



The Library Management Institute  
presents

“Managing Today’s Library”

a two-day conference on the issues of library management and administration

**Description of the Conference:** This conference will be devoted exclusively to the current issues in library management and administration and will feature three keynote addresses and over 25 workshops presented by nationally-recognized library managers.

**Who Should Attend:** This conference is open to anyone directly involved in or having interest in library management. Library administrators, program managers, training specialists, human resources managers, public relations/marketing directors, fundraisers, and financial managers will enjoy the sessions of this conference.

**Conference Location:** The conference will take place on the campus of Arcadia University, in Glenside, Pennsylvania, a suburb of Philadelphia. Arcadia University is close to the Pennsylvania Turnpike and about 30 minutes from center city Philadelphia. ([Directions to Arcadia](#)).

**Lodging:** The official hotel for the conference is the **Best Western Fort Washington Hotel** in Fort Washington, Pennsylvania, about 10 minutes from the Arcadia campus. To make a reservation, contact Judy Braun at 215-542-7930 (ext. 286). The price of a single room (king size bed) is \$99.00 per night + taxes. LMI will provide free shuttle service to and from the Arcadia campus.

The shuttle will also stop at the **Hilton Garden Inn (Fort Washington)** 215-646-4637

**Cost:** Early Registration: \$139.00 per person  
Regular Registration: \$179.00 per person

(see registration form for details on deadlines)

Your conference fee covers admission to all sessions, continental breakfast both days as well as morning and afternoon breaks, as well as the keynote lunch on Monday, the lunch on Tuesday and dinner on Monday evening.

**The Library Management Institute @ Arcadia University**

The Library Management Institute offers workshops and conferences for the library community with a special focus on the issues in library management and leadership. Topics include marketing and outreach, library human resources management, organizational dynamics, budgeting and financial management, and user dynamics.

# The Conference

***Monday June 29, 2009***

***8:30 am to 9:30 am***

**Registration & continental breakfast**

***9:30 am to 10:15 am***

**Keynote Address: M. Claudia Martinez**



M. Claudia Martinez is currently serving as the Acting Director of Library Operations for the Free Library of Philadelphia. In this capacity, she oversees public services for the Parkway Central Library, the system's three regional libraries, and 49 neighborhood branches. During her 26 years with the Free Library of Philadelphia, she has held numerous positions including Chief of the Extension Services Division, Area Administrator, and Regional Librarian. Ms. Martinez is a former elementary school teacher. She earned her undergraduate degree from Saint Joseph's University and her M.L.S. from Drexel University.

***10:15 am to 10:30 am***

**Morning Break**

## **The Workshops**

Two tracks will be offered throughout the two days: one in **public library management** and the other in **academic & special library management**. In each workshop session, there will be two workshops from each track offered. You may attend any workshop you wish. We have used the following designations to help you plan your attendance at the workshops.

**PLM (Public Library Management)**

**ASLM (Academic & Special Library Management)**

**Monday June 29, 2009**

**10:30 am to 11:45 am**

**Concurrent Workshops**

Room A

**PLM**

***Continuous Staff Development on a Shoe String***

Christine M. Hill: Assistant Director, Willingboro Public Library  
Willingboro, New Jersey

*Most libraries have an annual staff development day and also send librarians to library conferences and workshops. However, often the non-librarian staff is short-changed because of budget constraints. Yet, upgrading the skills of non-librarian staff is one of the most effective ways of increasing their job satisfaction, and putting librarians and non-librarians to work as equals on a task is one of the most effective ways of fostering teamwork. This workshop will demonstrate methods of developing librarian and non-librarian staff that cost little or nothing. Included will be using in-house skills inventories, skills sharing and coaching, job shadowing, fostering leadership through committee work, and shared governmental services.*

Room B

**PLM**

***Programs, Promotion, and PR***

Bonnie Young: Head, Public Libraries and Professional Development  
Pennsylvania Department of Education/Bureau of Library Development  
Harrisburg, Pennsylvania

*This workshop will explore three elements that contribute to a library's success: the programs you offer, the ways you promote those programs and your library through special events and public relations, and the steps you use to plan and promote. The workshop will also explore how to ensure sufficient attendance at programs, ways to promote your library and how to get the work done, and how to find funding for programs.*

Room C

**ASLM**

***Current Dilemmas in Information Ethics***

Barbie Keiser: Information Resources Management (IRM) consultant  
Washington, D.C.

