



PROGRAM

Innovation & Technology: Keeping pace with acceleration



**BC MUSEUMS
ASSOCIATION**

October 21 - 23, 2018
Kelowna, BC



Kelowna, BC
October 21-23, 2018

WELCOME TO KELOWNA!

Welcome to the BC Museums Association conference 2018 – **Innovation and Technology: keeping pace with acceleration!**

We are so pleased to host conference in Kelowna BC on the traditional lands of the Syilx/Okanagan Nation. I do hope that you enjoy the full program of workshops and presentations focused on best practices and innovations from museum, gallery and cultural professionals from across our province and beyond. We are also very proud to augment conference this year with a pre-conference workshop focused on Indigenous Engagement. Designed to develop knowledge and awareness, and to showcase some of BC's most creative and respectful collaborations, this dynamic program includes representatives from Reconciliation Canada, the First Peoples Cultural Council, Indigenous Tourism BC, the Indian Residential School History and Dialogue Centre, and the National Centre for Truth and Reconciliation among others. Whether you are joining us for the first time, or have been participating for decades, we anticipate you will find great value in the conference program and in your renewed/new connections with colleagues.



We hope you will find time to explore the beautiful Kelowna Art Gallery, Kelowna Museums, as well as the Sncəwips Heritage Museum during your stay. Representatives from all of these organizations have made a significant contribution to conference and ensuring you have a fantastic cultural experience during your time here.

Special thanks to the 2018 conference committee: Nataley Nagy, Jodi Simkin, Erica Stenson, David Alexander, Jordan Coble, Jennifer Garner, and Laura Wyllie as well as Erica Mattson and BCMA office staff for organizing.

Tania Muir
President, BC Museums Association

ABOUT THE PROGRAM LOGO

The Conference 2018 program logo was designed by **Courtney Zylstra**, an emerging museum professional and graphic designer working at The Robert Bateman Centre in Victoria, BC. Courtney was part of the first BCMA Mentorship Program intake in 2017-18, working with designer Derek Tan from the Beaty Biodiversity Museum. Courtney created this year's logo

"to represent Kelowna, which in an Okanagan language means 'Grizzly Bear.' The abstract image represents the mountains surrounding the city with a microchip pattern representing the Conference's technology theme. The mountains and the bear are reflected in Lake Okanagan."

Our thanks to Courtney for working this year's theme and local connection into the program logo and our Content Stream symbols seen throughout the program!



Kelowna, BC
October 21-23, 2018

HOST VENUE INFORMATION

The majority of Conference 2018 events and sessions take place at the **Delta Hotels Grand Okanagan Resort**. Offering a dramatic, luxurious setting on Okanagan Lake in downtown Kelowna, the Grand Okanagan Resort is the region's premier resort. If you're looking for a bite to eat or a casual drink, visit the OAK+CRU Social Kitchen & Wine Bar, the Resort's regionally-inspired restaurant. Look for BCMA sessions, exhibitors and information tables in the **Skaha Foyer, 1/3 North Room, Columbia Room** (located on the 2nd floor), **Mt. Boucherie Room**, and **Lower Foyer Coat Check**.

We are also proud to present a number of offsite events at some of Kelowna's outstanding cultural venues. Join colleagues for conference workshops at the **Kelowna Art Gallery** on Monday, October 22. The Kelowna Art Gallery is located just across the street from the hotel and is also the venue for our Welcome Reception on Sunday, October 21. Monday's evening event, Night at the Museum, will be hosted at the **Kelowna Museums Society's Okanagan Heritage Museum**, just a short walk from the hotel. The Society also plays host to the final event of the Conference, the Gala Dinner and BCMA Awards for Outstanding Achievement Presentations, held at the **Laurel Packinghouse**.

Full information about venue locations and walking directions can be found in the program.

CONFERENCE REGISTRATION DESK HOURS

The BCMA Conference Registration Desk is your number one information stop for Conference 2018. Stop by the Registration Desk when you first arrive to pick up your name badge. Return at any time to get the latest news about schedule changes, room locations, membership information, and more!

Members, visit the Registration Desk before lunch on Tuesday to sign in and collect your voting card.

Owl's Bookstore will be located next to the Registration Desk on Monday and Tuesday.

Registration is open at the following times:

Sunday, October 21, 2018

8:00 a.m. – 9:30 a.m.

1:00 p.m. – 4:00 p.m.

Coat Check in Lower Foyer

4:30 p.m. – 7:00 p.m.

Kelowna Art Gallery

Monday, October 22, 2018

7:30 a.m. – 5:00 p.m.

Skaha Foyer

Tuesday, October 23, 2018

7:30 a.m. – 5:00 p.m.

Skaha Foyer

HOW TO USE THIS PROGRAM

The BCMA Conference 2018 Program is your guide to all conference events and sessions. Explore the following pages to plan your Conference 2018 experience. Read about the sessions planned for the next three days, get all the information about our special evening events, and meet our exhibitors.

New this year are session content streams. Use the streams to plan your time around certain themes and topics. Our three streams are Small Museums (sponsored by Lucidea), Innovation and Technology, and Indigenous Culture and Collaboration.

Watch for the following symbols in the program to tailor your Conference 2018 experience:



Indigenous Culture and Collaboration

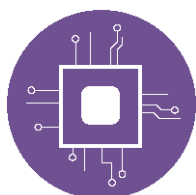
These sessions provide a platform for Indigenous and non-Indigenous museum workers to explore issues from diverse perspectives, to learn about innovative projects, and to deepen practice-transforming collaborative partnerships.
The bear graphic used at this year's conference represents our host city, Kelowna, which in an Okanagan Language means 'grizzly bear.'



 LUCIDEA

Small Museums (sponsored by Lucidea)

Calling all delegates who wear multiple hats! Are there days when you act as CEO, educator and janitor all at once? Perfect for delegates from museums with 10 or fewer staff or volunteers, these sessions explore topics from a small museum perspective. From grants to education, collections to operations, focus in on what you need to know to make your small museum a success for years to come.



Innovation and Technology

Technology in museums is a fast-paced and ever-changing area of innovation and opportunity. Innovation can also be "un-digital," based on changing how we do what we do. If you are an experienced techy or new to the innovation game, come hear colleagues in education, communications, exhibit development, finance, marketing, and operations share best practices from innovative projects across BC.

All sessions demonstrate some element of innovation, so this symbol highlights sessions with a particularly tech-based topic.

Blue or Orange?

Orange lines separate events taking place at different times, such as breakfast and the first session. Blue lines separate descriptions for events happening at the same time, such as Breakout Sessions.

