

SUNDAY, OCTOBER 18

11:00 - 5:00 Registration Open

12:00 - 1:15 Welcome to NELA in Hartford

What's "Happening" in Hartford and NELA 2009? This comprehensive introduction led by Membership Chair **Deborah Gadwah-Lambert** provides answers and options for participation in the conference and the association.

1:15 - 2:45 Mother Goose on the Loose

Mother Goose on the Loose (MGOL) is an early literacy program for infants and toddlers through age three. **Betsy Diamant-Cohen**, a former children's librarian, adapted an Israeli program to create MGOL. She introduces the books, rhymes, fingerplays, music and dance that jump-start children's learning and offers suggestions for adopting the program in your library. The session is sponsored by the New England Roundtable of Teen and Children's Librarians (NERTCL).

Betsy Diamant-Cohen's book and CDs are available for purchase. Autographing will follow the program.

1:15 - 2:45 From Awareness to Funding

Library funding is an ongoing problem. **Chris Martire**, Director of Membership Services at OCLC, leads library directors and trustees through the research methods and results of OCLC's recent project to explore why libraries often fail to get the funding they need. Since the report was published several libraries have used the research findings to realign their strategies for fundraising. Learn about their processes and successes.

1:15 - 2:45 Laughing Matters: Using Humor as a Healthy Habit

Humor and laughter have long been used to cope with anxiety, pain, and crisis and can also be used to alleviate workplace stress. Recent studies show how humor works these miracles. Licensed social worker **Jane de Colgyll** discusses the effects of stress, the healing qualities of humor and laughter, and ways to bring these qualities into our lives.

1:15 - 2:45 For the Love of Books (and Other Materials)

Even (or especially) in tough budget times, libraries should maintain a preservation program. **Gregor Trinkaus-Randall**, Preservation Specialist for the MA Board of Library Commissioners, addresses preservation concerns for print, AV and digital materials in active circulating collections and special collections. Learn about budget-minded training options, best practices and archival materials.

1:15 - 2:45 Drop-In Demos: Games and Gaming

Information Technology Section (ITS) members have again assembled an assortment of popular games sure to become hits in your library. Come at your convenience to play, learn more about this increasingly popular option, and take advantage of the opportunity for a hands-on trial. The program is repeated on Monday and Tuesday.

1:45 - 2:45 Discussion Group: ALA Planning

How can the American Library Association help you, your library and the public? Share your thoughts with Dr. **Camila Alire**, ALA president in 2009-10, and New England's ALA councilors on how ALA should focus its efforts in the next five years. Input wanted from all library workers.

2:30 - 6:00 Exhibits Open

2:45 - 3:45 Refreshments in the Exhibit Hall

Enjoy light refreshments and meet more than 100 companies exhibiting this year.

3:45 - 4:45 Connect! Conecta!

Libraries offer information resource materials. Over the past decade many have worked to broaden the range of these resources to respond to diverse users. **Robin Osborne**, Director of the Office of Community Connections at the Westchester (NY) Library System and active REFORMA member, explores the need for a parallel commitment to human resources to ensure real connections between diverse users and library resources.

**3:45 - 4:45 Discussion Group:
Trouble at the Library**

Screaming tots? Hormonal teens? Pornographic pops? What do you do? **Nina Hunt** from Bellingham (MA) Public Library leads this brainstorming session on ways to deal with behavioral problems in the library. Share techniques that worked AND those that didn't work.

**3:45 - 5:00 Creating Our Varied Voices:
A Teen Writing Group**

NERTCL presents **Lucretia Duwel**, Head of Teen Services at Stratford (CT) Library, to discuss how she inspired teens to participate in Stratford's creative writing group, now eleven years old. Former and current teen members describe how their experiences led to the creation of the annual literary magazine, *Varied Voices*. A selection of student pieces are read as part of the presentation.

**3:45 - 5:00 "Greening" Your Older
Building**

Many library buildings are cherished symbols of their towns. When more space and technology are needed, many libraries must stay in the same building; however they can still "go green" with their renovations. Architect **Jeffrey Hoover** of Tappe Associates suggests a variety of simple ways older libraries can be renovated using "green" materials and techniques. He has worked in many older New England libraries and was a panelist for *Library Journal's* Design Institute "Going Green" in December 2008.

