

SUNDAY, OCTOBER 19

11:00 - 5:00 Registration Open

12:00 - 1:00 Orientation

Learn all the tips and tricks to make the NELA conference easier to navigate, more productive and more fun. Membership Committee Chair **Ann Connolly** and her team of experts clue you in.

1:00 - 2:30 Jordan Miller Storytelling Program

Acclaimed storytellers **Eshu** and **Motoko** offer a medley of personal stories, and African, African-American, and Asian folktales. Their engaging performance is followed by the workshop "New Stories from Old" designed to give you a wide range of ideas for creating and telling personalized versions of familiar tales. Eshu and Motoko share techniques you can use effectively with children of all ages in creative writing or storytelling workshops. The program was coordinated by the New England Roundtable of Teen and Children's Librarians (NERTCL).

1:00 - 2:30 Get Your Game On!

How much did the gaming industry gross in 2007? What percent of libraries circulate video games? What percent of games are rated "M" for mature? Independent Library Trainer and Consultant **Beth Gallaway** answers these questions and more. Discover the value of gaming @your library! The program is sponsored by the Information Technology Section (ITS) which is also providing the follow-up Drop-In Demo sessions on games and gaming.

1:00 - 2:30 Leading Change: Working with Emotional Issues

"I made it through all those re-organizations, but now I have just had it." It is true that organizations make changes both large and small that can really improve operations - eventually. It's the right thing to do for the organization, but it is often hard on those who are impacted by the changes. Consultant **Maureen McGuire** discusses the impact of change on people, and offers alternatives and simple options to address their perfectly predictable irrational reactions.

1:00 - 2:30 Publication: You Can Get There From Here

Maneuvering through the publishing world can be difficult. Two first-time novelists describe the routes they took to publication. Join **Patricia DeLois**, author of *Bufflehead Sisters*, and **Robin Merrow MacCready**, author of *Buried*, who outline two very different approaches to getting a book into print. Both authors were honored with awards and accolades for their first novels.

These first novels are available for purchase. Autographing will follow the program.

1:00 - 2:30 Sacred Trust: Libraries and Patron Information

Social networking and Web 2.0 technologies have created a significant shift in how people deal with private information. People who won't talk to strangers provide personal details on numerous Web sites without a second thought. Why? Because they are rewarded with customized services in return. Libraries collect personal data about their patrons, but don't use this information to enhance the services they provide. **Amy Benson** from Radcliffe College explores issues involved in personal information, privacy and trust in an increasingly networked world, and how libraries might offer customized services while retaining users' trust.

1:30 - 2:30 Discussion Group: Really? A Sabbatical?

This past winter NELA president **Kris Jacobi** from Eastern CT State University was granted a six month sabbatical. She volunteered as the solo librarian for the Charles Darwin Research Center in the Galapagos Islands for three months of that time. Come hear about her adventures and consider whether a sabbatical might be in your future.

2:15 - 6:00 Exhibits Open

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

Meet more than 100 exhibiting companies, enjoy light refreshments, and check out the Silent Auction to raise funds for the New England Library Leadership Symposium in July.

3:30 - 4:30 Sophisticated Picture Books

Where do you shelve unique picture books that have wide appeal? Is the writing or subject matter too "sophisticated" for the picture book collection? NERTCL presents **Susan Raskin Abrams**, Supervisor of Children's Services at Newton (MA) Free Library, to introduce methods of handling these delights.

3:30 - 4:30 Negotiating with Vendors

How does negotiation fit in the acquisition cycle for products and services for your library? **Dr. Toby Pearlstein**, retired Global Director of Information Services for Bain & Company, constructs some sample frameworks you can use to inform yourself before negotiations begin. What questions should you ask? What pitfalls should you avoid? If you are new to negotiating you will learn key rules to bolster your capabilities. If you are experienced, this is an opportunity to reinforce, compare and contrast your techniques.