Speaker Biographies

Speaker bios and images are available at any time on our website. Put a face to a name or learn more about your next session's presenter by visiting: <http://bit.ly/BCMAspeakers>

Help us save paper and go green!

The BCMA is exploring new ways to reduce our Conference impact on the environment thanks to post-conference feedback from delegates like you. We are not printing conference programs this year.

Please print your own program if you would like a copy on-hand during Conference. Consider printing double-sided, or only printing the pages you need, or go digital and visit bit.ly/BCMAconfprogram!

OWL'S BOOKSTORE

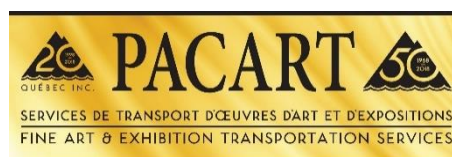
Owl's Bookstore returns for a fourth time at this year's BCMA 2018 Conference.

Owl's Bookstore will be open throughout the conference, located next to the BCMA Conference Registration Desk at the Delta Grand Okanagan Resort. We need your donations to fill the shelves, so look in your storage room and on your bookshelves and bring up to 5 non-fiction books (hardcover or soft) of interest to our museum and gallery community. Then visit Owl's Bookstore to purchase books for a nominal fee — \$5 per hardcover and \$2 per softcover unless otherwise marked — with all proceeds going to the BCMA.



CONFERENCE EXHIBITORS

The BC Museums Association is delighted to welcome a number of exhibitors to this year's conference. Please visit their displays from 7:30am-5:00pm in the Skaha Foyer to learn about the latest products and services available to the BC museum community. Please also join us in thanking each exhibitor for their support of the BC Museums Association and our annual conference!



CONFERENCE SPONSORS


We are thrilled to welcome a number of sponsors to the 2018 BCMA Conference. Please join us in thanking them for their support of the BC Museums Association and the provinces museum and heritage sector. Some of our sponsors are based right here in Kelowna, and others will be on display at the exhibitor tables, so stop by and thank them in person!

To see what each of our sponsors is supporting, please turn to the final page in this program.





SCHEDULE AT A GLANCE

All events are at the Delta Grand Okanagan Resort unless otherwise noted.

SUNDAY, OCTOBER 21, 2018		
8:00 a.m. – 9:30 a.m. and 1:00 p.m. – 4:00 p.m.	Registration	Coat Check in Lower Foyer
8:30 a.m. – 9:00 a.m.	Coffee/Tea and Danishes for Pre-Conference Workshop Participants	Skaha Foyer
9:00 a.m. – 4:00 p.m.	<div> <div>Pre-Conference Workshop</div> <div>Indigenous Cultural Competency</div> <div><i>Grab & Go lunch provided</i></div> </div> <div> <div>Various presenters.</div> <div>Hosted by Dan Smith, Co-Chair of the Indigenous Advisory Committee; Angela Marston, Arts Program Associate, First Peoples' Cultural Council</div> <div>See Pages 11-12 of this program or visit http://bit.ly/BCMApreconf for the full pre-conference workshop schedule</div> </div>	1/3 North Room
4:30 p.m. – 7:00 p.m.	Registration	Kelowna Art Gallery 1315 Water St. <i>Just across the street!</i>
5:00 p.m. – 7:00 p.m.	<div>Welcome Reception</div> <div>  </div>	Kelowna Art Gallery 1315 Water St. <i>Just across the street!</i>
7:00 p.m.	Dinner on your own	Birds of a Feather groups meet in the Kelowna Art Gallery lobby


MONDAY, OCTOBER 22, 2018

7:30 a.m. – 5:00 p.m.	Registration		Skaha Foyer
7:30 a.m. – 5:00 p.m.	Vendor displays available for viewing		Skaha Foyer
8:00 a.m. – 9:00 a.m.	Breakfast and Opening Remarks		1/3 North Room
9:00 a.m. – 10:00 a.m.	Opening Keynote Innovation and Technology: A survival guide	Megan Richardson , Director, Virtual Museum of Canada	1/3 North Room
10:00 a.m. – 10:30 a.m.	Coffee Break		Skaha Foyer
10:00 a.m. – 5:00 p.m.	Owl's Bookstore		Skaha Foyer
10:30 a.m. – 11:30 a.m. Breakout Session 1	Innovative Curatorship and Indigenous Collaboration: A best practice case study	Lynn Saffery , Museum Manager, Museum of Surrey; Drew Atkins , Project Manager, Kwantlen First Nation; Tumia Knott , Councillor, Kwantlen First Nation	1/3 North Room
	SEE:kelowna: Sharing experiences of homelessness through exhibition	Amanda Snyder , Curatorial Manager, Kelowna Museums; Lesley-Anne Evans	Columbia Room <i>Located on the 2nd floor</i>
	Power Tools: Creating a blueprint for recruiting, revitalizing and recognizing volunteers	Holli Hodgson , Volunteer Services Manager, Royal BC Museum and BC Archives; Chris O'Connor , Learning Program Developer, Royal BC Museum and BC Archives	Kelowna Art Gallery 1315 Water St. <i>Just across the street!</i>
11:30 a.m. – 12:00 p.m.	Vendor Product Demonstrations		Columbia Room <i>Located on the 2nd floor</i>
12:00 p.m. – 1:00 p.m.	Lunch on your own		
1:00 p.m. – 2:00 p.m. Breakout Session 2	Innovation in the Repatriation of Ancestral Remains	Lucy Bell , Head of the First Nations Department and Repatriation program, Royal BC Museum and BC Archives; Genevieve Hill , Archaeology Collections Manager, Royal BC Museum and BC Archives; Lia Tarle , PhD Candidate, Simon Fraser University	Columbia Room <i>Located on the 2nd floor</i>
	2, 4, 6, 8, What Are We Asking For? An Attempt at Advocacy	Lee Boyko , Executive Director, Sooke Region Museum	Kelowna Art Gallery 1315 Water St. <i>Just across the street!</i>
	Ask the Experts		1/3 North Room