**3:45 - 5:00 Writing, Rewriting and
Wrestling with Characters: A
Novelist Discusses
How Her Stories Take Shape**

Elinor Lipman is the author of ten works of fiction, including *Then She Found Me*, *The Inn at Lake Devine*, *Isabel's Bed* and most recently *The Family Man*. The *Boston Globe* has written, "Lipman has been referred to as 'master of the art of screwball comedy' but 'screwball' doesn't do justice to her fiction, which renders serious subjects through a lens of humor and hope."
Elinor Lipman's books are available for purchase. Autographing follows the program.

**4:00 - 5:00 OS Smackdown: This Time
It's Personal (Computing)**

Linux lands a hit with the latest Ubuntu distribution! Apple counter-punches with OS X updates! Microsoft is on the mat...but wait...is that Windows 7 in its back pocket? See what all the excitement is about as ITS panelists **Wes "The Penguin" Hamilton**, **Scott "iEverything" Kehoe**, and **Rick "800-Pound Gorilla" Levine** face off with demonstrations and discussions of the latest and greatest offerings in operating systems. Just don't be surprised if this match ends in a draw.

5:00 - 6:00 Exhibit Hall Reception

Join our exhibitors and your colleagues for a social hour and an opportunity to survey the array of products and services being offered. Bring your raffle ticket and start collecting signatures to be eligible for the grand prize drawing on Tuesday.

**6:00 - 9:00 NELA Annual Banquet: with
Will Manley, author of
Snowballs in the Book Drop.**

The outside world often gets a kick out of making fun of librarians and the librarian stereotype. Turnabout is fair play. **Will Manley**, author, columnist and retired librarian, offers a therapy session for us to make fun of the outside world, and our patrons certainly give us much to laugh about. The Emerson Greenaway Award is also presented at the banquet.

Will Manley's books are available for purchase. Autographing follows the dinner.

MONDAY, OCTOBER 19

7:00 - 8:00 **Limber Librarians**

Join Hartford-based library consultant **Nolan Lushington** for a morning visit to landmark sites.

8:00 - 5:00 **Registration Open**

8:30 - 10:00 **Everything I Need to Know I Learned from a Children's Book**

In her latest book, *Everything I Need to Know I Learned from a Children's Book*, **Anita Silvey** provides insight into the questions that have informed her career - what are the best books for children to read and what do adults remember about them? She interviewed more than 100 respected and admired leaders for the book. In this NERTCL presentation she discusses some great children's books and the leaders they inspired, as well as the roles that books, teachers and librarians have played in shaping our national heroes.

Anita Silvey's books are available for purchase. Autographing follows the program.

8:30 - 10:00 **RDA: Ready for Take-Off**

Work on the new cataloging standard, *RDA: Resource Description and Access*, began in 2004. Its development has been marked by controversy and uncertainty, but it is finally ready for release in 2009. The New England Technical Service Librarians (NETSL) hosts **John Attig**, ALA Representative to the Joint Steering Committee for Development of RDA, to discuss the structure, format and specifics of RDA and offer an update on implementation plans.

8:30 - 10:00 **Bullies in the Bookstacks**

Library staff may not be close to the lunchroom or the playground, but they often have a bird's eye view of bullying by customers and co-workers alike. Development Consultant **Kenya Rutland** from KJR Consulting in Manchester, CT, discusses bullies we encounter as adults and strategies to recognize and defuse bullying situations.

8:30 - 10:00 **Planning for Better Times**

Hard times have hit us all, and we must learn to cope with adversity. **Mary Rose Quinn**, director of the Stevens Memorial Library in North Andover, MA and a commissioner for the MA Board of Library Commissioners, and **Ron Van Winkle**, Town Manager for West Hartford, CT, discuss the hard decisions that have to be made in times of economic strife and share ideas on how we can look down the road and begin to plan for better times.

