

Schedule

Conference activities on **WEDNESDAY, THURSDAY and FRIDAY** take place in the Sheraton hotel, on the second floor of the Conference Wing. Conference activities on **SATURDAY** will be at the UA Campus (sign up for transportation at the conference Registration Desk!).

Conference abstracts now available!

Wednesday, April 24 | Thursday, April 25 | Friday, April 26 | Saturday, April 27

WEDNESDAY, April 24, 2002

At Sheraton Hotel, Conference Wing, 2nd floor

Time

Presentation and Location

7:30 - 8:30 am

Registration, including bus sign up for Saturday

Location: LOBBY

8:30 - 5:00 pm
(approximately)

Preconferences and Workshops

One-day pre-conference workshops:

- Advanced Facilitation Skills Lab -- Extend the reach of your facilitation toolkit. (Facilitator: Melanie Hawks, Association of Research Libraries)
Room: NORTH GROVE
- Conducting User Surveys in Academic Libraries -- Stay in touch with user priorities. (Facilitators: Jim Self, University of Virginia; Dan Lee, University of Arizona Library; and Julia Blixrud, Association of Research Libraries)
Room: WEST GROVE
- Constructive Dialogue -- Learn to initiate and conduct constructive conversations, even in difficult circumstances. (Facilitator: Michael Ray, University of Arizona Library)
Room: EAST GROVE
- Library Project Planning -- Learn an effective problem-solving model for managing successful projects. (Facilitator: DeEtta Jones, Association of Research Libraries)
Room: ACACIA A & B

5:00 - 7:00 pm

All-Conference Reception

Location: LOBBY

THURSDAY, April 25, 2002
At Sheraton Hotel, Conference Wing, 2nd floor

Sessions from UA Library staff members

Time	Presentation and Location	
7:30 - 8:30 am	Registration, including bus sign up for Saturday Location: LOBBY	
8:30 - 9:30 am	Welcome and introduction (Carla Stoffle) Keynote (Jim Gresham) Location: BALLROOM	
9:30 - 9:45 am	Break (coffee, tea, muffins) Location: LOBBY	
9:45 - 10:45 am	Concurrent Panels and Presentations <ul style="list-style-type: none"> • Strategic Planning and Critical Processes (Howard Rodriguez) <i>Learn about how increasing knowledge of the Library's critical processes informs the strategic planning process.</i> Location: EAST GROVE <ul style="list-style-type: none"> • InterLibrary Loan / Document Delivery (Paul Bracke, Linda Dols, Claire Tapia and Jeanne Voyles) <i>How the changing environment is driving a rapid expansion of new services</i> Location: WEST GROVE <ul style="list-style-type: none"> • Career Progression (Michael Ray) <i>Rewarding learning and outcomes</i> Location: NORTH GROVE	

- Peer Information Counseling Program (Elaina Norlin) *Providing a welcoming library environment for all students*

Location: ACACIA A

- Technical Services Team Restructuring (Liz Bezanson, Bobbie Atchison) *Reorganizing and restructuring work to respond to and anticipate changing requirements*

Location: ACACIA B

11 am - 12 pm

Concurrent Panels and Presentations

- Materials Access Team Restructuring (Jeanne Voyles et al.) *New services, new work, new staffing needs*

Location: NORTH GROVE

- FastCats (Financial and Administrative Support Team accounting) Restructuring (Virginia Valenzuela and Susan Kaplan) *Keeping our infrastructure and support services responsive to changing needs*

Location: ACACIA A

- Performance Effectiveness Management System (Joe Brewer, Mary Feeney, Shelley Phipps, Rae Swedenburg) *The system for team and individual effectiveness and accountability*

Location: EAST GROVE

- Librarians as Partners: Services to Help Faculty and Departments Develop and Assess Information Literacy Skills (The InfoLit Team)

Location: WEST GROVE

12:00 - 1:30 pm

Lunch (Speaker: Shelley Phipps)

