



**Cooperating Raleigh Colleges Library Workshop**  
Thursday, July 11, 2013  
William Peace University

**The Complete User Experience: From the Right Chairs to the Right Help**

- 8:30 – 9:00 a.m.**      **Registration and morning coffee**
- 9:00 – 9:05 a.m.**      **Welcome**  
William Peace University
- 9:05 – 9:30 a.m.**      **Warm-Up**  
Bill Brown, Director of Events, Meredith College
- 9:30 – 10:30 a.m.**      **Keynote: What Business Are We In Again? Transforming Library Services for a New Decade**  
Clevell Roseboro, Dean of Libraries & Library Services, Saint Augustine's University
- 10:30 – 10:40 a.m.**      **Break**
- 10:40 – 11:00 a.m.**      **Exploring Campus History: Red, White & Black Walking Tours**  
Marian Fragola, Director of Program Planning & Outreach, NCSU Libraries  
Toni Thorpe, Program Coordinator, NCSU African American Cultural Center
- 11 a.m. - Noon**      **Concurrent sessions**
- All Roads Lead to Roam: Mobile Service at the Hunt Library**  
Colin Nickels, University Library Technician, NCSU Libraries
- The Backroom Experience**  
Ted Waller, Head of Cataloging, Archives & Acquisitions, Meredith College Library
- Noon – 1:00 p.m.**      **Lunch**  
Meet and learn from your colleagues by sitting with people in your own cohort group from other libraries
- 1:00 – 2:00 p.m.**      **Taking the Library to the Classroom**  
Jennifer Townes, Head of Reference & Instructional Services, Saint Augustine's University Library
- 2:00 – 2:45 p.m.**      **Watch and Learn: The Role of a Research Program in Improving Library User Experience**  
Adrienne Lai, Emerging Technology Services Librarian, NCSU Libraries
- 2:45 – 3:00 p.m.**      **Break**
- 3:00 – 4:15 p.m.**      **Learning Spaces Toolkit: An Overview and Exploration**  
Kim Duckett, Associate Head of Research & Information Services, NCSU Libraries