

Sense Making with Dave Snowden

By Susan Lai & Emma Hill Kepron

Those who attended the first keynote address of this year's annual conference were treated to Dave Snowden's wry and witty exploration of the limitations of current practices of knowledge management. His address, titled *Social Complexity: from Individuals to Identities and from Hierarchies to Networks*, was intellectually stimulating and challenging, but always entertaining.

Snowden outlined three concepts: sense making, open source consultancy and distributed research. Sense making was the main component of the address and introduced such theories as the "law of 5, 15 and 150." This idea proposes that human beings can generally hold only 5 items in their short term memory at one time, that 15 is the maximum number of people who can simultaneously trust each other, and that 150 is the maximum number of identities that one person can maintain, i.e. who we know, who we recognize and who we stereotype.

Most importantly, Snowden explained his theory of the five types of sense making and how narrative-based research applies. These five types are: the nature of systems, the way we know, construction of identities, how people see things and the exercise of power. They all support his ideas about the importance of recognizing the power of natural human behaviour. People make decisions, and learn by understanding patterns. These patterns, Snowden feels, have been subjugated to business practice fads and trendy knowledge management

Trade Show
TELUS ~ Exhibition Hall CDX
North Building, Upper Level

Friday, June 17
9:00 am - 4:00 pm

10:00 ~ 10:30 am - Refreshment Break

12:00 ~ 1:30 pm ~ Lunch

2:30 ~ 3:00 pm ~ Refreshment Break

theories. He gave an example in which a bank in South Africa assessed client and employee perceptions of each other. Using a narrative-based research process it was revealed that the way the clients perceived themselves was radically different than how the bank employees saw their clients.

All in all, this was a fascinating and inspiring address that helped us all understand the issues surrounding knowledge management, its limitations and possibilities for the future.

Western Wrap-Up Bash

Don't miss the bus!

Buses will be departing from the front of the Marriott Hotel (9th Avenue & Centre Street)

Buses depart between 5:30 pm & 6:15 pm

Buses will return from Calgary Olympic Park at 9:30 pm, 10:15 and 11:00 pm

Multilingual Services: Trials and Tribulations

By Lina Gordaneer

This panel of experts from the lower mainland in British Columbia drew a vivid portrait of the challenges librarians confront when they are serving a multicultural population as well as the integral role the library plays within these communities.

Barbara Buxton started the ball rolling by describing the “trials” the British Columbia Library Association’s Multilingual Services Committee have had in implementing multilingual collection development. After working on the project for a few months they discovered they could not implement the program due to lack of funding. Instead of giving up however, they decided to focus on the question, “What can we do to encourage multilingual services?” They decided on four initiatives that included encouraging the use of a listserv for multilingual resources, compiling a list of people with language expertise, creating a webpage linked to the BCLA page and talking to the national multilingual librarian about creating a multilingual collections list.

The next three panelists focused on specific programs that have been a success in their library. Ravi Basi, the multicultural outreach Librarian for Surrey Public Library, discussed a forum organized by the library entitled, “Sharing Issues, Sharing Solutions.” Pushing the boundaries of the library’s traditional role in the community, this forum was organized in cooperation with over 30 different community agencies to address pressing social issues within the South Asian population.

Wendy Jang, multilingual services librarian at the Richmond Public library, gave a succinct presentation on Partnership Programs and their importance to a multicultural community. Jang

demonstrated how her library cooperates with different community organizations to create programs such as a Career and Recruitment fair, an ESL book club for youth and a Healthy Living Series.

Ada Con, the Diversity Services and Programming Coordinator from the Fraser Valley Regional Library, gave details on how to implement a program for people wanting to practice their English in a safe environment.

Serving a multicultural community has many challenges. Yet, as these four panelists so clearly demonstrated, a diverse population leaves much room for cooperation, community participation and expanding the traditional role of the library.

CLA Conference

Bloggers Wanted!

CLA's Conference 2005 Blog is here!

CLA's President, and lead blogger, says that "CLA is happy to offer this service for all members to experience the conference - either here in wonderful Calgary or from afar. It's the latest tool we have to strengthen the Canadian library movement.

