Newtonian images of our universe. Our assumptions come to us from seventeenth-century physics, from Newtonian mechanics... But the science has changed. If we are to continue to draw from the sciences to create and manage organizations, then we need to at least ground our work in the science of our times. We need to stop seeking after the universe of the seventeenth century and begin to explore what has become known to us in the twentieth century."



Meg Wheatley is the author of *Leadership and the New Science: Learning About Organizations from an Orderly Universe*. This book is credited for changing how we think about the organizational structures. It suggests that we can understand organizations by studying discoveries in quantum physics, chaos theory, and biology. *Industry Magazine*, in 1992, called it "the best management book of the year." It has been translated into seven languages and has been made into a video. Ms. Wheatley's newest book, written with Myron Kellner-Rogers, is titled *A Simpler Way*.

Ms. Wheatley is president of The Berkana Institute, a research foundation working on the design of new organizations. She has been a practicing consultant for 20 years and is a professor of Brigham Young University.

10:30 a.m. - 11:00 a.m. --- BREAK

11:00 a.m. - 12:00 noon

Changing Organizational Partnerships to Build an Information Literacy Program in the Extended Campus Environment

Room - North Grove

At WSU Vancouver, the Library, Computing and Educational Television Departments merged into the cohesive service organization called Vancouver Information Services (VIS), enabling the campus to develop and integrate program in information literacy. This paper will review the trials and triumphs of merging information technology departments and show how VIS is integral to the campus information literacy goals.

Speakers: *Leslie Wykoff, Director of Vancouver Information Systems, Washington State University Vancouver; Karen Diller, Assistant Campus Librarian, Washington State University Vancouver.*

Strategic Planning in a Team Based Organization: A Fourth Year Review & Assessment of the University of Arizona Library

Room - West Grove

This session will present the structure, process, and products of the staff-driven, data-based approach to strategic long-range planning. It will focus on 1) the team's composition, appointment, and charge; 2) current situation analysis; 3) mission and vision development; 4) creation of goals and objectives; 5) annual plan and projects with measurable outcomes, and 6) macro allocation of the Library's budget.

Speakers: *SooYoung So, Assistant to the Dean for Planning, The University of Arizona; Chestalene Pintozzi, Chair of Information Resource Development and Preservation Council, The University of Arizona.*

Going the Distance with Teams: Addressing Human Resource Issues

Room - East Grove

Among the most challenging issues in reorganizing to teams are framing the team structures within the institution's formal human resource policies and practices. Since Summer 1994, Acquisitions Services at Libraries have been piloting self-directed work teams for both the Libraries and the University. During this period, annual team reviews and a major job evaluation project for teams were successfully completed, and hiring and disciplinary practices have been established. Presenters will describe their experiences in creating a non-traditional work environment within a traditional setting.

Speakers: *Nancy M. Stanley, Head, Acquisitions Services, The Pennsylvania State University Libraries; Nancy L. Slaybaugh, Manager, Libraries Human Resources, The Pennsylvania State University Libraries.*

More Than Cross Training: A SWAT Team Approach to Staffing

Room - Acacia

Faced with declining budgets, pressure to reduce staff, the ebb and flow of both user needs and acquisition of materials, one academic library implemented a staffing pattern known as SWAT. Successfully applied in all service areas--public, technical, and staff support--SWAT has enabled teams to accomplish tasks quickly, to utilize staff more efficiently, and to reallocate, even eliminate positions.

Speaker: *Jill Keally, Head, Library Support Services, The University of Tennessee.*

12:00 noon - 1:30 p.m. --- BUFFET LUNCH provided, Park Grove Ballroom

1:30 - 3:00 p.m.

Building a Culture of Assessment in Academic Libraries

Room - North Grove

For academic libraries to succeed in the new educational and information environment, they have to become more client focused, more efficient and more effective in delivering their services. Libraries have to take responsibility to incorporate into their work environment a culture of ongoing assessment, and the willingness to make decisions based on facts and sound analysis. This session will examine ways to

build a culture of assessment into the academic library environment.