3:30 - 4:30 Crossing the Border: Changing Times for Librarians and Genealogists

Every library has the basic tools needed by patrons who are searching for their roots, but librarians may not realize the extent of their online and print resources. **Cynthia O'Neil**, Certified Genealogist, Board for Certification of Genealogists and genealogy expert at the Manchester (NH) City Library, leads you through the process of assisting genealogists, as new technology and tight budgets encourage genealogists and librarians to work together.

3:30 - 5:00 Government Documents Online

State libraries are grappling with an increasing number of government documents being produced solely in electronic form. Users expect to get both contemporary and historical government documents easily from their desktops. **Julie Schwartz** from the Connecticut State Library and **Alix Quan** from the State Library of Massachusetts discuss how their libraries established and now manage digital repositories to address this issue.

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

ITS members have assembled an assortment of popular games that are sure to become hits in your library. Come at your convenience to play and 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.

4:00 - 5:00 Discussion Group: Mentoring Matches and Networking

Are you an experienced librarian willing to share your accumulated wisdom with a newer

professional? Would you appreciate a little guidance at the beginning of your library career? Come and help shape this new program, and tell us what would be helpful as you navigate your career.

5:00 - 6:00 Exhibit Hall Reception

Join our supportive exhibitors for a social hour and an opportunity to survey the array of products and services they offer. Bring your raffle ticket and start collecting signatures to be eligible for the grand prize drawing on Tuesday, and check out the Silent Auction items.

**6:00 - 9:00 NELA Annual Banquet: Speaker
Simon Winchester**

Simon Winchester is the author of more than 20 books and numerous articles for magazines and newspapers. His background as a foreign correspondent for the British journal *The Guardian* and his wide-ranging interests have led him to write on a vast variety of topics. His previous titles included *The Professor and the Madman* and *The Map That Changed the World*. His newest book, *The Man Who Loved China*, tells the story of Joseph Needham and is well described by the subtitle: *The Fantastic Story of the Eccentric Scientist Who Unlocked the Mysteries of the Middle Kingdom*. Needham explored China during World War II and wrote about Chinese inventions and technology in the years following the war. Our thanks to HarperCollins for sponsoring Simon Winchester's appearance. The Emerson Greenaway Award is also presented at the banquet.

Simon Winchester's books are available for purchase. Autographing will follow the dinner.

MONDAY, OCTOBER 20

00 - 8:00 Limber Librarians

Join **Steve Viggiano** from Manchester (NH) City Library for a morning visit to some of the historical sites of the city.

8:00 - 5:00 Registration Open

8:30 - 10:00 Leading by Example: Toward More Sustainable Communities

You can prepare for the gathering perfect storm of global warming and energy scarcity by adopting practical ideas from the real world of green building design and operation. A panel of experts including architect **William M. Brown** from Browning Day Mullins Dierdorf in Indianapolis, IN, **Mary Ann List**, Director of the Portsmouth (NH) Public Library and **Kathy Ryan**, Co-Chair of

the Tiverton (RI) Building Committee, raise some important questions. Where do we start on the path to sustainability, and just how far can the vision take us?

8:30 - 10:00 Marketing on a Shoestring: Fifty Nifty Thrifty Ways

Shoestring, pittance, trifling amount, tight budget, wing and a prayer, next to nothing, scratch, chickenfeed, small potatoes. What librarian hasn't had to do more with less? Come to collect some great ideas for marketing your library on a shoestring, presented by **Nancy Davis**, partner in The Ivy Group. She has 20 years of experience helping organizations - both large and small - achieve their goals by implementing innovative, cost-effective ideas that maximize resources.

**8:30 - 10:00 It Takes a Community: The
CLOCKSS Initiative**

How will you ensure researchers have access to electronic content in the future? What happens when journals get sold or lost in the shuffle of a merger? These questions vex librarians and publishers alike, but CLOCKSS has answers. CLOCKSS (Controlled Lots of Copies Keep Stuff Safe) is a community-wide endeavor built upon the widely-used LOCKSS system. **Victoria Reich**, Director of the LOCKSS Program at Stanford (CA) University, explains how they are working to guarantee long-term access to digital materials, regardless of ability to pay. The New England Technical Service Librarians section (NETSL) and the North American Serials Interest Group (NASIG) co-sponsor the program.