The blogging doesn't have to stop with the end of the conference...so once we leave Calgary...keep on going with your thoughts, reflections, comments!

To get started, send an email to pwilson@cla.ca and say you want to blog!

A blogger.com invitation will go out shortly thereafter. Simply follow the simple instructions on creating a blogger.com account (if you don't already have one) and away you go...

The Blog Driver's Waltz
By Stephanie Downs

Geoffrey Harder gave a blogging 101 session, which included practical tips on how to implement your own blog, ethical considerations surrounding blogs, and the value of using blogs within an organization. An introduction to RSS readers and other social software, such as social bookmarking, podcasting, and wikis were also discussed. Slides from this presentation will be posted on Geoff's own blog, www.blogdriverswaltz.com.

Progressive Librarianship: Where it's Been and Where it's Going
By Stephanie Downs

In this session, Dr. Toni Samek outlined the values and roles of progressive librarians, and critical librarianship. The relationship between intellectual freedom and social responsibility, librarianship and human rights, and the international and historical context of critical librarianship were highlights of Dr. Samek's talk. The session underpinned many inherent values of librarianship, such as democracy, open discourse, and public space.

Supporting Alberta Libraries Through CLA 2005

The Canadian Library Association is pleased to support Alberta libraries by donating to the Lois Hole Library Legacy Program, in the name of each speaker at the conference. These donations will be used to purchase library materials for the Gibbons Public Library, the Marigold Library System and the Coaldale Public Library.

David Bollier Keeps Us Rolling...

David Bollier offers up his keynote address "Librarians as Stewards of the Commons" at 9:00 am in TELUS Exhibition Hall E.

Don't miss this interesting and informative keynote address where Mr. Bollier explains how libraries can use the commons paradigm to re-position themselves in today's political and cultural climate, and reassert their mission with greater clarity.

The keynote address of Mr. Bollier will be available through the CLA Web site following the conference.

Canadian Library Trustees Association Honours the Late Dr. John Snow

CLTA's Merit Award was presented posthumously to Dr. John Snow, Treasurer of CLTA, Chair of Newfoundland's Provincial Public Library Board, on the Cornerbrook Public Library Board, and a member of Humber Literacy Council; serving until his untimely death in December 2003. CLTA was honoured to have Dr. Snow's son, Jonathan, present to accept the Award on behalf of the family.

Dr. Snow was nominated in recognition of his dedication to trusteeship in Newfoundland and Canada, his passion for public libraries and their importance to the community, his unwavering friendship to all those who came in contact with him, and his reputation for inspiring others in whatever endeavor they undertook.

CLA JobLink Centre

Looking for that important new career opportunity? Need advice on landing the job interview for your dream job? The Joblink Centre will be in TELUS 103 located on the Main Level, North Building of the TELUS Convention Centre.

Hours

Thursday, June 16 ~ 8:30 am – 5:00 pm
Friday, June 17 ~ 8:30 am – 5:00 pm
Saturday, June 18 ~ 8:00 am – 11:00 am

The Canadian Union of Public Employees (Alberta Division) has generously sponsored the Joblink Centre for the conference.

Internet Café

The Internet Café has 10 workstations available for email in the North Hall Foyer located on the upper level, North Building of the TELUS Convention Centre.

Hours

Friday, June 17 ~ 8:00 am – 5:00 pm
Saturday, June 18 ~ 8:00 am – 11:00 am

This conference service has been generously sponsored by Useful, a Calgary desktop computing company.

Author Signings...

A number of authors, many from the local community will be on-site Thursday and Friday to sign copies of their books. This is a great opportunity for delegates to meet some well-known names in person.

The author-signing table is located on the west wall of the TELUS Exhibition Hall CDX (near the buffet).

Come meet these authors Friday...

9:00-10:00 am

Hazel Hutchins & Carolyn Fisher

10:00-11:00 am

Keynote Speaker David Bollier

11:00-12:00 pm

Vicki Whitmell, James Lochrie & Su Cleyle

12:00-1:00 pm

Tracy Lyn Moland

1:00-2:00 pm

Cheryl Foggo & Clem Martini

2:00-3:00 pm

Bob Stallworthy & Richard Harrison

3:00-4:00 pm

Harry Sanders & Brian Brennan

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