Speakers: *Amos Lakos, Coordinator-Management Information Services, University of Waterloo; Betsy Wilson, Associate Director of Libraries Public Services, University of Washington Libraries; Catherine Larson, Team Leader, Fine Arts/Humanities Team, The University of Arizona Library.*

Designing a Space for Change: Organizational Change Through Interior Architecture

Room - West Grove

The interior design effort for a new building becomes a microcosm of the planning and implementation effort as a whole. Learn of the links between organizational change and physical space as well as practical considerations for managing a large-scale project.

Speakers: *Shawn Tonner, Building Project Librarian, Emory University, General Libraries; Jane Treadwell, Director, Collections & Technical Services, Emory University, General Libraries.*

Becoming a Team Within a Hierarchical Structure: An Experiment

Room - East Grove

Present the experience of one section within the Cataloging Division of the University of Washington Libraries as it moved from a supervisory structure to a self-managed team. This change in structure to a concept. What makes this different from the team concept is that this team of seven members is only one of two sections that are participating in the self-managing structure within the hierarchical structure of the University of Washington Libraries at the time of this proposal. This University of Washington Libraries at the time of this proposal. This presentation will recount the team's experiences with training and how the members had to change their mode of thinking, from working as individuals supervised by one person to a group who share the load of supervisory responsibilities as a team.

Speakers: *Mary T. Kalnin, Original Cataloger, University of Washington Libraries; Lili H. Angel, Complex Copy Cataloger, University of Washington Libraries.*

The Library as an Academic Department/The Dickinson College Model: How Revolving Leadership, Collegial Management & Holistic Librarianship Can Revitalize Your Library

Room - Acacia

Taking the structure of a regular academic department as a model for library collegial management has enabled College, a liberal arts college, to revitalize its library professionals and to mentor quality leaders. A panel will discuss history of rotating leadership, consensus management and holistic librarianship.

Speaker: *Steve McKinzie, Chair, Dept. of Library Resources, Dickinson College.*

3:30 - 5:00 p.m.

Circulation 2000: How to Focus Departmental Resources to Meet the Challenges in an Ever-Changing Environment

Room - North Grove

This presentation outlines the planning, design and implementation processes used to redesign the Circulation and Reserve Units of the Woodruff Library at Emory University. Managing the changes resulting from the redesign will also be described. The presenters will highlight what they learned from their successes and failures throughout the 2+ year period.

Speakers: *Francis Maloy, Head, Circulation, Emory University; Catherine Shiel, Manager, Circulation & Reserve Unit, Emory University.*

What is Valuable? Mapping Personal & Organizational Values: Tools for the Future

Room - West Grove

Continuity, change, cooperation, autonomy, loyalty, independence, innovation, tradition, consistency, flexibility, compassion, courage...All of these are values. What values are shared in an organization? When do they conflict? How do people communicate their own values in the workplace? How do values inform decision-making? These often unarticulated but deeply held convictions can be made explicit and can inform and clarify processes of change for organizations of all sizes.

Speakers: *Mary Beth Clack, Staff & Organizational Development Officer, Harvard College Library; Laura Farwell, Research Librarian, Harvard College Library.*

Using the Malcolm Baldrige Criteria: A Viable Tool for Assessing Organizational Change

Room - East Grove

How does understanding and using the Malcolm Baldrige criteria impact library organizational change? A panel from the Research Library at Los Alamos will provide a fundamental background on the Malcolm Baldrige criteria and share their lessons learned from using the criteria to apply for the 1997 New Mexico Quality Awards.

Speakers: *Richard E. Luce, Research Library Director, Los Alamos National Laboratory Research Library; Jackie Stack, Associate Library Director, Los Alamos National Laboratory Research Library; Anne Menefee, LWW Process Owner, Los Alamos National Laboratory Research Library; Sue Watkins, Electronic Database Process Owner, Los Alamos National Laboratory Research Library.*

The Missing Links: The Impact of Employee-Group Stratification on Academic Library Diversity Initiatives & Organization Change

Room - Acacia

In realizing the advantages of diversity, the role of employee group diversity in organizational conflict must be recognized as a factor in affecting organization change. Group stratification works against the goal of welcoming, valuing and respecting diverse backgrounds and points of view in the library setting. Cross-group team-building works

towards fostering a climate for diversity.

Speaker: Toni Olshen, Associate University Librarian, York University.

Thursday, April 23, 1998

8:00 - 9:30 a.m.