*This workshop highlights the ethical responsibilities of information professionals as applied to their own work routine and results, as well as the potential new role as an ethics advisor for all knowledge workers. We will discuss the (1) the ethical considerations information professionals find themselves dealing with each day; (2) the impact of technological advances on their ability to determine the appropriate response to a particular situation; and (3) the expansion of responsibilities to include the education of clients as to ethical use and management of information content as well as technology. The session will focus on developing a methodology for assessing the ethical climate of their organizations and determining how best to improve the existing situation through education and guidance rather than policies and dicta.*

**Monday June 29, 2009**

**10:30 am to 11:45 am**

**Concurrent Workshops**

Room D

**ASLM**

***Crisis or Opportunity? Leading the Library Through Difficult Times***

Maureen Diana Sasso: Director Information Services Division, Gumberg Library at Duquesne University

David A. Nolfi: Health Sciences Librarian, Gumberg Library at Duquesne University

Pittsburgh, Pennsylvania

*As the economy goes, so go the fortunes of academic libraries and their parent institutions. Or do they? More than ever, academic libraries need to build institutional recognition that they are worth more than the value of their collections. Librarians are the most valuable asset the library has to offer, and how we capitalize on their expertise and potential is the key to successfully navigating economic downturns. By the nature of their training, professional skills, attitudes, and collaborative work style, academic librarians are uniquely qualified to provide leadership in institutional endeavors. This presentation is designed to help participants explain why libraries need to expand their roles beyond traditional library activities, describe strategies for repositioning their libraries in the campus environment, and identify opportunities for librarians to provide personal leadership at their institutions. The presenters will introduce strategies, facilitate discussion, and lead group activities to help participants identify opportunities to position their libraries as campus assets.*

**12:00 noon to 1:00 pm**

**Keynote Luncheon**

**Keynote Address: Holly Ann Rutkowski**



Holly Ann Rutkowski is the recently retired Vice President, Information Services of QVC, Inc. For over 22 years, Holly developed, maintained, and managed the corporate information services for the entire QVC organization. In addition to developing and managing the taxonomy and metadata systems for all of QVC's product lines and search engines, she managed all of the editorial content created for QVC's websites, various marketing programs, and email campaigns. Holly did her undergraduate work at Cleveland State University and her M.L.S. at the University of Rhode Island.

**Monday June 29, 2009**

**1:00 pm to 2:15 pm**

**Concurrent Workshops**

Room A

**PLM**

***Human Factors in Library Construction Projects***

Manuel Paredes: Director, Cherry Hill Public Library  
Cherry Hill, New Jersey

*Steel, wood and concrete are the hard factors in library construction but the truly hard part of the project is ensuring that human factor needs and wants have been achieved. This workshop is intended to walk through a 73,000 square foot project giving a 20/20 hind sight perspective to the library construction project. We'll look at the project from the library employee's side. We'll examine what went wrong and what went right, preparing for opening day and public expectations. The workshop will present for consideration what was not included in the construction plan or forgotten, current challenges and what's on our wish list for the future. Once the construction team has left the building and turned over the keys, up to you show the public that it was worth every tax dollar and that you'll need more. Other associated discussion items will include leadership, strategic planning, director relations, and problem resolving.*

Room B

**PLM**

***Recruiting and Retaining Employees in a Rapidly Changing Environment***

Keith Gurtzweiler: Vice President, Recruiting  
Beth Maser: Director of Professional Services  
Library Associates Companies  
California-Colorado-Illinois-Maryland