8:30 - 10:00 NELLs Leaders Looking for Jobs

The New England Library Leadership Symposium (NELLs) promotes the idea of leading from wherever you are in your organization, but sometimes leaders seek new challenges in new positions. This panel suggests ways to achieve success in the job-seeking process. **Bertha Chandler**, Assistant Director for Human Resources at Cambridge (MA) Public Library, reveals her experiences with job applicants and the traits that make a candidate stand out in interviews. NELLs co-chairs **Betsy Bray** and **Cheryl Bryan** round out the panel.

**8:30 - 10:00 Special Strategies for Children
with Special Needs**

Of course you already make each children's program special. Now learn a few simple modifications that can help children with special needs and their families make the most of your library programs. NERTCL presents **Barbara Wysocki** from the Cora J. Belden Library in Rocky Hill, CT, and **Cynthia Fordham** of Woburn (MA) Public Library with strategies they have developed throughout years of successful programming.

8:30 - 10:00 Drop-In Demos: Games and Gaming
See description Sunday at 3:45.

**9:00 - 10:00 Discussion Group: Contributions,
Dedication and Inspiration:
Student Library Workers**

In the hierarchy of library tasks, shelving books holds penultimate ranking. Yet it is a vital operation in our libraries, and a function often relegated to low-paid student workers. **Anthony Riccio**, from the Sterling Library at Yale University, has developed an effective methodology for inspiring student employees. Team management, rewards, promotions, progress reports, regular performance feedback and constant

teaching and learning opportunities result in high retention and dedicated workers. Come learn about a method that works and share your insights on supervising student staff.

9:00 - 10:00 Exhibitor Demo: The Music Box

Bring music and rhyme into storytime with this collection of engaging songs and fingerplays, complete with a skillful planning framework.

9:45 - 1:00 Exhibits Open

10:30 - 11:30 Refreshments in the Exhibit Hall

Enjoy coffee and refreshments, examine the many products and services displayed, and bid on the Silent Auction items.

**11:00 - 12:00 What's a NERTCL? Youth
Services Meet and Greet**

Join members of the New England Roundtable of Teen and Children's Librarians and others in the field of youth services for an hour of networking and socializing. NERTCL Board members will speak briefly about their section of NELA and display a variety of successful program ideas for kids and teens.

11:00 - 12:30 Easy Web Fixes

Does your web site need an extreme makeover? Would you like to add Web 2.0 functionality? Is your budget for web development somewhere between miniscule and negligible? Get practical advice from **Lichen Rancourt**, who was responsible for bringing the Manchester (NH) City Library web site to a whole new level. Her step-by-step review offers guidance that shows you how to make changes that will bring positive feedback from your community.

**11:00 - 12:30 Technical Services Workflow
Redesign: What's In It For Me?**

Is your Technical Services staff overwhelmed by new work while also trying to catch up with old work? Making changes to your workflow can free up staff time that can be redirected to exciting new challenges. **Margaret Lourie**, Senior Consultant for Technical Services at NELINET, offers an overview of techniques for evaluating workflow and suggestions for changes to make workflow more efficient. The program is jointly sponsored by the Academic Libraries Section (ALS) and NETSL.

**11:00 - 12:30 Discussion Group: The Big Picture:
State of the States and the Nation**

Join representatives from the New England state library agencies and the American Library Association for a discussion of current issues in the region and the nation.

11:00 - 1:00 **Drop-In Demos: Games and Gaming**
See description Sunday at 3:45.