Keynote Speaker

Ernie Ingles

Room - Park Grove Ballroom

"From the Faraway Nearby"

Georgia O'Keefe's 1937 canvas evoked the vast space and clear light of the southwest. Here is an horizon so distant that the eyes dare not to seek it, with images so bright that they blind the observer. In this painting O'Keefe ties the past to the present and provides description of a world unlike that seen before. Building on the metaphor of landscape, Ingles roots the future of librarianship within the terets of our collective experience, comments on our present contribution to repective communities and provides compelling reason why our future is "nearby", constrained only by the limitations of a shared image and our willingness to imagine.



Ernie Ingles is the Associate Vice-President, Learning Systems, at the University of Alberta. Mr. Ingles' work is in planning and coordination of information and instructional technology. He was the Chief Librarian and Director of Libraries at the University of Alberta in 1990. He has achieved prominence for his strategic planning initiatives; the development of the province-wide Health Knowledge Network (HKN); the planning and building of a Canadian university's first remote storage and document supply facility; and his award winning, cost-containment initiatives in partnerships with Information Systems Management. Most recently, Mr. Ingles has overseen the creation of an interlibrary loan system that automates the ordering and delivery of documents using the World Wide Web. "The model," Ingles says, "is radical---to move the library from a document location system and self-serve document warehouse to an active on-demand document supply service."

9:30 - 10:00 a.m. --- BREAK

10:00 - 11:00 a.m.

Testing for Usability in the Design of a New Information Gateway

Room - North Grove

Seeking to understand user's needs, assumptions, and on-line behavior was critical in the design of The University of Arizona's new Information Gateway system. Focus groups helped direct the initial design and then usability studies shaped the prototypes

and the end product. We will discuss both the methodology and the results of these studies.

Speakers: *Michelle Clairmont, Science & Engineering Librarian, The University of Arizona Library; Ruth Dickstein, Social Sciences Librarian, The University of Arizona Library; Vicki Mills, Undergraduate Services Librarian, The University of Arizona Library.*

Overcoming Organizational Barriers and Preparing for the Future Through Consortial Partnerships

Room - West Grove

Which electronic product/service has your library purchased recently? How was it selected, who (or which group/committee) was involved, who made the decision, and how long did it take? This presentation will analyze the results and/or ongoing experiences from a variety of information partnerships and joint ventures. It will explore whether there are organizational models that better facilitate the purchase or licensing of electronic products/services and consortial leadership than others. As well, we will explore the emerging role of chaos and complexity theories on team decision making and risk taking.

Speaker: *Johann Van Reenen, Director, Centennial Science and Engineering Library, University of New Mexico.*

Integrating Library Instruction Into Learning Communities: A L.E.A.P Toward Innovation

Room - East Grove

Learning communities can be used to enhance a student's understanding of a subject discipline, the writing process, and to improve research skills. One such model integrated three courses into a single syllabus called the Political Inquiry and Writing Pride offered to incoming freshmen as part of the Learning Edge Academic Program (LEAP). The LEAP program encourages active and collaborative learning, and the opportunity to integrate library skills into each Pride's curriculum. The pilot program revealed that the concept of a community may be the appropriate model for enhancing the learning and teaching process because it takes the courses, the faculty, and the librarians out of isolation and places them in purposeful juxtaposition to each other. However, if such learning communities are to grow and thrive universities and libraries must improve the teaching skills of both librarians and faculty by developing a greater part of their resources to such efforts. Nevertheless, the possibility for improving information literacy through such a learning community is great.

Speakers: *Deborah Cheney, Head, Documents/Maps Section, The Pennsylvania State University; Helen Sheehy, International Documents Librarian, Documents/Maps Section, The Pennsylvania State University.*

Training for Transition: a Training Program for Staff Transitioning to Public Services

Room - Acacia

This presentation will outline the training program established at the University of Connecticut, Regional Campus Libraries. The purpose of this program is to prepare technical services staff moving to public services positions and to enhance the skills of reference librarians assuming new responsibilities as a result of strategic initiatives and new services. The presentation will include discussion of the proposal, needs assessment questionnaire, and training topics.