2:00 p.m. – 2:15 p.m.	Break		
2:15 p.m. – 3:15 p.m. Breakout Session 3	Finding History with Advancing Technology: A case study of the ongoing projects at Klahoose First Nation	Leia Patterson , Heritage Coordinator, Klahoose First Nation	Columbia Room <i>Located on the 2nd floor</i>
	If These Walls Could Talk: How museum architecture helps tell the story	Justin Gammon , Intern Architect, Christine Lintott Architect; Tim Willis , Tim Willis Consulting	Kelowna Art Gallery 1315 Water St. <i>Just across the street!</i>
	Ask the Experts (continued)		1/3 North Room
3:15 p.m. – 3:45 p.m.	Coffee Break		Skaha Foyer
3:45 p.m. – 4:45 p.m. Breakout Session 4	The Good, The Bad, and the Ugly: A case study in community collaboration	Kelly E. Brown , Museum Coordinator, PoCo Heritage Museum and Archives; Kelsey Taylor , Planning Coordinator, Kwikwetlem First Nation; Fred Hulbert , Councillor, Kwikwetlem First Nation	1/3 North Room
	Snapshot of History: An experiment with curating an exhibition on Facebook	Cathy English , Curator, Revelstoke Museum	Columbia Room <i>Located on the 2nd floor</i>
	Visitor-Focused Experience Design: User journey mapping workshop	Carolyn Fung , Interactive Designer, NGX Interactive; Luyi Wang , Interactive Designer, NGX Interactive	Kelowna Art Gallery 1315 Water St. <i>Just across the street!</i>
5:00 p.m. – 7:00 p.m.	Dinner on your own		
7:00 p.m. – 9:00 p.m.	Night at the Museum 		Okanagan Heritage Museum 470 Queensway <i>10-minute walk from the Delta Grand Okanagan Resort</i>

TUESDAY, OCTOBER 23, 2018

7:30 a.m. – 5:00 p.m.	Registration and Owl's Bookstore	Skaha Foyer
7:30 a.m. – 5:00 p.m.	Vendor displays available for viewing	Skaha Foyer
8:00 a.m. – 8:45 a.m.	Breakfast	1/3 North Room
8:45 a.m. – 9:30 a.m.	Closing Keynote – Universal Technologies and Traditional Innovations: A comprehensive perspective	Dr. Yosef Wosk, OBC 1/3 North Room
9:45 a.m. – 10:45 a.m. Breakout Session 5	Empathetic Museum 101 and Museum Affect: Models for advancing institutional inclusion	Jim Cullen , Consultant, W. Jim Cullen Consulting Services; Sharanjit Sandhra , Curator, Sikh Heritage Museum Mt. Boucherie Room
	Constellation of Knowledge: exploring different ways of knowing through an innovative story-telling experience	Yukiko Stranger-Galey , Exhibits & Design Manager, Beaty Biodiversity Museum; Jason Woolman , Senior Archivist, Musqueam First Nation; Derek Tan , Digital Media Specialist, Beaty Biodiversity Museum Columbia Room <i>Located on the 2nd floor</i>
	ReconciliACTION in Museums	Lucy Bell , Head of the First Nations Department and Repatriation program, Royal BC Museum and BC Archives; Lou-Ann Neel , Repatriation Specialist, Royal BC Museum and BC Archives 1/3 North Room
10:45 a.m. – 11:15 a.m.	Coffee Break	Skaha Foyer
11:15 a.m. – 12:15 p.m. Breakout Session 6	Building Common Ground	Tracy Calogheros , CEO, The Exploration Place Museum + Science Centre; Alyssa Tobin , Curator, The Exploration Place Museum + Science Centre 1/3 North Room
	Exhibition Digital Experiences	Darran Edmundson , Director, EDM Studios; Melanie Greenaway , Double Dare Design; Ron Ulrich , Executive Director, Fernie Museum Columbia Room <i>Located on the 2nd floor</i>
	Actionable Analytics: Using the Google Toolkit to measure success	Meg Sugrue , Web & E-Commerce Specialist, Royal BC Museum and BC Archives; Dave Stewart , Digital Manager, Royal BC Museum and BC Archives Mt. Boucherie Room

12:20 p.m. – 1:45 p.m.	Lunch and Annual General Meeting	AGM Proceedings hosted by Tania Muir Lightning Talk Presentations: Mark Wunsch , Principal, Greencoast Media Inc.; Frank Brown , Proprietor, SeeQuest Development; Y. Kathy Brown , Co-owner, SeeQuest Development Gerry Lawson , Oral History and Language Lab Coordinator, UBC Museum of Anthropology	1/3 North Room
2:00 p.m. – 4:30 p.m. Breakout Session 7	Educators' Symposium	Lorenda Calvert , Education & Public Program Coordinator, Burnaby Village Museum; Jackie Chambers , Education & Outreach Manager, Beaty Biodiversity Museum; Nicole Balsdon , Education & Outreach Coordinator, Beaty Biodiversity Museum; Liz Crocker , Learning Program Developer, Royal BC Museum and BC Archives; Mark Hauk , Founder and Manger, Virtual Field Trip Program, Kelowna School District	Mt. Boucherie Room
2:00 p.m. – 4:30 p.m. Breakout Session 7	Small Museums for the 21 st Century	David Soul , Treasurer, Canadian Lacrosse Hall of Fame; Sunni Nishimura , Project Manager and Coordinator for Arca Partnerships, BC Electronic Library Network; Manda Maggs , Executive Director, Oliver & District Heritage Museum and Archives; Joe Borsato , Museum Coordinator, Museum of the Cariboo Chilcotin	Columbia Room <i>Located on the 2nd floor</i>
	Cultural Tourism Workshop	Erika Stenson , Head of Marketing, Sales and Business Development, Royal BC Museum and BC Archives; Paula Amos , Director of Partnerships, Indigenous Tourism BC; Glenn Mandziuk , Thompson Okanagan Tourism Association; Jordan Coble , Cultural and Operations Administrator, Sncawips Heritage Museum; Brady Smith , CEO Squamish Lil'wat Cultural Centre; Kim Hood , Manager, Co-op Marketing Programs, Destination BC	1/3 North Room
6:00 p.m. – 9:00 p.m.	Gala Reception and Dinner with BCMA Awards for Outstanding Achievement Presentations 		Laurel Packinghouse 1304 Ellis St. 5-minute walk from the Delta Grand Okanagan Resort

SUNDAY, OCTOBER 21, 2018

REGISTRATION

8:00 a.m. – 9:30 a.m. and 1:00 p.m. – 4:00 p.m.

Coat Check in Lower Foyer

Pre-Conference Workshop participants please remember to register before the workshop!

4:30 p.m. – 7:00 p.m.

Kelowna Art Gallery

Collect your name badges and get the latest conference information here. Please bring donations for Owl's Bookstore to the Registration Desk on Monday, October 22 only. Thank you.

DELEGATE BONUS: Your name badge provides complimentary admission to the Kelowna Art Gallery, October 21 to 24, 2018. Please present it to the cashier to receive free access.

PRE-CONFERENCE WORKSHOP INDIGENOUS CULTURAL COMPETENCY

9:00 a.m. – 4:00 p.m.

1/3 North Room



 LUCIDEA

8:30 a.m. – 9:00 a.m.