*Water, water everywhere, but not a drop to drink? Attracting passive candidates and retaining stellar employees often presents challenges, but during these difficult economic times the hiring or personnel manager may face added stressors. Come discuss obstacles and strategies related to advertising, recruiting processes, and employee retention during this era of economic tumult, new technologies, and evolving employer-employee relationships.*

Room C

**ASLM**

***Resolution 101: The Keys to Successful Conflict Management***

Ian Reynolds: HR Distributed Campus Manager, George Mason University  
Fairfax, Virginia

*This workshop is designed to establish an individual's ability to apply basic resolution approaches to handle difficult situations. It focuses on the basic foundations of conflict resolution and offers many valuable strategies to help the library manager better know himself/herself and to better manage conflict within the library organization.*

**Monday June 29, 2009**

**1:00 pm to 2:15 pm**

**Concurrent Workshops**

Room D

**ASLM**

***Developing Leaders for Today and Tomorrow***

Regina Golia, Ed.D.: Manager, Training and Staff Development, Columbia University Libraries

Terry Kirchner, Ph.D.: Executive Director, Westchester Library System

New York, NY

*Leaders can be developed at all levels. In fact, the more we assist, encourage, and support all our staff members in developing their leadership abilities, the more we all benefit. Leadership skills include solving problems, taking initiative, building collaborative teams, being innovative, and trying new things. Our staff cannot do these things without being empowered and without having the freedom to act without being penalized for less successful attempts. This session will provide a brief review of current leadership development theory. Terry will give an overview of his practices developing leadership skills among his staff and Regina will demonstrate exercises that can be used with all staff. There will also be time for the participants to discuss their own experiences and issues developing leaders in their institutions.*

**2:15 pm to 2:30 pm**

**Afternoon Break**

**2:30 pm to 3:45 pm**

**Concurrent Workshops**

Room A

**PLM**

***Writing a Customer Service Management Plan***

Christine M. Hill: Assistant Director, Willingboro Public Library

Willingboro, New Jersey

*Once you've set standards for customer service, how do you follow up? This workshop will demonstrate methods of continuous customer service improvement, including remediation of "reluctant customer service providers" on the staff, incorporating customer service concerns into the hiring process, and using complaints as a tracking tool.*

Room B

**PLM**

***Legal Guidelines for Using Independent Contractors***

Robert H. Kieserman: Director, Library Management Institute at Arcadia University

Glenside, Pennsylvania

*Independent contractors working in the library must be treated very differently than employees. This workshop will examine the legal guidelines that libraries must follow when using entertainers, outside maintenance companies, consultants, and other independent contractors. The workshop will provide a clear understanding of the rules of the Internal Revenue Service as they directly affect the library and ultimately, the library manager.*

**Monday June 29, 2009**

**2:30 pm to 3:45 pm**

**Concurrent Workshops**

Room C

**ASLM**

***Do You See What I See? Getting a New Perspective on Your Building***

Beth Fuseler Avery: Head of Research and Instructional Services at the University of North Texas  
Denton, Texas

*First impressions are lasting impressions. Understanding how people react to public spaces is critical to developing user friendly spaces. This workshop explores the importance of and basic principles for visual clues, including signs and art works. Learn ways to evaluate and improve the interaction of people and your library building even on a limited budget.*

Room D

**ASLM**

***Quality Service: Training for Improved Customer Service***

Regina Golia, Ed.D.: Manager, Training and Staff Development, Columbia University Libraries  
New York, NY

*Customer service training often has a negative connotation. Many service providers report bad experiences with previous training. However, since all libraries provide service in some way, whether to customers or users, or to fellow staff members, this workshop examines how to successfully work with your staff, focusing on what services they are actually providing; what they are already doing well; with what they would like help; and how they will measure their own "success". Case studies from customer service training sessions will be shared throughout the session.*