Speaker: *Francine M. DeFranco, Acting Director, Harleigh B. Trecker Library, University of Connecticut.*

11:00 - 11:30 a.m. --- BREAK

11:30 a.m. - 12:30 p.m.

Living the Future in a Unionized Library

Room - North Grove

This paper is in response to the position that organizational changes such as becoming a learning organization, reengineering, outsourcing, and team-based organizational structures are impossible (or very difficult) in libraries who staff are represented by labor unions. Hear how the UConn Libraries have instituted significant changes with a staff that is virtually entirely unionized.

Speaker: *Brinley Franklin, Associate Director, University of Connecticut Libraries.*

Implementing an Assessment Plan for Info Literacy

Room - West Grove

Librarians at Indiana University Bloomington have written and begun to implement an "Assessment Plan for Information Literacy". The plan asserts the need for the teaching faculty to form partnerships with librarians to ensure that all students reach an acceptable level of information literacy. Using the plan, librarians have developed several projects to further these goals.

Speakers: *Kristine Brancolini, Head, Media and Reserve Services, Indiana University;*

Erla P. Heyns, Head, School of Health, Physical Education and Recreation Library, Indiana University.

Evolution, Not Revolution: The Gradual Approach to Organizational Change in the Brown University Library

Room - East Grove

This paper chronicles the organizational change program at the Brown University Library known as "MODEL-Managing Organizational Development through Effective Leadership". MODEL aims to make gradual and incremental changes in the organization's culture, not dramatic and immediate changes in the organization's structure. Findings from staff discussions about the need for change, efforts to develop leadership, and the role of consultants and change agents are described.

***Speaker:** Raynna Bowlby, Library Staff and Organizational Development Officer, Brown University.*

Tools for Change: Progress Through Quality

Room - Acacia

Change, flexibility, innovation and a vision of the future. These are the ingredients of our survival kit. Libraries must lead from the front effecting their own continuous learning while becoming more economically independent. This requires an approach of constant audit and review, retaining enough flexibility to move staff and funding to new programs which offer opportunities for significant benefit to our user community. This is the context for the University of Melbourne library's continuous improvement program which commenced in 1993. At this time the library was perceived by many of its external and internal customers as being "hopelessly traditional" and "lagging behind the others". Although there were many good services in place and funding support from the University to sustain collection management initiatives, the library lacked vision, direction, flexibility and a process for being able to move into new areas and stop doing other things. A major review of the library was nearing completion and it was clear that sustainable quality management programs would be needed as a tool for achieving organizational change. Within three years the library has been described by the same customers as being "at the cutting edge" and being "flavor of the year". In October 1996 the library received an award for its achievements. The receipt of this Award marks one point in a lifelong journey--not a finishing line but now we understand our strengths as well as the challenges ahead. We have learned from this experience and we aim to be better. The framework for becoming better is in place and we know where we want to be organizationally next year in three years time.

***Speaker:** Helen Hayes, University Librarian, University of Melbourne.*

12:30 - 2:00 p.m. --- LUNCH on your own

2:00 - 3:00 p.m.

Tri-University Group of Libraries: Experiences and Lessons from a Comprehensive Collaborative Initiative

Room - North Grove

In January 1995 the Tri-University Group of Libraries (Wilfrid Laurier, Guelph and Waterloo) was formed as a collaborative partnership to enable the coordination of their services and resources in such a manner that the three libraries were perceived and experienced by their user community as a single library serving the needs of the three institutions. This presentation will explore the key administrative and leadership experiences of the collaboration outlining the need to adopt new organizational techniques and evolve new organizational cultures if such collaborations are to be successful.

***Speaker:** Michael Ridley, Chief Librarian, University of Guelph, McLaughlin Library.*

Presumed Understandable: Library Services, Assessments & Linguistic

Obscurity

Room - West Grove

The presentation will focus on how language can obscure users' understanding of library services and relate this problem to effective user needs assessment efforts. Methodologies will be explored and challenged and alternative strategies for needs assessment of research library services will be suggested with input from the audience. A major goal will be to negate participants in a dialogue regarding our profession's assumptions about the clarity of language we use to describe research libraries' services.