Coffee, tea and Danishes are available in the Skaha Foyer for workshop participants

12:00 p.m. – 1:00 p.m.

Grab & Go lunch boxes will be provided to all workshop participants

The Pre-Conference Workshop is in addition to the regular Conference 2018 program.

This fall, museum professionals from throughout the province will assemble on the traditional territory of the Sylix/Okanagan peoples for the annual BC Museum Association Conference. The theme for this year's gathering is Innovation and Technology: Keeping Pace with Acceleration. A pre-conference offering will shift the focus to help address requests from the community for an Indigenous Cultural Competency Training session. Our aim is to help sector professionals develop, enhance and stimulate relationships with local First Nations communities by providing a robust and meaningful dialogue showcasing best practices and insight into some of BC's most creative and respectful collaborations. We have recognized the need for such a session and hope to provide tangible take a-ways to support and facilitate these important conversations.

The Indigenous Cultural Competencies Pre-Conference Workshop will be hosted by **Dan Smith**, Co-Chair of the Indigenous Advisory Committee, and **Angela Marston**, Arts Program Associate, First Peoples' Cultural Council.

The pre-conference workshop program will be as follows (times are approximate and subject to change):

9:00 a.m.	Welcome and Opening Remarks	
9:15 a.m.	Reconciliation	Chief Robert Joseph , Ambassador of Reconciliation Canada
9:45 a.m.	Creative Programming – Language and Learning	Angela Martson , Arts Program Associate, First Peoples' Cultural Council
10:15 a.m.	Indigenous Cultural Acumen Training <i>Generously sponsored by the University of Victoria's Cultural Resource Management Program</i>  University of Victoria Continuing Studies	Dr. Rob Hancock , Office of Indigenous Academic and Community Engagement, University of Victoria
12:00 p.m.	Lunch <i>Grab & Go boxes available, enjoy a lakeside walk!</i>	
1:00 p.m.	Authentic Indigenous Tourism – Endless Possibilities	Paula Amos , Director of Partnerships, Indigenous Tourism BC
1:30 p.m.	Heritage Branch Initiatives	Ursula Pfahler , Senior Heritage Planner, Heritage Branch, Ministry of Forests, Lands and Natural Resource Operations and Rural Development
2:00 p.m.	GLAM Sector Showcase	Jordon Coble , Cultural and Operations Administrator, Sncəwips Heritage Museum; Wendy Wright , Library Director, Smithers Public Library; Elizabeth Shaffer , Indian Residential School History and Dialogue Centre; Genevieve Weber , Archivist, Royal BC Museum and BC Archives; Raymond Frogner , Head of Archives, National Centre for Truth and Reconciliation, University of Manitoba
3:45 p.m.	Closing Remarks	Dan Smith , Co-Chair of the Indigenous Advisory Committee; Angela Marston , Arts Program Associate, First Peoples' Cultural Council

WELCOME RECEPTION

5:00 p.m. – 7:00 p.m.

Kelowna Art Gallery

1315 Water St. – Just across the street!

Start the conference with some fun and light networking! Share in the joys, laughter, tears, and near-disasters of our annual Tales from the Trenches open mic.

Cash Bar

Venue provided compliments of the Kelowna Art Gallery



DINNER ON YOUR OWN

7:00 p.m.

Birds of a Feather groups are welcome to meet in the Hotel Lobby to make your way to your chosen restaurants or meeting areas.



Museum professionals, enrich your career path!

Invest in yourself and take advantage of our flexible and affordable online programs.

Diploma in Cultural Resource Management

10 online courses with optional six-day, on-campus electives.

Focus on museum and heritage principles and key areas of practice by completing three core courses and choosing seven electives.

Professional Specialization Certificate in Collections Management

Four online courses with optional six-day, on-campus electives.

Enhance your capacity to build, care for and manage collections.

Start your program today!

Visit our website for more information or contact us for upcoming courses and professional development opportunities: crmcoord@uvic.ca



continuingstudies.uvic.ca/culture



MONDAY, OCTOBER 22, 2018

REGISTRATION

7:30 a.m. – 5:00 p.m.

Skaha Foyer

Collect your name badges and get the latest conference information here. Please drop off donations for Owl's Bookstore before breakfast.

DELEGATE BONUS: *Your name badge provides complimentary admission to the Kelowna Art Gallery, October 21 to 24, 2018. Please present it to the cashier to receive free access.*

VENDOR DISPLAYS

7:30 a.m. – 5:00 p.m.

Skaha Foyer

Explore the latest in products and services available to the BC museum community and network with our knowledgeable and friendly Conference vendors!

BREAKFAST AND OPENING REMARKS

8:00 a.m. – 9:00 a.m.

1/3 North Room

Prayer and welcome from local First Nation. Welcome and opening remarks from BCMA Council and Staff.

OPENING KEYNOTE PRESENTATION

Innovation and Technology: A survival guide

9:00 a.m. – 10:00 a.m.

1/3 North Room

Megan Richardson, Director, Virtual Museum of Canada

If keeping pace with accelerating innovation and technology were really the goal, as the conference title suggests, the Canadian museum community would be in trouble. Rather, the goal should be knowing whether a technological solution will help you meet your goals, what's possible technologically, who's doing great work, and whether – and how – it's transferable to your situation. From her unique perspective as the leader of a digital investment program for Canadian museums, and with a museum education career spanning the decades since the rise of the Internet, Megan will examine what we mean by innovation and technology and its importance for the GLAM sector. She will share some inspiring examples of technology-based visitor experiences and tips to help build your digital capacity; and argue that though technology can never be a substitute for the real thing, used with imagination and creativity it can enhance the experience of it, and open up new forms of access and avenues of interpretation.

Megan Richardson has spent her career creating and supporting connections among people and museum collections. After establishing the education program at the Canadian Museum of Contemporary Photography, Megan moved to the National Gallery of Canada where she was a manager, and then head, of education. She introduced the Gallery's first collection app, a national online teen art contest, and the distance learning program. She also revitalized the flagship family program; and oversaw onsite and online interpretation for major international temporary exhibitions.

Megan is currently the Director of the Virtual Museum of Canada, a national digital cultural investment program, managed by the Canadian Museum of History. She is responsible for the annual calls for proposals, dozens of projects in development, and the program websites. Megan is leading the VMC renewal, an intensive 3-step process to better meet the needs of Canadian museums and heritage organizations.

COFFEE BREAK

10:00 a.m. – 10:30 a.m.

Skaha Foyer

Network with fellow delegates and visit with our Conference Vendors in the foyer!

OWL'S BOOKSTORE

10:00 a.m. – 5:00 p.m.