**4:00 pm to 5:15 pm**

Room A

**PLM**

***The Essence of Inspired Self-Leadership***

Michael Kumer: Executive Director, Nonprofit Leadership Institute & Associate Dean of the School of Leadership and Professional Development, Duquesne University  
Pittsburgh, Pennsylvania

*This workshop will introduce the attributes of dynamic self-leadership. Topics will include: leading yourself before leading others; the amazing power of choice; the attributes of consistent peak performance; the concept of the journey being the destination; setting and realizing goals; a look at a new definition of success and failure; examining the obstacles to success; living in the moment; and identifying opportunity.*

**Monday June 29, 2009**

**4:00 pm to 5:15 pm**

Room B

**PLM**

***Open Forum: Current Issues in Public Library Management***

led by Robert H. Kieserman: Director, Library Management Institute at Arcadia University  
Glenside, Pennsylvania

*As we did last year, this popular session will provide public library managers with the opportunity to openly discuss some major issues. Some possible issues that will be discussed are patron privacy; government access to library records; advocacy; diversity in the workforce; filtering; community outreach; employee empowerment; security issues; optimizing space; working with MLS and non-MLS staff; finding money to support programming when municipalities are taking it away; meeting the needs of unemployed customers; virtual branches; and working with the Board of Directors. Everyone is invited to come with other issues to add to the discussion.*

Room C

**ASLM**

***Innovation Without Burnout: Organizational Supports and Barriers***

Deb Schmidle: Director of Research and Learning Services for Olin and Uris Libraries, Cornell University  
Ithaca, New York

*Over the past decade, academic libraries have seen an unprecedented amount of technological advancements, which have led to a redefining of libraries and their role in the academy. This new landscape has challenged libraries to be innovative in their approach to responding with alacrity to whatever circumstances changing environments present. The need for organizational agility is coupled with the challenge of maintaining a resilient workforce who remains engaged and robust while functioning in potentially ambiguous and shifting landscapes. In 2005, Cornell University Library convened the Library Innovation Implementation Team, who were charged to "Identify the skills and resources needed for library innovation and continued excellence and [to] develop new competencies by training and recruitment." This presentation focuses on the research findings and recommendations of the team, including qualitative data gathered through internal and external peer interviews. A discussion of the organizational and personal attributes that facilitate and obstruct innovation, as well as recommendations on how to foster innovation and continued excellence in libraries will be presented.*

Room D

**ASLM**

***Baby Boomers, Generation X'ers, & Millennials: How to Effectively Manage a Multigenerational Staff***

Marla E. Peppers: Associate University Librarian for California State University Los Angeles  
Los Angeles, California

*In the constantly changing library environment, there are some new librarians who are much younger than their counterparts. Couple tinges of reverse ageism with challenges to one's limited number of years as a professional and one has a cinder box ready to explode. As a member of Generation X, my current and former positions have experienced challenges with staffs comprised of the Silent Generation, Baby Boomers, Generation X, and Millennials. As an administrator/librarian, I have learned how to better communicate with my immediate team members and (hopefully) earn their respect. The session should be relevant to all attendees given current multigenerational workplaces. It will provide strategies for middle managers (or any library employee) to become more effective library leaders and administrators either on their campus or within our professional organizations.*