11:30 - 1:00 **Library As Commons**
What makes a space attractive to your users? Studies show we need to improve library spaces to attract and retain support while integrating new technologies, providing spaces for single and group activities, securing materials and users, and introducing new media formats. **Cheryl Bryan** from Southeastern Massachusetts Library System describes how some libraries are successfully doing this now, what new trends are developing, and how you can make your library the place to visit.

11:30 - 2:00 **Cash Concession Lunch**
Light lunch selections are available for purchase.

12:30 - 2:00 **NERTCL Luncheon: Speaker
Cynthia Lord**
Cynthia Lord's first book, *Rules*, won a Newbery Honor and the Sinclair Family Book award in the same year. Following the classic advice to write what you know, she told the story of a family much like her own, with two kids, one of whom has autism. From teacher in a one-room school to award-winning author, Cynthia Lord has charmed children and adults alike with her humor and talent. A brief NERTCL business meeting is included in the program.
Cynthia Lord's books are available for purchase. Autographing will follow the luncheon.

1:00 - 2:00 **Discussion Group: Ask the Architects**
The architectural firms exhibiting at our NELA conference represent a wide range of experience and creative ideas for library construction. This is your opportunity for an informal consultation with a panel of experts. The program is facilitated by **Mary Ann List**, veteran of the recent construction of a new building for Portsmouth (NH) Public Library.

1:00 - 2:30 **Leading Change**
Change and transformation are now assumed to be a way of life in libraries. The word "change" evokes an emotional response in all of us, but the nature of the response varies among individuals. Successful journeys through any change experience require an understanding of the emotional response and the skills to manage this response. Library consultant **Maureen Sullivan** discusses the variety of human responses to change, helps you identify your own typical reactions, teaches skills needed for successful change management, and guides you to create a personal action plan.

1:00 - 2:30 **My College Freshman Is Your High School Senior**
Mt. Wachusett Community College in Gardner, MA, has sponsored a series of day-long summits for librarians and educators working to prepare students for college-level work. **Heidi McCann**, Reference Librarian at MWCC, describes the information literacy initiatives, competency requirements, and the history and evolution of the school's comprehensive library instruction program. She also offers suggestions on how to prepare students for the challenges of college work. The program is jointly sponsored by ALS and the Association of College and Research Libraries, New England Chapter (ACRL/NEC.)

1:00 - 2:30 **Library 2.0 for You (L-2-4-U)**
Flickr isn't just a bird, del.icio.us isn't just your NELA luncheon, and WordPress isn't a new kitchen gadget. Find out what these things are and how these popular Web 2.0 applications (and more!) are being used in real-world libraries. L-2-4-U offers a panel of three experienced Massachusetts librarians: **Paige Eaton Davis** from the Minuteman Library Network, **Brian Herzog** from Chelmsford Public Library, and **Elizabeth Thomsen** of NOBLE. They share their expertise with applying Web 2.0 technologies to help promote your library's resources, programs, and materials. The program sponsor is ITS whose business meeting is included in the program.

1:30 - 2:30 **OUT and About: Serving Our GBLT Patrons**
New England states have been the leaders in recognizing the legal rights of GBLT citizens. Massachusetts allows same-sex marriages, and Vermont, New Hampshire, and Maine have created legal unions for same-sex couples. High schools throughout New England have formed gay/straight alliances for their students. What has your library done to serve this population? **Nanci Milone-Hill** from Nevins Memorial Library, Methuen, MA, teaches you how to advocate for services to this group, how to deal with challenges, and offers ideas for programming and collection development.

1:30 - 2:30 **Exhibitor Demo: University of South Carolina**
Are you interested in distance education as a pathway to an MLS? Come learn about the program offered by the University of South Carolina and see if it fits your educational plans.

2:30 - 3:30 **Refreshments in the Exhibit Hall**
Enjoy this networking time and the opportunity to shop for all your library needs. Last chance to bid on Silent Auction items! Winners will be announced at the NELA Games tonight.