Skaha Foyer

Owl's Bookstore is back for a fourth year! Grab a gently-used non-fiction book and support the BCMA at the same time. There are always some classics buried in the stacks, so get there early.

Cash only, please bring your purchases to the Registration Desk.

BREAKOUT SESSIONS 1

10:30 a.m. – 11:30 a.m.

Innovative Curatorship and Indigenous Collaboration: A best practice case study

1/3 North Room

Lynn Saffery, Museum Manager, Museum of Surrey; **Drew Atkins**, Project Manager, Kwantlen First Nation; **Tumia Knott**, Councillor, Kwantlen First Nation



Learning from each other through storytelling creates empathy, understanding, commonality and community. Lynn Saffery (Museum of Surrey), Drew Atkins (Kwantlen First Nation) and Tumia Knott (Kwantlen First Nation) share their personal experiences working with Surrey's three land-based First Nations to curate an exhibition through collaboration, power sharing, and community storytelling. This is a potent example of how the museum sector can be a platform for the voices of all people and communities. Participants will learn the risks and rewards of collaborations, power sharing and community storytelling. They will learn about engaging community and providing the space for diverse voices and narratives.

SEE:kelowna: Sharing experiences of homelessness through exhibition

Columbia Room

Located on the 2nd floor

Amanda Snyder, Curatorial Manager, Kelowna Museums; **Lesley-Anne Evans**



Amanda and Lesley-Anne will describe some of the successes and challenges of co-creating SEE:kelowna – a small exhibition featuring firsthand accounts by individuals who have experienced homelessness. The presentation will demonstrate how to facilitate sharing stories from marginalized groups with a focus on practical aspects of the project, including examples of the paperwork and guidelines that were used to ensure the process was undertaken ethically and with the participants' best interests in mind. The presentation will also touch on the notion of 'appreciative inquiry,' in gathering and sharing genuine stories.

Power Tools: Creating a blueprint for recruiting, revitalizing and recognizing volunteers

Kelowna Art Gallery

1315 Water St. – Just across the street!

Holli Hodgson, Volunteer Services Manager, Royal BC Museum and BC Archives; **Chris O'Connor**, Learning Program Developer, Royal BC Museum and BC Archives



The Royal BC Museum and BC Archives recently made significant changes to the structure of our volunteer services, working closely with our volunteers to transform the program from the ground up.

No matter the size of your organization, our blueprint will help you find creative ways to work collaboratively with your volunteers. In our presentation, you'll learn how to think more creatively, identify the best ways to promote your volunteer program, use best recruitment practices, build a training plan, strategize how to empower your volunteers and build a recognition program that demonstrates appreciation and respect. We'll provide examples from our resource materials.

VENDOR PRODUCT DEMONSTRATIONS

11:30 a.m. – 12:00 p.m.

Columbia Room

Located on the 2nd floor



LUNCH ON YOUR OWN

12:00 p.m. – 1:00 p.m.

Birds of a Feather groups meet in the Hotel Lobby

BREAKOUT SESSIONS 2

1:00 p.m. – 2:00 p.m.

Innovation in the Repatriation of Ancestral Remains

Columbia Room

Located on the 2nd floor



Lucy Bell, Head of the First Nations Department and Repatriation Program, Royal BC Museum and BC Archives; **Genevieve Hill**, Archaeology Collections Manager, Royal BC Museum and BC Archives; **Lia Tarle**, PhD Candidate, Simon Fraser University

This session explores the ethics of holding ancestral remains and the process of repatriation. Under the guidance of Lucy Bell, who has many years of experience repatriating Haida ancestors, the RBCM's First Nations and Repatriation department has been establishing policy and procedures which are based on *yaghudang*, respect for the ancestral remains and belongings currently in our care. Practical tips about the RBCM's assessment of our current holdings and the development of procedures will be discussed. Some ethical challenges to the display of uncontested ancestral remains, and innovate ways that these remains have been displayed will also be discussed.

2, 4, 6, 8, What are we Asking For? An Attempt at Advocacy

Kelowna Art Gallery

1315 Water St. – Just across the street!

Lee Boyko, Executive Director, Sooke Region Museum



While the cultural sector as a whole often talks about the need for advocacy, the reality is that we do a very poor job. This workshop is intended to provide some of the tools and aid in developing a plan of action for you to carry out so that government understands what is important about the sector and how they can help to make the sector more of a success.

We will identify what the key issues the museum community and your museum want to advocate about! Who you are trying to influence? What do you say?

ASK THE EXPERT PLENARIES

1:00 p.m. – 3:15 p.m.

1/3 North Room

The Ask the Expert session runs concurrently with **Breakout Session 2** and **Breakout Session 3**. This session is a round-table discussion format. Bring specific questions for our Experts or take a seat and listen to the discussions. There is no set rotation structure or time, feel free to move to a new table whenever you'd like!

Please be courteous of presenters and participants in the other Breakout Sessions 2 and 3 rooms. Do not come and go from other sessions if you finish early with the Ask the Expert tables.

Care and Handling: Cleaning, storing, and safeguarding your collection

Nikki Bose, Curator of Collections, Kelowna Museums

During this session I will answer questions participants have about their collections or specific objects, so please bring a photograph of the object in question if you can. I will be able to provide advice on cleaning and dusting objects, storage advice, examples of mounts and enclosures for fragile objects. I will talk about conservation practices and what can be done to repair damaged objects. Participants will walk away with a handout of practical resources and information on how to properly take care of their collection.

Practical Solutions for Exhibition Fabrication and Installation Challenges

Kate Kerr, Exhibition Fabrication Specialist, Royal BC Museum and BC Archives

This session is an opportunity for delegates to bring their fabrication and exhibitry challenges to the table for group discussion. Budget-conscious, practical solutions for some basic ongoing exhibition needs and problems will be shared and specific challenges will be brainstormed as a group. Attendees will come away with easy solutions and handy resources for fabrication and installation issues they may face.

Keeping Pace with Social Media (in just one hour a week!)

Amy Gibson, Marketing, Communications & Events Coordinator, Beaty Biodiversity Museum

Social media can be a daunting world. It can feel impossible to know how to manage something that is constantly changing. But regardless of your visitor demographics, the majority of Canadians in all age groups use some form of social media. How can you take advantage of this?

This discussion will consider different techniques and times in which you can connect with your visitors - before, during, after their visit - along with the different channels for communication. Attendees will leave with strategies that anyone can use to start proactively managing your social media channels in just one hour every week.

Writing Winning YCW Proposals

Tammy Bradford, Manager, Creston Museum

I have written top-scoring, fully-funded proposals for Young Canada Works summer student funding every year for the past twenty years. If you have had less success than you would like with this program, bring your recent proposal to Conference – in your twenty-minute session, I will review it, give you advice on exactly what the program is looking for in a proposal, and offer specific suggestions for strengthening your request. You will leave the session with concrete, practical ideas for strengthening your applications to this program.