	Location: BALLROOM	
1:45 - 3:00	<p>Cross-Functional Team Presentations / Reports</p> <ul style="list-style-type: none"> The Technical Planning Project Team (Joe Brewer and Maliaca Oxnam), and the Needs Assessment/Data Management Project Team(Cathy Larson and Adam Engelsgjerd) <p>Location: NORTH GROVE</p> <ul style="list-style-type: none"> The Virtual Reference Project Team (Marianne Bracke, Olivia Olivares and Veronica Reyes), and the Reference Availability Project(Polly Trump and Miguel Juarez with contributions from Patricia Promis, Patricia Ballesteros, Jan Davis and Spencer Hunter) <p>Location: ACACIA A</p> <ul style="list-style-type: none"> The Scholarly Communication Project Team (Jeanne Pfander and Atifa Rawan), and the Customer-Oriented Library Alignment team (COLA) - "Re-Re-Engineering The Organization: Accommodating New Work In A Team-Based Organization" (Robert Mitchell and Paula Wolfe). <p>Location: WEST GROVE</p> <ul style="list-style-type: none"> The Strategic Long Range Planning Team (Travis Teetor), and theInformation Resources Council (Lori Critz and Laurie Eagleson) <p>Location: EAST GROVE</p> <ul style="list-style-type: none"> The Information Commons Training Team - "Developing Training for the Information Commons" (The IC Training Team: Laura Bender, Ruth Dickstein, Chris Kollen, Vicki Mills and Lori Critz). <p>Location: ACACIA B</p>	
3:00 - 3:30 pm	<p>Break Location: LOBBY</p>	

3:30 - 5:00 pm

Functional Team Presentations / Reports

- Digital Library Initiatives (Cathy Larson and Adam Engelsgerd), the Library Information Systems Team (Kris Maloney), and Special Collections (John Murphy and Bonnie Travers)

Location: EAST GROVE

- Fine Arts/Humanities Team (Miguel Juarez and Michael Brewer), the Science-Engineering Team (Jeanne Pfander, Maliaca Oxnam, and Lori Critz), and the Social Sciences Team (Mary Feeney and Olivia Olivares)

Location: NORTH GROVE

- Materials Access Team, the Technical Services Team (Georgean Sabarese, Ditas Reitz, James Uhrig, and Liz Bezanson), and the Financial and Administrative Support Team (Deborah Quintana)

Location: WEST GROVE

5:00 - 6:00 pm

Informal Dialogue w/UA Library Teams

All functional and cross-functional teams will have one or more members available for those last-minute questions you didn't get a chance to ask.

Location: BALLROOM

6:30 - 9:00 pm
(Music from 7 to 9)

Conference Party and Dinner

Entertainment!! Music!! Come and hear the great bluegrass sounds of the TORTOLITA GUTPLUCKERS!

Location: GARDEN ROOM

FRIDAY, April 26, 2002

At Sheraton Hotel, Conference Wing, 2nd floor

Organizational Renewal Efforts at Peer Institutions

Time**Presentation and Location**

7:30 - 8:30 am

Registration, including bus sign up for Saturday**Location: LOBBY**

8:30 - 8:45 am

Welcome (Raynna Bowlby and Maureen Sullivan)**Location: BALLROOM**

8:45 - 10:15 am

Concurrent Panels and Presentations

- Brown University - Process Mapping: The User-Centered Approach to Organizational Design" (Raynna Bowlby and Dan O'Mahony)
Location: NORTH GROVE
- Tri-College Consortium (BrynMawr, Haverford, and Swarthmore) - "A Consortium's Model for Staff Commitment" (Jean Lacovara and John Anderies)
Location: WEST GROVE
- U. of Connecticut - "Using Cross Functional Teams As a Strategy for Improved Library Communication and Effectiveness" (Richard Bleiler, Lisa Hendricks, Thomas Wilsted, and Rutherford Witthus)
Location: EAST GROVE

10:15 - 10:30 am

Break**Location: LOBBY**

10:30 am - 12:00 pm

Concurrent Panels and Presentations

- North Suburban Library System - "Post Breakthrough Change: Aligning Systems, Policies, and Programs" (Jan Hayes and Maureen Sullivan)
Additional related to this presentation available at:<http://www.nsls.info/issues/learningorg/>
Location: NORTH GROVE
- U. of Maryland - "The Organizational Change Highway: Green Lights and Speed Bumps" (Sue Baughman and