**5:45-7:00 pm      Dinner is served**

## ***Tuesday June 30, 2009***

***8:30 am to 9:30 am***

**Registration & continental breakfast**

***9:30 am to 10:15 am***

**Keynote Address: Lee Price**



**Lee Price**, Director of Development at the Conservation Center for Art and Historic Artifacts (CCAHA), has worked as a fundraising and marketing consultant for many libraries, museums, archives, and historic sites throughout the United States. Since writing his first grant in 1989, he has helped to raise over \$50 million in federal, state, and private funding. At CCAHA, he is not only responsible for raising money for the Center, but also for assisting collecting institutions in applying for state and federal grants. He has either written—or provided significant assistance with—successful grant requests for the State Library of Pennsylvania, the Pennsylvania State Archives, the New Jersey State Archives, the Franklin Institute, the University of Pennsylvania, the Library Company of Philadelphia, the Academy of Natural Sciences, and many other notable cultural institutions. Currently, he is serving as lead writer on a preservation plan for all collecting institutions in Pennsylvania, a project funded through the “Connecting to Collections” initiative at the Institute of Museum and Library Services, and will soon begin work on a similar preservation plan for New Jersey collecting institutions. He is a Contributing Editor at *Public Libraries* magazine, the journal of the Public Library Association, for which he writes the fundraising column, “Bringing in the Money.” Lee lives in Runnemede, New Jersey, with his wife Lisa (a librarian at the University of Medicine and Dentistry of New Jersey), two teenage children, and a mutt named Riley.

***10:15 am to 10:30 am***

**Morning Break**

**Tuesday June 30, 2009**

**10:30 am to 11:45 am**

**Concurrent Workshops**

Room A

**PLM**

***Interpersonal Communications for Library Managers***

Susan DiMattia: President, DiMattia Associates  
Stamford, Connecticut

*Interpersonal communications are both verbal and nonverbal. Information professionals in every type of library communicate with a broad range of audiences daily. Understanding the audience for the communication is the first step in communicating successfully. This workshop focuses on the importance of developing clear messages in language and formats appropriate to the intended audience including library patrons, trustees, Friends, politicians, the media, library staff, and professional colleagues. A variety of communication modes will be explored as well as the strategies of communicating in multicultural and intergenerational environments.*

Room B

**PLM**

***Charting the Future of Your Library: Creating a Strategic Plan***

Robert H. Kieserman: Director, Library Management Institute at Arcadia University  
Glenside, Pennsylvania

*This workshop will take you through ten easy steps of writing an effective strategic plan. From how to run a successful community focus group to getting feedback from your staff to working with the Board of Directors and Friends of the Library to writing the plan, this workshop will offer an opportunity to learn and to discuss the best way to approach the creation of this important management tool.*

Room C

**ASLM**

***Strategies for Better Managing the Budget Process in Academia***

Dr. Mott R. Linn, Jr.: Head of Collection Management at Clark University  
Worcester, Massachusetts

*Managing the budget is a critical task for library directors. As a result of the scarcity of resources that academic institutions face today, their libraries have difficulty getting needed levels of funding. Awareness of strategies and tactics that others have used to get additional funding could help them choose the ones that they think will help them enlarge their budgets and, consequently, better serve their campuses. This workshop will review the findings of a study of the strategies and tactics that university librarians and heads of other major units on campus use in their quest for increased funding. The analysis is mostly drawn from a total of twenty interviews conducted at five doctoral/research universities in the Northeastern United States.*

**Tuesday June 30, 2009**

**10:30 am to 11:45 am**

**Concurrent Workshops**

Room D

**ASLM**

***Growing an Organization to Grow Itself***

Michael Crumpton: Assistant Dean for Administrative Services for the University Libraries at The University of North Carolina at Greensboro  
Greensboro, North Carolina

*This presentation will discuss a process of gathering data from library staff and literature in order to support the facilitation of organizational change. Academic libraries, in particular, can find themselves unaware or unwilling to make organization changes due to long term staff and cultural values that don't transition changes to the professional environment and the changing needs of larger academic institution or patron needs. An assessment of changes and trends to service attributes, as well as survey and focus group feedback received from staff, produced a program and strategy for implementing changes to the organization structure. This presentation will include discussion of data gathered, and methods used, as well as outcomes both positive and negative that resulted in affecting change.*

**12:00 noon to 1:00 pm**

**Lunch is served**

**1:00 pm to 2:15 pm**

**Concurrent Workshops**

Room A

**PLM**

***Creating the Toolbox***

Michael Crumpton: Assistant Dean for Administrative Services for the University Libraries at The University of North Carolina at Greensboro  
Greensboro, North Carolina