Innovation: Who decides what it is?

Kirstin Clausen, Executive Director, Britannia Mine Museum

Is the word 'innovative' a comfortable fit for your organization? Do you wonder if what your Museum is doing is innovative enough to be described as such? The presenter will use a real example from the Britannia Mine Museum to spark conversation. This session is geared for mid-sized organizations. Participants will take away ideas for framing innovation in their organizations as a value that is achievable even if budgets are small and projects routine. It is hoped that this will help with grant writing when innovation is a criterion being assessed. Kirstin Clausen is the Executive Director of the Britannia Mine Museum.

Options for Online Collections

Dave Stewart, Digital Manager, Royal BC Museum and BC Archives

Dave Stewart manages the Royal BC Museum and BC Archives and Archives' digital assets that consists of 4.5 million online records spread across five major collections: museum, archives, genealogy, library and media. He's also the Chair of BC Digital Library Steering Committee, a GLAM inspired initiative that seeks to leverage digital resources across cultural sectors. He swims in the deep end of digital media and collections data. Are you struggling with your online collection? Would you like some advice? Ask away!

Intimidated by AV Digitization? Practical Preservation and Access

Ember Lundgren, Preservation Manager, Royal BC Museum and BC Archives

Best practice, good practice, and the real-world practice of digitization of audio, video and film for preservation and access. Ember is happy to talk frankly about the risks and rewards of digitizing collections including what worked and what didn't. She will also be happy to provide links to resources she has found helpful.

BC Heritage Emergency Response Network

Elisabeth Czerwinski, Conservator, Burnaby Village Museum; **Kasey Lee**, Senior Conservator, Royal BC Museum and BC Archives

What are the risks faced by your collections? Do you know how to recover from an emergency and who is on your recovery team? The BC Heritage Emergency Response Network (BC HERN) was born of this concern. B.C. conservators are working with the BCMA to develop an emergency response and collections salvage network to support cultural, heritage and arts institutions throughout the Province. Knowing your risks, training to respond and creating connections will ensure prompt action from local teams with local resources. Come learn about the BCHERN and help us build a network to best serve you.

Refine Your Collection: How to Plan Deaccessioning and Collection Clean-Up Projects

Luc Desmarais, Freelance Contractor

Refining your collection can be a daunting task. Where do you begin? In this Ask the Expert roundtable, Luc will guide you through the collection clean-up and deaccessioning process. Using policy samples, practical experience, and an examination of ethical roadblocks, the path to a refined collection will be outlined in this session, with emphasis on discussing your own situation. If you attended Luc's BCMA Regional Workshop, this will be a chance to share an update or ask further questions.

New Strategic Directions at the BC Arts Council Open Up Funding Access

Sue Donaldson, Program Officer, Visual Arts, Literary Arts & Museums, BC Arts Council

The BC Arts Council had \$5 million added to its budget from the Province this year and announced a new Strategic Plan that will open up funding possibilities.

Come and find out how your museum, gallery or indigenous cultural centre can access BC Arts Council funding for your projects.

New strategic directions for the BC Arts Council include:

- Regional Arts & Community Arts
- Indigenous Arts & Culture
- Equity, Diversity & Access
- Sustainability & Creative Development

BREAK

2:00 p.m. – 2:15 p.m.

Skaha Foyer

A quick break between sessions to stretch your legs, do some speed networking, take a bio break, or move to a new room. Ask the Expert plenaries are ongoing, so please be courteous of people already at a table. Have a few spare minutes? Visit with our Conference Vendors in the foyer!

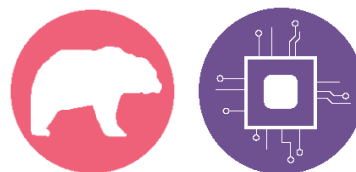
BREAKOUT SESSIONS 3

2:15 p.m. – 3:15 p.m.

Finding History with Advancing Technology: A case study of the ongoing projects at Klahoose First Nation

Columbia Room

Located on the 2nd floor



Leia Patterson, Heritage Coordinator, Klahoose First Nation

Like many of BC's First Nations, the Klahoose Nation has struggled to maintain its cultural identity after years of restrictive legislation and the effects of residential schools. Keen on developing creative methods for building connections within the museum sector and population at large, the Department of Repatriation launched two distinct but associated projects; ʔi:mot tətʰ kʷənome (it's good to see you): The Journey Home, and la mon'-ti (Mountain) & hool'-hool (Mouse): Locating Ancestors and Artifacts App. The presentation will explore these projects – how technology was used, the aims of the projects and the outcomes at the time of the Conference.

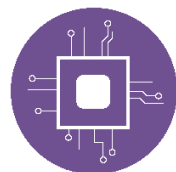
If These Walls Could Talk: How museum architecture helps tell the story

Kelowna Art Gallery

1315 Water St. – Just across the street!

Justin Gammon, Intern Architect, Christine Lintott Architect;

Tim Willis, Tim Willis Consulting



LUCIDEA

A museum's building is not just its home; it contributes to the telling of its story. Designer Justin Gammon and museum consultant, Tim Willis will explore the narrative elements of architecture and illustrate how they have helped museums tell their stories over time.

They will show how architectural storytelling has practical applications and was used to drive the conceptual design for a new museum. The goal is to help museum professionals think about their own buildings and how they can be leveraged to support the Museum's story.

COFFEE BREAK

3:15 p.m. – 3:45 p.m.

Skaha Foyer

Network with fellow delegates and visit with our Conference Vendors in the foyer!

BREAKOUT SESSIONS 4

3:45 p.m. – 4:45 p.m.

The Good, the Bad, and the Ugly: A case study in community collaboration

1/3 North Room



LUCIDEA

Kelly E. Brown, Museum Coordinator, PoCo Heritage Museum and Archives; **Kelsey Taylor**, Planning Coordinator, Kwikwetlem First Nation; **Fred Hulbert**, Councillor, Kwikwetlem First Nation

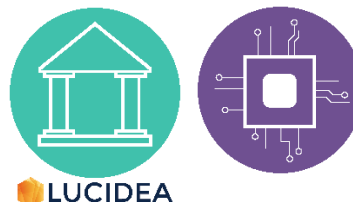
In this discussion we plan to explore the collaboration between PoCo Heritage and Kwikwetlem First Nation based on our "Port Coquitlam's Historical Continuum" project, which launched in May 2018. This conference presentation will acknowledge our successes, but also explore the many challenges that we faced throughout this project. This project required support and collaboration from three institutions: PoCo Heritage, Kwikwetlem First Nation, and the City of Port Coquitlam, and we will discuss the complexities and challenges we faced while trying to balance the many perspectives and concerns brought to the table by all three collaborators throughout the process.