9:00 - 10:00 **Discussion Group: Boundaries in Reference Service**

The landscape of reference service has been changing. Library users with nontraditional needs and varying competencies are appearing in libraries faced with staffing and facility challenges. Discover how different types of libraries are adapting and setting new boundaries from **Matthew Jaquith**, Springfield (MA) City Library and **Chris Bigelow** and **Sheri Sochrin** from Babson Library at Springfield (MA) College.

9:45 - 1:00 **Exhibits Open**

10:00 - 11:00 **Refreshments in the Exhibit Hall**

Take a break and visit with our exhibitors.

11:00 - 12:00 **Reaching Out: Family Literacy**

Looking for new ways to incorporate family literacy skills in your programming? Hoping to reach more families whose first language is not English? NERTCL provides two suggestions to help. **Deanna Gonzie** from McArthur Public Library in Biddeford, ME, describes their Family Place Library program and **Shelley Quezada** from the MA Board of Library Commissioners discusses models for implementing bilingual storytimes.

11:00 - 12:00 Discussion Group:

I Have My Degree. Now What?

New-career librarians have some unique concerns and challenges. How do you determine career goals and a path to professional success? What are your personal criteria to measure your performance? Join other “new” librarians for a discussion of your new career, led by **Nina Hunt** of Bellingham (MA) Public Library.

11:00 - 12:30 Retirement:

Dead End or New Beginning?

New retiree **Will Manley**, author, columnist and former librarian, ruminates on the relative merits of working and retiring. So far he has come up with 101 reasons why retirement is great and only three reasons why working is great. Do those three reasons outweigh the other 101? It’s all a matter of attitude!

11:15 - 12:30 Time to go FISHing!

During this time of cutbacks and economic hardship it is especially important to keep our customers happy. First see the FISH! Philosophy video, based on Seattle’s famed Pike Place Fish Market customer service methods. Then **Mark Willis**, Community Relations Manager for the Dayton (OH) Metro Library and author of *Dealing with Difficult People in the Library*, describes simple ways to make improving service fun.

11:00 - 12:30 Drop-In Demos: Games and Gaming

See description Sunday at 1:15.

11:30 - 1:00 Library as Publishing Agent

Academic libraries of all sizes can and must strategically position themselves as campus publishers. One means of doing this is to implement an Institutional Repository, providing opportunities to showcase senior theses, dissertations, award-winning papers, and student and faculty peer-reviewed journals. The Academic Librarians Section (ALS) presents **Marilyn Billings** from UMass Amherst to explain how this works in her library.

12:00 - 2:00 Cash Concession Lunch

Light lunch selections are available for purchase.

**12:30 - 2:00 NERTCL Luncheon with
illustrator Kevin Hawkes**

Kevin Hawkes has illustrated more than 25 acclaimed picture and chapter books, including *Chicken Cheeks*, *Weslandia*, *Library Lion*, and *The Wicked Big Toddler*. His bold, vibrant artwork is instantly recognizable and lends exuberance to the stories it illustrates. A brief NERTCL business meeting is included in the program. *Selected Kevin Hawkes books are available for purchase. Autographing follows the luncheon.*

12:30 - 2:00 What If: Ideas to Renew and Reinvent Libraries

What if libraries completely did away with service desks and the staff roamed? What if catalogs were designed like computer games? If we were creating libraries now, what would they look like? **Mary Ann List**, Portsmouth (NH) Public Library, **Amy Benson** from Schlesinger Library at Harvard, and **Julian Aiken** from Wallingford (CT) Public Library join moderator **Cheryl Bryan** from Southeastern MA Regional Library System for a discussion of how we might recreate libraries and the delivery of services.

12:30 - 2:30 Drop-In Resume Review

Bertha Chandler, Assistant Director for Human Resources at Cambridge (MA) Public Library, **Patricia Banach**, Director of the Eastern CT State University library, **Pat Hollaway**, Director of West Hartford (CT) Public Library, and **Christine Donohue**, founder of The Donohue Group, review your resume and make suggestions for improvements. Take advantage of this helpful session to update your resume, even if you are not currently job hunting.