Speaker: *Barbara I. Dewey, Director, Information & Research Services, University of Iowa Libraries.*

Using Culture as a Construct for Achieving Diversity in Human Resources

Management: Exploration of a Model

Room - East Grove

The intent of this paper is to explore a model of four cultures of individual identity proposed by Jessie Carney Smith and its relevance to the creation of points of intersection among library employees that can enhance opportunities for organizational development in the context of change.

Speaker: *Janice Simmons-Welburn, Coordinator, Personnel and Diversity Programs University of Iowa Libraries.*

Measurement & Evaluation: Purposes & Principles for Libraries

Room - Park Theatre

Libraries continually seek to improve their ability to meet user needs and to increase user satisfaction while demonstrating to their funding agencies that they are using resources effectively. They reallocate resources, redesign services, and refocus priorities. How can libraries prove they are successful and they are making the right choices? Performance measurement and evaluation are becoming increasingly important to libraries in this context. This paper will present a conceptual framework for performance measurements and explore purposes for measurement.

Speaker: *Peggy Johnson, Assistant University Librarian, University of Minnesota Libraries.*

3:00 - 3:30 p.m. --- BREAK

Smoothie Station, outside Park Grove Ballroom - Features a variety of fresh fruit and yogurt beverages including banana, strawberry, pineapple, ice cream and sorbet bars.

3:30 - 5:00 p.m.

Poster Sessions

Room - Acacia

Anxious Response to Change in Libraries: The Leader's Role in Calming the System

Katherine Kott, Innovative Interfaces, Inc.

Explorers on the Trail/The North Suburban Library System

Jan Hayes, Assistant Director, North Suburban Library System; Laura Mueller, Administrative Assistant, North Suburban Library System; Shelly Begel, Administrative Assistant, North Suburban Library System; Maureen Sullivan, Principal Associate, Maureen Sullivan Associates.

From Hierarchy to Anarchy Synergy: Success Stages of the Internet Self-Managed Work Team (Iteam) at the Queens Borough Public Library

Robert Sage, Job Information Librarian, Queens Borough Public Library; Rebecca Day, Librarian, Flushing Branch, Queens Borough Public Library; Burton Callicot, Assistant Branch Manager, Ridgewood Branch, Queens Borough Public Library; Jacquelyn Sapiie, Information Services/Telephone Reference Librarian, Queens Borough Public Library.

Information Literacy Education - Delivering Goods

Margaret Appleton, Associate Librarian, User Services, Central Queensland University.

Managed Information Sourcing: An Effectiveness Model for Meeting Info Needs in Academic Libraries Structural and Organizational Requirements.

Karen Cole, Associate Dean of Libraries, Kansas State University, Hale Library; Brice G. Hobrock, Dean of Libraries, Kansas State University, Hale Library.

Needs Assessment

Laura Bender, Science-Engineering Team, The University of Arizona Library; Michelle Clairmont, Science-Engineering Team, The University of Arizona Library; Mary N. Hernandez, Fine Arts/Humanities Team, The University of Arizona Library; Karen Dalziel Tallman, Fine Arts/Humanities Team, The University of Arizona Library.

Recipe for Change

Barbara Coopey, Interlibrary Loan Coordinator, Pennsylvania State University; Joyce Harwell Interlibrary Loan Coordinator, Pennsylvania State University; Cordelia Swinton, Head, Access Services, Pennsylvania State University.

Redesigning & Retrofitting Reference: Roles for Today's Public Service Librarians

Michael Blake, Head of Reference, Cabot Science Library, Harvard University; BethAnn Zambella, Reference Librarian, Lamont Library, Harvard University.

The Reference Desk as a Trauma Center: An ER Model

Larry W. Griffin, Reference Librarian, Indiana University Purdue University; Susan Frey-Ridgway, Reference Librarian, Indiana University Purdue University.

Reinventing Ourselves: Technical Services Redesign, From Idea to Implementation

Richard Gess, Bibliographic Specialist, Senior, Serials, Emory University General Libraries; Jane Treadwell, Director, Collections and Technical Services, Emory University General Libraries.

Rethinking the Technology Helpdesk: Providing Exemplary Customer Service for Library Staff

Linda Friend, Electronic Resources Specialist, Pennsylvania State University, Pattee Library.

Surveying Library Users: Gathering Data in a Team Environment

Francine M. DeFranco, Acting Director, Harleigh B. Trecker Library, University of Connecticut.