Snapshot of History: An experiment with curating an exhibition on Facebook

Columbia Room

Located on the 2nd floor

Cathy English, Curator, Revelstoke Museum



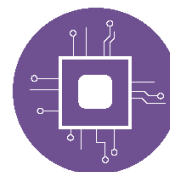
This session will look at using social media to curate an exhibition using Revelstoke Museum & Archives' Snapshot of History project as an example. The museum shared photos on its Facebook page and based on the voting, determined the top 150 photographs of the 600 that were shared and created a photo exhibition. The session will explore the opportunities and challenges of curating an exhibition using social media, and will highlight the lessons learned, and some unexpected outcomes. Participation will be encouraged, and there may even be some social media interaction during the session.

Visitor-Focused Experience Design: User journey mapping workshop

Kelowna Art Gallery

1315 Water St. – Just across the street!

Carolyn Fung, Interactive Designer, NGX Interactive; **Luyi Wang**, Interactive Designer, NGX Interactive



In this workshop, participants will be introduced to the methodology and process of user journey mapping, as applicable to designing interactive exhibits and spaces.

User journey mapping is a method that visually and conceptually illustrates visitor needs, emotions, and perceptions throughout their relationship with an organization. These maps can provide insight into the challenges, questions, and experiences of a single user in a given situation and provide a specific description of their perspective. In this way, institutions and organizations are able to understand their users. In other words, it enables you to put yourself in your visitor's shoes.

DINNER ON YOUR OWN

5:00 p.m. – 7:00 p.m.



Kelowna, BC
October 21-23, 2018

NIGHT AT THE MUSEUM

7:00 p.m. – 9:00 p.m.

Okanagan Heritage Museum

470 Queensway – 10-minute walk from the Delta Grand Okanagan Resort

Join Kelowna Museums for an immersive evening perfectly curated for museum professionals. Tour the state-of-the-art Conservation Lab and join elder Eric Mitchell in a ǵʷčiči. Enjoy fabulous dessert treats while sampling local wines with complimentary tastings provided by The View. Cash bar also available.

Cash Bar

Venue provided complements of Kelowna Museums





Kelowna, BC
October 21-23, 2018

TUESDAY, OCTOBER 23, 2018

REGISTRATION AND OWL'S BOOKSTORE

7:30 a.m. – 5:00 p.m.

Skaha Foyer

Stop by the Registration Desk for the latest Conference news. Take a look through Owl's Bookstore – there's often new books added throughout the day.

Owl's Bookstore is cash only, please bring your purchases to the Registration Desk.

DELEGATE BONUS: Your name badge provides complimentary admission to the Kelowna Art Gallery, October 21 to 24, 2018. Please present it to the cashier to receive free access.

VENDOR DISPLAYS

7:30 a.m. – 5:00 p.m.

Skaha Foyer

Explore the latest in products and services available to the BC museum community and network with our knowledgeable and friendly Conference vendors!

BREAKFAST

8:00 a.m. – 8:45 a.m.

1/3 North Room

Prayer and Welcome from local First Nations.

CLOSING KEYNOTE

Universal Technologies and Traditional Innovations: A comprehensive perspective

8:45 a.m. – 9:30 a.m.

1/3 North Room

Dr. Yosef Wosk, OBC

Yosef Wosk is an Adjunct Professor in Humanities, a Shadbolt Fellow, and former Director of Interdisciplinary Programs in Continuing Studies at Simon Fraser University where he developed seminal programs such as *The Philosophers' Café* and *The Canadian Academy of Independent Scholars*. In addition to being an ordained rabbi and receiving two honorary doctorates, he holds Ph.D.s in Religion & Literature as well as in Psychology, and Masters degrees in Education and Theology. As a businessman, he is president of Binyan and Kolbo Holdings. Widely travelled, including expeditions to both the North and South Poles, Yosef is a Fellow of the Royal Canadian Geographical Society. He founded hundreds of libraries and supported museums on all seven continents, endowed Vancouver's Poet Laureate, and has taught thousands of students around the world. Identified as one of the top ten thinkers and most thoughtful citizens in the province, he is included in *Canadian Who's Who* and has been presented with numerous awards including *The Order of British Columbia*, *The Queen's Golden and Diamond Jubilee Medals*, an *Outstanding Achievement Award* and *The President's Medal* from the Canadian Museums Association, as well as a *Culture Beyond Borders Medal* from the United Nations. Active in communal affairs—especially in the areas of education, libraries, museums, the arts, social services, heritage conservation, gardens, philanthropy and religion—Yosef is a media commentator, public speaker and published author.

BREAKOUT SESSIONS 5

9:45 a.m. – 10:45 a.m.

Empathetic Museum 101 and Museum Affect: Models for advancing institutional inclusion

Mt. Boucherie Room

Jim Cullen, Consultant, W. Jim Cullen Consulting Services;
Sharanjit Sandhra, Curator, Sikh Heritage Museum

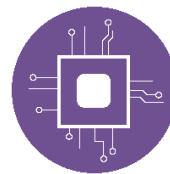


Visitor-centered. Civic minded. Diverse. Inclusive. Welcoming. Participatory. Learn how these 21st century museum qualities are impossible without an inner core of institutional empathy: the museum's intention to be - and be perceived as - deeply engaged with its community. We introduce the Empathetic Museum Concept and review its Maturity Model as an accessible tool for institutional self-reflection, assessment and change. We explore critical race concepts and affect as necessary theories for 21st century museums to engage with their entire communities. Find out how to foster your institution's empathy and affect and address museums' inherent inequalities around access and representation.

Constellation of Knowledge: Exploring different ways of knowing through an innovative story-telling experience

Columbia Room

Located on the 2nd floor



Yukiko Stranger-Galey, Exhibits & Design Manager, Beaty Biodiversity Museum; **Jason Woolman**, Senior Archivist, Musqueam Indian Band; **Derek Tan**, Digital Media Specialist, Beaty Biodiversity Museum

The Musqueam Indian Band and the Beaty Biodiversity Museum are showcasing an exciting exhibition, integrating Indigenous perspectives and ways of knowing in a natural history museum. This experience explores the complex and sophisticated web of knowledge and relationships that surround any one species or belonging, centering around the creation of a 35-foot sturgeon harpoon, a modern piece made generations after Musqueam ceased to fish for sturgeon. Journey with us as we explore the creation of this innovative story-telling exhibition, integrating visual, tactile, auditory, and digitally immersive elements to uncover for our visitors a new, yet well-travelled, path through our museum.