3:30 - 4:30 The Vanishing Male: Guy Stuff That Lures and Hooks

Discover the (sometimes subtle) gender difference in library customers and learn how to build sustainable collections, programs and partnerships that will appeal to men. **Nancy Davis** from The Ivy Group outlines a ten-point plan to get men into your library and keep them coming back again and again.

3:30 - 4:30 Hot Topics in Technical Services

This NETSL panel offers a peek into the coming changes in technical services. **Diane Baden** from Boston College provides an update on RDA as it nears publication and discusses what it will mean for you. **Daniel Joudry** from Simmons College describes what he sees on the horizon for technical services. Bring your thoughts and questions.

3:30 - 4:30 Drop-In Resume Review

Bertha Chandler, Assistant Director for Human Resources at Cambridge (MA) Public Library, leads a team of library directors experienced with hiring to 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.

3:30 - 4:30 Exhibitor Demo: University of Rhode Island GSLIS

In addition to campus study, the University of Rhode Island GSLIS offers Internet courses, face to face courses in Worcester, MA and Durham, NH, hybrid courses, a mixture of Internet and face to face, and summers sessions of varying length. Students from Maine, Massachusetts, New Hampshire and Vermont are eligible for regional tuition rates.

3:30 - 5:00 "Graphic" Non-Fiction

They are definitely "graphics" but they definitely are not novels. Non-fiction in the graphic format is

a growing trend and can engage readers who might reject other non-fiction. Two Rhode Island young adult librarians, **Robin Lensing** of Pawtucket Public Library and **Ed Fuqua** from Woonsocket Harris Public Library, discuss the advantages of adding non-fiction to your graphic collection. The program is sponsored by NERTCL.

3:30 - 5:00 Google Analytics

Google Analytics is a free tool to track usage patterns on your web site. The staff at the d'Alzon Library at Assumption College in Worcester, MA, is using this tool to improve their online reference and instruction services. **Carole Myles, Nancy Sullivan** and **Laurie Welling** summarize its features, outline guidelines for implementation, and offer suggestions for analyzing the data to guide web design decisions. ALS and ARCL/NEC are program sponsors.

3:30 - 5:00 Drop-In Demos: Games and Gaming
See description Sunday at 3:30.

4:30 - 6:00 Social Hour and NELA Games

A NELA-revised version of Trivial Pursuit is the basis for this year's competition, and we need lots of audience participation to make the games a success. Social hour begins at 4:30 and the games start at 5:00. Be there to enjoy light refreshments and heavy fun. Silent Auction winners will be announced and winning bidders can collect and pay for the items they have won.

6:00 - 8:30 NELA Night Out

Check out the restaurant list at the Registration Desk and enjoy the many fine area restaurants.

8:30 - 10:30 Monday Night at the Movies

NELA offers an entertaining movie selected for your post-dinner enjoyment.

TUESDAY, OCTOBER 21

7:00 - 8:00 Limber Librarians

Steve Viggiano from the Manchester (NH) City Library again leads a combination exercise and sightseeing walk through downtown Manchester.

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 The Internet Is NOT Flat

Ten years ago, 70 million people used the Internet. Today, there are more than 1.2 billion people on-

line, and that number is still growing. As projects like One Laptop Per Child come to fruition, we can imagine a future where it's possible to talk to almost anyone, anywhere in the world. But what will we say to one another? **Ethan Zuckerman**, co-founder of Global Voices, offers a tour of the globalized Internet, looking at ways in which users around the world are connecting - and frequently misunderstanding one another. Along the way we meet Nigerian spammers, Saudi feminists, Tunisian mapmakers and Chinese gold-farmers, as we discover the tools and guides necessary to navigate this growing new world. The program is sponsored by ITS.

8:30 - 10:00 Music Is More Than Melody
NERTCL presents music teacher **Ellen Hoffman** of *Making Music* in Sudbury, MA, to teach you how to turn songs into stories, stories into chants, and instruments into everyday items. By using simple instruments and props and stressing rhythm in language, you can add a musical component to storytime even if you can't sing. You are welcome to record this session for future reference.