1:00 - 2:00 Alterna-Lit for Teens

Are you looking for ways to reach out to GLBT tweens and teens? There are many great novels and nonfiction titles that offer a peek into the lives of GLBT readers. HQ76.3 presents a panel introducing alterna-lit for young adults, including Springfield (MA) librarian **Anna Mikelson**, **Andrea Bunker Coutu** from Newburyport (MA) Public Library, **Aaron Coutu** from Greenville (RI) Public Library and **Anne Hird** from Bridgewater (MA) State University. The HQ76.3 business meeting is included.

1:00 - 2:30 From Information to Intelligence: Using the Social Web to Transform Communities

We know that libraries make a difference. A big difference. Can we challenge ourselves to move to the next plateau quickly? Can we do that in an era of restricted budgets and financial pressures? What strategies will work? What technologies show the most promise? Are our communities ready for this? **Stephen Abram**, VP Innovation at Sirsi Dynix, shows us some of the innovations that are working in libraryland and some opportunities for us to transform our communities.

1:00 - 2:30 Big Read in New England

The Big Read is an initiative of the National Endowment for the Arts (NEA) designed to restore reading to the center of American culture. **David Kipen** from the NEA offers an overview of the program. **George Brown** from Shrewsbury (MA) Public Library describes their program on *My Antonia* that became a vehicle for discussion about immigration and cultural diversity. **Jenny Benedict** from Hartford (CT) Public Library discusses their three years of Big Read, now a regional attraction with numerous partnerships including 25 libraries and Hartford Stage.

1:30 - 2:30 The Future of Technical Services is a Three Ring Circus

Ringmasters **Jane Ouderkirk** from Harvard Business School and **Ben Ide** from Mortensen Library, University of Hartford, discuss the evolving composition of technical services and the skills you need to stay relevant. Managing metadata and taxonomy, content and collections, and information lifecycle are the three performances comprising technical services in the next decade. Who competes in our arenas and how can we win (or should we)? Which of our acts is getting stale? What new tricks do we need? The program is sponsored by ALS.

2:00 - 4:30 Exhibits Open

2:30 - 3:30 Refreshments in the Exhibit Hall

Enjoy this networking time and the convenient opportunity to shop for all your library needs.

3:30 - 4:30 Advocacy and Literacy

Sadly, not everyone recognizes the critical role that libraries play in building a literate and informed public. Library users need multiple literacies in order to access information in many formats. **Dr. Camila Alire**, ALA President for 2009-10, has adopted advocacy and literacy as her presidential initiatives. Learn about her plans to provide advocacy training for library staff and supporters to empower them to disseminate the message that the library is an indispensable institution, greatly deserving of support.

3:30 - 4:30 Discussion Group: State of the States

Learn how each state is coping with the current realities of decreasing funding and increasing service demands. Representatives of each state agency provide up-to-the-minute status reports.

3:30 - 5:00 Solving the Puzzle: Service to Kids and Teens with Autism

As autism rates increase libraries see more and more kids and teens with autism. How do we best serve this unique population? NERTCL presents a diverse panel of experts - parents, librarians and a speech pathologist - to share their insights on best practices for librarians. Panelists include **Barbara Klipper** from The Ferguson Library in Stamford, CT, **Kiera Parrott** from the Darien (CT) Library, **Susan Hansen** from West Hartford (CT) Public Library, speech pathologist **Beverly Montgomery** and **Marie LeJeune** from the Rochester (NH) Public Library who is the parent of a child with autism.

3:30 - 5:00 Our Cataloging Data: Who's in Charge?

Suddenly our catalog records are hot commodities The Library of Congress wants out of its "alpha role" in providing cataloging. OCLC wants to clarify who may share contributed records with whom. Biblios.net and Open Library offer open access alternatives. RDS disseminates catalog records into web-based entities. Where is all this leading? How will our data be created and shared in the future? **Chris Catalfo**, programmer at LibraryThing.com, shares his thoughts on the future of cataloging data. The NETSL business meeting and reception are included.

3:30 - 5:00 Drop-In Games and Gaming

See description Sunday at 1:15.