Lori Goetsch)

Location: WEST GROVE

- IUPUI - "Crossing the Cultural Divide: Teams and IUPUI University Library" (David Lewis)

Location: EAST GROVE

12:00 - 1:15 pm

Lunch

Location: GARDEN ROOM

1:15 - 3:15 pm

Concurrent Panels and Presentations

- The Gelman Library System, George Washington University - A 2-part presentation: Part I: "Groups in Action - 'Walking the Talk' at the Gelman Library System" (Alicia Miller and Andrea Stewart). Part II: "Team Management: A Long, Winding Road" (G. David Anderson and La Nina Clayton)
Additional materials related to this presentation available at:<http://www.gwu.edu/gelman/guides/ltf4/> .
Location: NORTH GROVE
- U. of Virginia - "Developing a Culture of Flexibility and Assessment: Reassignment of Staff and Implementation of the Balanced Scorecard" (Gail Oltmanns and Jim Self)
Location: WEST GROVE
- Emory University - "Facilitating Change: Team Start Up at Emory"(Alice Hickcox, Frances Maloy, Linda Nodine, Catherine Shiel)
Location: EAST GROVE
- U. of Nevada-Las Vegas - "Drawing Board Dreams - Staffing Realities: Reorganizing to Fit the 21st Century Library" (Jennifer Church, Vicki Nozero and Wendy Starkweather)
Additional materials related to this presentation available at:<http://www.unlv.edu/faculty/jchurch/ltf4/ltf4.html>
Location: ACACIA A & B

3:15 - 3:30 pm

Break

	Location: LOBBY	
3:30 - 5:00 pm	PLENARY Session: Application Roundtables and Highlights of the Day Location: BALLROOM	
Evening	Dinner is on your own tonight. See the Local Accomodations page for guides to dining and local entertainment.	

SATURDAY, April 27, 2002

At the UNIVERSITY OF ARIZONA campus

Facility Renewal and Renovation at the UA

Time

Presentation and Location

8:00 and 8:15 am pickups

Buses pick up attendees at Hotel (at 8:00 and 8:20) and bring to UA Campus and Library

9:00 - 10:45 am

Tours

- *Tours will leave from the front of the Main Library on campus*
- *Each tour will visit: Special Collections, the Combined Service Site, the new staff area on the 5th floor, and the new Information Commons/Integrated Learning Center*

10:45 - 11:00 am

Coffee break

Location: The Bookends Cafe (located next to the Library)

11 am - 12:00 pm

Presentations

- **Vision to Reality, Part I:** The vision for planning and implementing the space, the staffing and the technology for the new Information Commons/Integrated Learning Center.

(Carla Stoffle, Dean, University of Arizona Library; and Janet Fore, Team Leader for Undergraduate Services Team, University of Arizona Library.)

12:00 - 2:00 pm	Box lunch and Poster Sessions An opportunity for more in-depth discussion with UA colleagues. All functional and cross-functional teams who reported will also have a poster session and one or more members available for questions and dialogue. Location: Courtyard (to pick up lunches) and 3rd floor Main Library (for Poster Sessions)	
2:15 - 4:00 pm	Presentations <ul style="list-style-type: none">• Vision to Reality, Part II. Presentation 1: The reality of planning and implementing the space and the technology for the new Information Commons/Integrated Learning Center. (Jim Fromm, Facilities Manager and Team Leader Space Planning, University of Arizona Library, and Kris Maloney, Team Leader Library Information Systems Team, University of Arizona Library.) Presentation 2: Staffing, training and testing staff for the Information Commons. What really happened. The joys, the pain, the reality! (Vicki Mills and Lori Critz) Location: ILC AUDITORIUM 140	
4:00 pm	Conference Close Location: ILC AUDITORIUM 140	
Approx. 4:30 pm	Buses return participants to the Hotel	
6:30 pm	Entertainment! Dinner! Please come to the All-Conference Party ... details forthcoming! Location: SHELLEY & CATHY's HOUSE	