8:30 - 10:00 Steampunk Cataloging: Retro-Futurism in Taxonomy & Metadata Management
Steampunk Librarians **Ben Ide** from the University of Hartford and **Jane Ouder Kirk** from the Harvard Business School library describe how the future of content management mimics the practices of the Victorian era, when the organization of information was a flourishing endeavor. Rumored to be obsolete, in fact the need for catalogers' skill sets is growing more rapidly than at any time since the birth of MARC and automated catalogs, and a new Golden Age of classification is emerging. The session is sponsored by ALS and ACRL/NEC

8:30 - 10:00 WebJunction: The Next Generation
Partner Development Manager **Kit Greening** introduces WebJunction's exciting new web site with an overview of features and content. A panel of New England Community Partners from state library agencies will discuss how they are using the site. Panelists include **Sharon Brettschneider** from CT, **Thomas Ladd** from NH, **Karen Mellor** from RI and **Sheila Kearns** from VT.

8:30 - 10:00 News Savvy: Journalists, Citizen Journalism, & the News Consumer
Newspapers, broadcasters, citizen journalists and an array of bloggers provide news and opinion around the clock on the printed page, on TV, radio and via computers and telephones. With the media in an unprecedented state of flux, library users can be overwhelmed with sources of information. What is the impact of these changes on the public in the expanded dialog between news consumers and creators? Four expert speakers address this question: **William Densmore**, Executive Director of the New England News Forum, **Martin Reynolds**, editor of the Oakland (CA) Tribune, **Fabrice Florin**, editor of Newstrust, a non-profit, non-partisan project helping citizens make informed decisions about democracy, and retired librarian **Meredith McCulloch**, now News Forum liaison for libraries and civic education.

9:00 - 10:00 Discussion Group: Libraries Prosper with Passion, Purpose and Persuasion
Librarians are often frustrated that their constituents don't understand the breadth of

services they offer. The new Public Library Association toolkit is designed to provide tips and even a template for your library. Join **Cheryl Bryan** from Southeast Massachusetts Library System to talk about these strategies for getting your message heard.

9:00 - 10:00 Exhibitor Demo: Simmons GSLIS Focus Group
Simmons College GSLIS has asked Claudia Morner of JMA Consultants Incorporated to conduct a series of focus groups to learn what employers of graduates with an MLS want in new employees. "What should recent graduates be able to know, do, and think about?" Opinions gathered at the focus groups will be presented to GSLIS faculty and dean to help ensure that the program meets the changing needs of library science employers. If you are interested in sharing your thoughts, please contact Claudia Morner at mornerjones@verizon.net to sign up.

9:45 - 1:00 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 Help! The Teen Librarian Has Left the Building
Requests from teen patrons don't stop just because there is no teen librarian available. Public librarians of all backgrounds need to know how to help. YA librarians **Abby Reidy** from the Morse Institute Library in Natick, MA and **Christi Showman Farrar** from Woburn (MA) Public Library share tips and strategies for involving all library staff in teen services. This NERTCL program outlines a successful teen reward system and readers' advisory techniques for non-teen librarians.

10:30 - 12:00 President's Pick: International Storyteller Raouf Mama
Bilingual storyteller **Raouf Mama** speaks about his experiences as a storyteller out of the African oral tradition and shares insights into the power of storytelling to heal and to educate. Come discuss his first book, *Why Goats Smell Bad and Other Stories from Benin*, praised by *Booklist* as "a rich, varied source of lively tales." He will also read from his forthcoming memoir, *Fortune's Favored Child*, and treat us to a tale or two from his native Benin. *Raouf Mama's book is available for purchase. Autographing will follow the program.*

10:30 - 12:00 The Role of Planning in Grant Preparation

Winning a grant doesn't just happen - it requires careful planning and preparation. **Marlene Heroux** and **Shelley Quezada** from the MA Board of Library Commissioners present examples of academic libraries' use of a planning process, long-range plans, and assessment tools to win grants and implement change. Grant projects include working with people with disabilities, green initiatives, acting on LibQual results, and other projects, described by the librarians who planned them. The program is sponsored by ALS and ACRL/NEC.