4:00 - 5:00 Looking Good on a Budget: Principles of Design for the Artistically Challenged

With the advent of powerful, freely available graphics and desktop publishing programs, librarians can now create attractive and readable publications. Whether on a web page or in a mailing, the way your message is presented is often as important as the message itself. **Darrell Eifert**, from Lane Memorial Library in Hampton, NH, focuses on basic design elements, including typography, layout and placement. Learn how to license images from the new low-cost "micro stock" agencies and the basics of Open Office Draw, GIMP and Scribus. Free CDs are available for those without high speed Internet access.

4:30 - 6:00 NELA Games

Join your colleagues for NELA's traditional friendly competition and learn a little Connecticut history in the process. The exhibitors are the current two-year champions; can they three-peat? It's games and fun to close the busy day.

6:00 - ?? NELA Night Out

Enjoy the many fine Hartford restaurants. Sign up for the new "Dine Around" and meet new friends.

TUESDAY, OCTOBER 20

7:00 - 8:00 **Limber Librarians**

Thanks to Hartford Public Library for hosting this walk. Enjoy the fresh air and a little exercise.

8:00 - 12:30 **Registration Open**

8:00 - 8:30 **NELA Business Meeting**

Coffee and pastries are available at the official annual business meeting for the association.

8:30 - 10:00 **Technology for the Terrified**

What do I do when things go wrong? Where do I start? Who you gonna call? **Rick Taplin**, Systems Administrator for the Minuteman Library Network in Natick, MA, shows you how to do some basic troubleshooting, learn “techno-speak,” and how to remain calm in a chaotic situation. This ITS session is designed for those with little or no technology experience, and includes their business meeting.

8:30 - 10:00 **Reinventing Reading Programs**

Is your summer reading program in need of resuscitation? This NERTCL program offers a sampler of programs that hold the attention of today’s youth. **Ann Marie Naples**, Noah Webster Library, West Hartford, CT, outlines her success with “Teens Together: A One Book Summer Reading Program.” **Maris Frey**, Stonington (CT) Free Library, explains “When You Read,” her capitalistic approach to summer reading. **Jill Grabowski** and **Jennifer Rummel**, Otis Library, Norwich, CT, describe their “4+5 Tween Book Club.” Learn how to breathe new life into the traditional reading program.

8:30 - 10:00 **Organize Your Life (or Your Library!) Use an ERM**

Did you know ERM stands for Electronic Resources Management? Are you using an ERM or thinking of implementing one? Do you know the pros and cons and how ERMs can change workflows? What are its best features and how could it be improved? This ALS panel describes three different ERM systems: **Barry Hennessey** from UNH covers Innovative Interfaces, **Carol West** of Southern NH University presents Serials Solutions, and **Nisa Bakkalbasi** from Yale discusses ExLibris’ Verde.

8:30 - 10:00 **Creating a Local History**

Librarians CAN be authors. **Linda Taggart** and **Alison Zaya** from the Nashua (NH) Public Library are co-authors with Steven Butzel from the Portsmouth (NH) Public Library of *The Nashua Experience: a Three Decade Upgrade 1978-2008*. With editor **Carol Luers Eyman**, also from Nashua Public Library, they share their experiences of researching, writing and publishing a local history. Discover how they selected topics, established a timetable, found funding, involved the community, worked with a publisher and sold the end result.

8:30 - 10:00 **Unpopular Decisions in Difficult Financial Times**

How can you handle the stresses of lower budgets and higher demand for services? Budget shortfalls force many of us to prioritize services, deal with impacts on hours and staffing levels and to make decisions unpopular with staff and users. These challenges are addressed by a panel of library directors including **Ann Davis**, Stafford (CT) Public Library, **Becky Herrmann**, Chelmsford (MA) Public Library and **Denise Van Zanten**, Manchester (NH) City Library.

9:45 - 12:30 **Exhibits Open**

10:00 - 10:30 **Refreshments in the Exhibit Hall**

Be sure to check out the many companies new to NELA this year and thank our long-time exhibitors for their continuing support.

10:30 - 11:30 **Born Digital**

In January 2009 the New Hampshire State Library launched a library of born-digital state documents, the first of its kind in New Hampshire. **Charles Shipman** and **Janet Eklund** of the NH State Library describe the planning, design, access, expense and content management of this project. Learn how NHSL is using PTFS, Inc., Archival Word, and unique website crawling software to solve the challenges involved with finding, collecting, preserving and ensuring permanent access to the thousands of state documents that appear and disappear on state agency websites.