*This presentation will present and discuss the tools that have proven to be critical personal instruments needed to work with patrons and co-workers. "Tools of the Trade" is a common title given to programs that pull together skills training for performance improvement and job satisfaction type of programs. This program will discuss some examples of putting such a program together to achieve the following goals: improved relationships with co-workers, peers, bosses, subordinates, and patrons; less stress over handling situations or exceptions; better understanding of the values that we are pursuing as an organization; as leaders, a chance to influence future sessions with feedback and content review; opportunities to mentor others in the organization's common goals; and improved productivity and job satisfaction. By creating the toolbox first to support and enhance the tools or skills training to come, you can ensure program success and justification of your efforts.*

**Tuesday June 30, 2009**

**1:00 pm to 2:15 pm**

**Concurrent Workshops**

Room B

**PLM**

***Some are real pals, Some are real pains – Dealing with Difficult Employees***

Robert H. Kieserman: Director, Library Management Institute at Arcadia University  
Glenside, Pennsylvania

*This workshop will discuss how to handle the difficult employee – how to handle the conflicts that he/she creates among your staff as well as the conflict that he/she can undermine between the rest of the staff and the library manager. Proven methods of employee conflict management will be offered, as well as an opportunity to share stories from your library with the others attending this session.*

Room C

**ASLM**

***Being People-Driven: Secrets of Success for First-Time Administrators***

Denise M. Shorey: Associate Director for User Services at the Hesburgh Libraries of the University of Notre Dame  
Notre Dame, Indiana

*The transition from department head to senior administrator is sometimes daunting, frequently challenging, and always exciting. This workshop will cover some of the strategies for success in one's first year as an administrator including: coaching your direct reports (so that you can go home sane every night); identifying and working with your peers (develop a good "buddy support" system); managing a budget (find different ways to divide a pie); communicating a strategic vision (sometimes you need to build the bridge as you're crossing the stream); finding the exciting highs among the pragmatic lows (let's face it: the real reason you return to work each day is because it's **fun**); and managing your boss (why listening is an underrated skill). Workshop participants will also receive a bibliography of recommended readings for success in each area.*

Room D

**ASLM**

***Administrative Decision-Making: Open Source vs. Proprietary OPACs***

Sharon Yang: Systems Librarian, Rider University  
Melissa A. Hofmann: Bibliographic Control Librarian, Rider University  
Lawrenceville, New Jersey

*This presentation will start by discussing the compelling reasons why some in the library community are pursuing open source library integrated systems. It will focus on the online public access catalogs (OPACs) for two of the more popular open source ILSs, Koha and Evergreen and one proprietary ILS, Voyager. The three OPACs will be compared against ten features of the next generation library catalog. Advantages and disadvantages of each OPAC will be covered. OLE (Open Library Environment) Project will also be discussed briefly as it will be another major open source library system in North America. By the end of the presentation, the audience will understand what the trend toward open source is all about. In addition, the audience will learn the strengths and weaknesses of each OPAC and which one has more of the next generation catalog. The information will help library administrators in decision-making in choosing their next integrated library system.*

**Tuesday June 30, 2009**

**2:15 pm to 2:30 pm**  
**Afternoon Break**

**2:30 pm to 3:45 pm**

Room A

**PLM/ASLM**

***Starting and Developing a Library Consulting Practice***

Robert H. Kieserman: Director, Library Management Institute at Arcadia University  
Glenside, Pennsylvania

*Whether you have thought about doing this on a part-time basis or full-time, this workshop will take you through the process of how to establish a library consulting practice, how to market it, how to bill for your services, and how to handle client engagements. Many ideas will be shared for possible directions that your practice can take.*

Room B

**ASLM**

***Collaborative Professional Development for Tough Economic Times***

Christian J. Miller: Reference, Instruction, and Outreach Coordinator, Martin P. Catherwood Library, School of Industrial and Labor Relations, Cornell University

Ana Guimaraes: Head of Reference Services and Coordinator for the Reproductions Unit, Division of Rare and Manuscript Collections, Cornell University  
Ithaca, New York