10:30 - 12:00 Why Not the Library First?

"I stay away from the library and the library's online catalog." Maybe we don't hear it, but we know some people are saying it. We spend millions of dollars and vast amounts of time acquiring and managing resources for our libraries. With the ease of finding information on the web, people no longer look to libraries as their first source of information. NETSL presents **Lynn Silipigni Connaway**, Research Scientist at OCLC, to suggest ways to return our libraries to prime source status.

10:30 - 12:00 Drop-In Demos: Games and Gaming
See description Sunday at 3:30.

11:00 - 12:00 Life and Times of Beatrix Potter

In addition to being a successful writer and artist, Beatrix Potter was dedicated to land conservation, gardening, furniture collecting, and sheep farming. **Betsy Bray**, a member of the Beatrix Potter Society for 24 years and their North American Liaison Officer, presents an engaging portrait of Potter's life and influences.

12:00 - 1:00 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.

12:00 - 2:30 Author Luncheon with Medical Mystery Writer Michael Palmer

President Bill Clinton says of **Michael Palmer's** latest book, "*The First Patient* is an exciting thriller that is full of surprises and captures the intense atmosphere of the White House, how the medical system works, and how the 25th amendment could be brought into play. I thoroughly enjoyed it." The bestselling author of twelve medical thrillers draws on his own experience for his writing. He trained in internal medicine in Boston hospitals, practiced medicine full-time for twenty years, and currently works part time for the Massachusetts Medical Society. Our thanks to Macmillan for sponsoring Michael Palmer's appearance. *Michael Palmer's books are available for purchase. Autographing will follow the program.*

2:30 - 4:00 Wiki and Zoho: Communication and Collaborative Tools for Staff

A wiki is software that allows users to freely create and edit content on a web page. Zoho Creator is a web-based database creation tool that helps users to collect, store, and organize data. Learn the basics of these (often free) collaborative tools and see how they might work in your organization. **Emily Belanger** from the New England Institute of Art in Brookline, MA, discusses using Zoho and **Sarah Feldman** from Newton (MA) Free Library explains how wikis work in her library.

2:30 - 4:00 Adult Programming Showcase

Sit back and enjoy a rich sampling of storytelling, music, juggling, cooperative games and more from renowned New England performers. This is your opportunity to preview these seasoned entertainers from New England Guild of Performers and Solo Together. See whose unique talents you'd like to bring to your library for special events. Visit the performers' organizations in our exhibit hall.

2:30 - 4:00 Hot Teen Titles: Sexuality and Teen Fiction

Teen literature reflects and speaks to many experiences of adolescence. Books that focus on sexuality or that feature sexual content are a part of this and can be controversial. What shapes the selection process for librarians in deciding on these titles? What are some distinctive titles, old and new, that provide a unique perspective on teen sexuality? **Amy Pattee** from Simmons College GSLIS addresses these questions and presents important titles in this NERTCL-sponsored program.

2:30 - 4:00 Under the Writer's Veil: Author Jane Cleland

In **Jane Cleland's** *Josie Prescott Antiques Mysteries* the heroine uses her knowledge of antiques to solve crimes. Jane's talk will reveal the secrets of creating a popular suspense novel and how the appraisal process can be used to determine the truth about stolen antiques, forged antiques and faked or exaggerated associations. Her books are set on the New Hampshire coast, where Jane once owned an antique shop. Her debut novel, *Consigned to Death*, was nominated for an Agatha, a David, and a Macavity Award. The latest title, third in the series, is *Antiques to Die For*. Jane lives in New York City and is president of the New York chapter of Mystery Writers of America. *Jane Cleland's books are available for purchase. Autographing will follow the program.*

4:00 - 5:00 Farewell Refreshments

Enjoy a quick bite and a last visit with friends before you head for home.