Using Performance Assessment Tools to Help Manage Process Behavior

Kathleen Pratt, Process Owner for Books and Serials Teams, Los Alamos National Laboratory Research.

6:00 p.m. - 10:00 p.m.

Mariachi Party

Room - Garden Room

Enjoy a Southwestern dinner buffet while being entertained by Tucson's premiere folklorico dancers. Strolling Mariachi musicians, Los Changuitos Feos, will give you a real flavor of our Mexican traditions in Southern Arizona. Traditional folk arts will be on display, including pinatas, cascarones, and brilliantly colored paper flowers.

Friday, April 24, 1998

8:30 a.m. - 9:30 a.m.

The University of Arizona Library Poster Sessions

Room - Acacia

Staff of The University of Arizona Library have prepared poster sessions on some of the major initiatives they have undertaken in the last two years. Topics covered include:

Developing a Performance Effectiveness Management System

Janelle Joseph, Materials Access Team; Jeanne Voyles, Materials Access Team; Shelley Phipps, Financial & Administrative Support Team; Carrie Russell, Undergraduate Services Team; Janys Neill, Fine Arts/Humanities Team; Nora Lee Hastings, Technical Services Team; Robert Mitchell, Social Sciences Team.

Improving Technical Service Processes

Ann Fiegen, Technical Services Team; Carol Christensen, Technical Services Team.

Improving the Shelving Process and Factors Affecting Shelf Availability

Steve Llewellyn, Materials Access Team; Kerry Scott, Materials Access Team; Adam Engelsjerd, Materials Access Team.

Library Space Planning

Micaela Morales, Library Information Systems Team; Steve Llewellyn, Materials Access Team; Norma Lopez, Financial & Administrative Support Team; SooYoung So, Financial & Administrative Support Team.

Piloting a Career Progression Compensation System

Michael Ray, Financial & Administrative Support Team.

A Team Transformation: The Plan and the Results

Julie Rupp, Technical Services Team; Georgeann Sabarese, Technical Services Team; Rita Gonzales Boepple, Technical Services Team.

To Centralize or Decentralize Library Photocopy Services

Virginia Valenzuela, Financial & Administrative Support Team; Patty Peck, Financial & Administrative Support Team; Diane Delp, Materials Access Team; Nancy Barr, Undergraduate Services Team; Tim Bell, Technical Services Team.

9:30 a.m. - 10:00 a.m. --- BREAK

10:00 a.m. - 11:00 a.m.

Panel Discussions

Room - Park Grove Ballroom

Join library leaders and organizational development consultants in defining the key issues and concerns expressed at Living the Future II and speculate on the challenges and opportunities we will face in the future. Following the panel presentation, audience participants will have an opportunity to interact with the speakers and ask followup questions.

Panelists:

Carla Stoffle, *Dean of Libraries, The University of Arizona*

Ernie Ingles, *Associate Vice-President, Learning Systems, University of Alberta*

DeEtta Jones, *Program Officer for Diversity, Association of Research Libraries, Office of Management Services*

Maureen Sullivan, *Organizational Development Consultant, Sullivan and Associates, and ACRL President-Elect*

Moderator:

Shelley Phipps, *Assistant Dean for Team Facilitation and Organizational Development, The University of Arizona Library*

11:00 a.m. - 12:30 p.m.

Roundtable Discussions, Conference Wrap-Up & Evaluation

Room - Park Grove Ballroom

Participants will meet in roundtable discussion forum to consider what they have learned, how the conference has changed your thinking, and what new ideas they will take back to their home institutions. A community discussion will close the session.

Library and Campus Tours

Information available at Registration Desk

After the conference closing, library staff will show you the UA campus sights and library operations. You tell us what you want to see and learn about and we'll do it! Transportation between the hotel and campus will be provided.

Saturday, April 25, 1998

Local Tours

We have lots of information to help you decide how you would like to spend your time in and around Tucson after the conference. Tour Mission San Xavier (the only mission which still serves the indigenous people for whom it was originally built), shop in unique Southwestern boutiques and markets, take a desert jeep ride, visit the renowned Arizona Sonora Desert Museum, hike in Sabino Canyon, or design your own adventure. Check out our links to local accommodations for more information.