10:30 - 11:30 Stowe and Twain: Effecting Social Change

During the 19th century Mark Twain and Harriet Beecher Stowe were probably the two most famous Americans in the world. Surprisingly, for many years they lived as neighbors in Hartford, CT. **Craig Hotchkiss** from The Mark Twain House and Museum and **Sonya Noble** of The Harriet Beecher Stowe Center place their greatest works, *Huckleberry Finn* and *Uncle Tom's Cabin* into historical context. Discover why these small books had such a profound influence on race relations in the United States over the past 150 years and why they continue to have relevance to our cross-cultural dialog even today.

10:30 - 11:30 One for All: Collaborative Collection Development in Academia

In 2006, Colby, Bates and Bowdoin Libraries in Maine received a grant from the Mellon Foundation to explore ways to reduce duplication and expand uniqueness of materials in their collections. Their combined approval plan with YBP is now up and running. This ALS program explains how they did it and how it is meeting the grant objectives. The panel includes **Margaret Menchen** from Colby, **John Harrison** from Bates, and **Joan Campbell** from Bowdoin.

10:30 - 11:30 Reinventing the Customer-Centered Library: 12 Steps for 2009

Change requires upheaval. It's past time for big changes in attitude, approach and environment to attract and delight your customers and make each day more rewarding for you. What's stopping you? Discover the 12 steps with maximum impact from **Karen Hyman**, Executive Director, South Jersey Regional Library Cooperative and a speaker who sends audiences away laughing and promising to make some changes happen.

10:30 - 11:30 Discussion Group: Working with Homeschoolers

Join **Nina Hunt** from Bellingham (MA) Public Library to discuss various ways of working with homeschoolers for more effective service for this population.

10:30 - 11:30 Drop-In Demos: Games and Gaming

See description Sunday at 1:15.

11:30 - 12:30 Last Chance to Visit the Exhibits

Catch up on your exhibit visits and be sure to complete your raffle signatures. The prize drawing will take place during this hour.

12:30 - 2:00 Author Luncheon with Alexandra Stoddard

Alexandra Stoddard is a philosopher of contemporary living, an interior designer and author of more than 25 best-selling books. In her most recent work, *Things Good Mothers Know*, she celebrates what mothers know, details what we would like them to know, and encourages them to attend to their own happiness in the quest to be better mothers. As a pioneering writer and lecturer on personal happiness for the past twenty years, Alexandra has inspired millions to break the "rules" and pursue fulfillment. She has hosted Home and Garden TV's "Homes Across America" and appeared at the National Book Festival, on Oprah, The Today Show, and Barbara Walters. *Alexandra Stoddard's books are available for purchase. Autographing follows the luncheon.*

2:00 - 3:00 To NELLs and Back

What do you get when you put a group of future library leaders in a room with current library leaders? The result is NELLs - New England Library Leadership Symposium, a program designed to mentor future library leaders and encourage the development of their leadership skills. Five past NELLs participants, **Linda Taggart** from Nashua (NH) Public Library, **Beth Crowley** from Groton (CT) Public Library, **Colleen Crowley** from Charles M. Bailey Library in Winthrop, ME, **Karla Gartsu** from Jacob Edwards Library in Southbridge, MA and **Julian Aiken** from Wallingford (CT) Public Library discuss the symposium experience and how they are using their new-found skills back in the real world.

2:00 - 3:15 Teenage Brain: A Work in Progress

Recent research indicates that teenage brains are still developing, particularly the part responsible for impulse control, judgment, and reasoning. NERTCL presents **Barbara Newman**, PhD, from the Department of Human Development and Family Studies at the University of Rhode Island, with a presentation of adolescent development focusing on parent-child relationships in the teen years. Learn the inside story of the unpredictable moods and behaviors long attributed only to hormones.