*This presentation provides examples of programs offered at Cornell and gathered through a survey of similar academic library professional development programs in response to budget cuts in professional development funding. Attendees will be encouraged to share their own experiences in managing professional development with the intent of creating a Professional Development Clearinghouse of ideas that will be continuously updated in the future.*

Room C

**ASLM**

***Having the Performance Assessment Conversation***

Phillipa Brown: Head of Libraries Human Resources, University of Maryland

M. Sue Baughman: Interim Director for Collection Management and Special Collections Division  
Assistant Dean for Organizational Development, University of Maryland  
College Park, Maryland

*This workshop will provide guidance on conducting effective performance assessment conversations with the employee. Participants will receive an overview and gain a common understanding of the performance assessment process. They will also discuss and practice dealing with the challenges supervisors face during the performance assessment conversation, and will learn techniques for confronting and resolving differing perceptions of employee performance. The underlying premise of the workshop is that performance management is critical to the success of both the employee and the organization. The presenters hope that the learning experience will result in information sharing, group solutions, and a little fun in the process.*

**Tuesday June 30, 2009**

**2:30 pm to 3:45 pm**

Room D

**ASLM**

***Technology Tools for Today's Library: Meeting the Needs of Web 2.0 Students***

Dr. Jeanne Buckley: Director, Library Services and Instructional Technology at Arcadia University  
Glenside, Pennsylvania

Dr. Maureen McCreadie: Dean, Learning Resources at Bucks County Community College  
Newtown, Pennsylvania

*Web 2.0 refers to a collection of technology tools designed to create more interactive and easy-to-use web sites. Specifically, Web 2.0 sites have much more interactivity, with the ability to easily edit and move objects. Today's college students have grown up with these tools and have acquired both an expertise and an expectation that they will be able to use them in their academic experience. These 'Digital Natives' bring this expectation to their college or university library, but most librarians are 'Digital Immigrants' who lack the knowledge and facility with technology tools that are required to meet these student needs. This workshop will highlight research on these so-called 'Digital Natives' including how they use current technologies and how they are, in turn, shaped by that same use. The presenters will then detail the challenges faced by academic libraries and librarians as they attempt to support and educate today's students, including learning new technologies, methods of communication and scholarship. Finally, examples will be given of specific solutions that Arcadia University and Bucks County Community College have developed to meet the challenge of today's Web 2.0 student.*

**4:00-4:30 CONCLUDING SESSION**



## REGISTRATION FORM

NAME \_\_\_\_\_

LIBRARY \_\_\_\_\_

MAILING ADDRESS \_\_\_\_\_

\_\_\_\_\_

PHONE \_\_\_\_\_

EMAIL ADDRESS \_\_\_\_\_

**Cost:** Early Registration: \$139.00 per person      Regular Registration: \$179.00 per person

Registration includes admission to both morning keynote sessions, all workshops, the keynote luncheon (Monday), dinner on Monday evening, and lunch on Tuesday. An optional evening activity in Center City Philadelphia on Monday is available for a nominal fee.

**Registration Process:** To be eligible for the Early Registration Discount, we must receive your registration form with payment by June 1, 2009. We cannot accept registration forms after June 24, 2009.

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Early Registration  
must be received by  
**June 1, 2009**

Regular Registration  
must be received by  
**June 24, 2009**

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Please contact us by email if you require special meal arrangements.

**CANCELLATION POLICY:** You may cancel your registration up until 5pm EDT on Monday June 22, 2009. If we receive your written notice of cancellation by that time and date, your registration fee will be fully refunded. If you cancel after that date, we reserve the right to retain a \$75.00 cancellation fee.

TOTAL ENCLOSED: \$ \_\_\_\_\_

Please make checks payable to: **Arcadia University**

Send registration form and your check to: **Robert Kieserman**  
**Arcadia University**  
**Department of Business Administration/Brubaker Hall**  
**450 South Easton Road**  
**Glenside, Pennsylvania 19038**