2:00 - 3:15 Eight Years Later: The Battle Against the Intrusive Powers of the Patriot Act

Several provisions of the Patriot Act are due to “sunset” at the end of this year, creating debate about possible revisions and better privacy protections. **Andrew Schneider**, Executive Director of the American Civil Liberties Union of CT, reviews the history of the Patriot Act and discusses steps being taken for the future.

2:00 - 3:15 The Library Test: 12 Questions for 2009

How do you know when something at the library needs to change? What’s your story? What’s your brand? In a world supersaturated with obligations and choice, why would someone pick you? To get the right answers, you’ll need to ask the right questions. **Karen Hyman** from the South Jersey Regional Library Cooperative addresses the questions and answers we seek.

2:00 - 3:15 Introduction to Evolutionary Feng Shui

Every culture throughout time has generated a set of guidelines for living harmoniously with nature so that individuals may thrive. Feng Shui is the ancient Chinese system for such guidelines. Many of its principles are timeless and universal, offering both wisdom and common sense for understanding the relationship between people and the spaces they occupy. **Amy Mims**, director of The New England School of Feng Shui, shows how to create environments that feel wonderful and provide support for achieving your goals.

2:00 - 3:15 Usability Testing from Start to Finish: Fast, Easy and Fun

Kathleen Bauer and **Alice Peterson-Hart** of Yale University and **Stephen Cauffman** from iCONN, Connecticut’s reSearch engine, demonstrate the potential of usability testing to evaluate and improve web resources and services. They offer guidelines and tips for success and use an innovative, interactive method to demonstrate how testing with users can be easy and cost-effective.

3:15 - 3:45 Refreshment Break

3:45 - 5:00 Trash to Treasure

Did you know there really is a Trash Museum, right here in Hartford? It is operated by the CT Resource Recovery Authority, and includes a gift shop with items made of recycled materials. In this NERTCL session discover how you can adapt some of their educational programs to teach your kids and teens about responsible waste management.

3:45 - 5:00 eBay and Beyond

Is your library looking for an alternative to traditional book sales? Can your Friends group offer supporters new ways to donate? **Marlene Gavens**, eBay Certified Business Consultant, discusses the basics of online selling and demonstrates how to use eBay’s “Giving Works” program to increase your donations. Learn how to harness the power of the online marketplace to tap into new funding sources.

3:45 - 5:00 When Times are Tough It Helps to Laugh

Being a librarian in good times is always a challenge. We are underpaid, overstressed, and understaffed. In bad economic times it is doubly challenging. **Will Manley**, author columnist and retired librarian, shows us why it’s important to encourage humor in the workplace. *Will Manley’s books are available for purchase. Autographing follows the program.*

EXHIBITORS REGISTERED BY JUNE 20

3M
Adams Ahern Sign Solutions
Adaptive Technology/Perkins Products
Ai Squared
AMS
Audio Bookshelf
AWE
Baker & Taylor
Basch Subscriptions/The Reference Shelf
BBC Audiobooks America
Books on Tape/Listening Library
Brodart Co.
BWI
Clancy-Cullen Moving & Storage
Combined Book Exhibit
Creative Library Concepts
David L. King Architects
Donnegan System Inc
Drummey Rosane Anderson (DRA)
EBSCO Information Services
Encyclopaedia Britannica Inc.
Estey Library Products
Freedom Scientific
Gale
H.W. Wilson
Independent Publishers of New England
Innovative Interfaces Inc.
Jasper Group
Lerner Publishing Group
Lerner/Ladds + Bartels, Inc.
Library Display Design Systems
LibraryInsight
Mandarin Library Automation
Marshall Cavendish Corp.
National Library of Medicine
National Library Relocations, Inc.
NELINET
New England Micrographics
Paul Davis & Associates
Pingitore & Associates
Plymouth Rocket
ProQuest
Publishing Works, Inc.
Purple Umbrella
Quality Books Inc.
Recorded Books
Scholastic
Sebco Books
Simmons College GSLIS
Solo Together
Swets
Tappe Associates
The Donohue Group
The Music Box
Tucker Library Interiors, LLC
Unique Books Inc.
University of Rhode Island GSLIS
University of South Carolina GSLIS
University Press of New England
VTLS Inc.
Whitcomb Associates
Woventales
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