ReconciliACTION in Museums

1/3 North Room

Lucy Bell, Head of the First Nations and Repatriation Department, Royal BC Museum and BC Archives; **Lou-Ann Neel**, Repatriation Specialist, Royal BC Museum and BC Archives



In 2015, the Truth and Reconciliation Commission released its report, Honouring the Truth, Reconciling for the Future. The report addressed the residential school experience and proposed 94 Calls to Action for Canada to work towards meaningful reconciliation with Indigenous people. This session will give an overview of the Calls to Action that museums can act upon and facilitators will lead a world-café discussion for museum professionals to share their successes, challenges and ideas to create meaningful responses to the Calls to Action. Three years after the report, it is a good time to reflect on the truth and reconciliation work we have all done, to discuss the work we all still need to do and to recommit to our future actions.

COFFEE BREAK

10:45 a.m. – 11:15 a.m.

Skaha Foyer

Network with fellow delegates and visit with our Conference Vendors in the foyer!

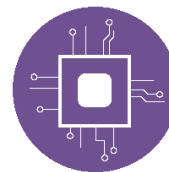
BREAKOUT SESSIONS 6

11:15 a.m. – 12:15 p.m.

Building Common Ground

1/3 North Room

Tracy Calogheros, CEO, The Exploration Place Museum + Science Centre;
Alyssa Tobin, Curator, The Exploration Place Museum + Science Centre



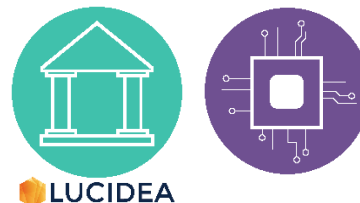
In today's world of rapid change, social unease and contemporary issues, The Exploration Place Museum + Science Centre is working on effective ways to reach new audiences and offer an innovative look at the future as well as the past. By delivering hands-on experiences to explorers of all ages, visitors are able to touch and feel their way through history, science and nature. If museums are to remain vital, they must mature into multi-disciplinary forums; a safe place for difficult discussions and arduous inquiry. The Exploration Place has leapt into this concept of forum with both feet offering an "out-of-the-box" approach to learning and teaching.

Exhibition Digital Experiences

Columbia Room

Located on the 2nd floor

Darran Edmundson, Director, EDM Studios; **Melanie Greenaway**, Double Dare Design; **Ron Ulrich**, Executive Director, Fernie Museum



Digital technologies — displays and computer-driven interactives — provide a valuable and engaging element of the exhibition visitor experience to reinforce narratives and learning objectives. Few visitors walk into a museum without a smartphone or tablet and many remain connected following a visit, providing further opportunities for visitor engagement beyond the Museum walls. A key part of the digital design process is determining when and how digital experiences should be incorporated into an exhibition, and the best methods to implement them.

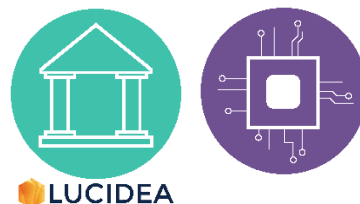
Presentation topics include:

- In-gallery and online exhibition development.
- Components: kiosks, interactives, displays.
- Integration with website and social media.
- Incorporating technology into exhibits.
- Maximising the digital experience.
- Case studies.

Actionable Analytics: Using the Google Toolkit to measure success

Mt. Boucherie Room

Meg Sugrue, Web & E-Commerce Specialist, Royal BC Museum and BC Archives; **Dave Stewart**, Digital Manager, Royal BC Museum and BC Archives



You spend your time crafting dynamic, engaging web content. But how do you know if your stories are being heard? How can you utilize analytics to help you measure and meet your goals?

After a brief introduction to Google Analytics, we'll work together to produce an automated report catered to your needs. To get the most out of this workshop, we recommend that you have the Google Analytics tracking code installed on your site(s). If you don't have the ability to install this code yourself, please feel free to reach out to msugrue@royalbcmuseum.bc.ca and we can help you get set up.

LUNCH AND ANNUAL GENERAL MEETING

12:20 p.m. – 1:45 p.m.

1/3 North Room

All delegates are welcome.

Members must sign in and collect voting cards. AGM materials, including financial statements, are available to all members at www.museumsassn.bc.ca

AGM proceedings hosted by **Tania Muir**, BCMA President.

Following the AGM proceedings, hear two special Lightning Talk presentations about innovative and exciting Indigenous projects taking place in and with museums and communities across BC. Hear about how technology impacts these projects and sparks engagement with those involved.

Sacred Journeys: The resurgence of Indigenous ocean-going canoes

Mark Wunsch, Principal, Greencoast Media Inc.; **Frank Brown**, Proprietor, SeeQuest Development; **Y. Kathy Brown**, Co-owner, SeeQuest Development

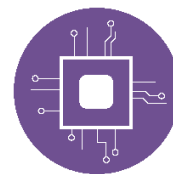


Originating from ancient traditions, suppressed, almost forgotten, now revived, the coastal canoe culture has gained pivotal importance in today's indigenous societies and for youth empowerment of the Pacific Northwest. Initiated and governed by the Heiltsuk First Nation, this travelling exhibit employs an innovative concept that merges metaphoric art, classic documentary work, and interactive storytelling. Told from the Heiltsuk perspective and true to our values of respect and honor for our fellow nations up and down the coast, we aim to tour the exhibit around the Pacific Northwest and across Canada 2019-2024.

Visit www.sacredjourneysexhibit.com for more information.

Indigitization: Innovative, but not why you think

Gerry Lawson, Oral History and Language Lab Coordinator,
UBC Museum of Anthropology



Why had so few precious recordings of Indigenous cultural knowledge been migrated to digital forms? Why was it so difficult for Information practitioners at First Nations organizations to turn Archival digitization best practices into actual practices? Gerry Lawson talks about his experiences as a museum outsider in coming to manage the UBC Museum of Anthropology Oral History and Language Lab, and his role in helping to develop the “Innovative” UBC Indigitization Program to try to answer these questions.

BREAKOUT SESSIONS 7

2:00 p.m. – 4:30 p.m.

These streamed breakout workshops are deep-dive explorations on topics discussed throughout the Conference program.

The Educators' Symposium and the Small Museums for the 21st Century sessions feature short Lightning Talk 'thought starters' that lead into a main presentation. A facilitated discussion and/or activity will follow the presentations and close out the workshop.

Coffee and tea available from 3:00 to 4:00 in the Skaha Foyer when sessions take a break

EDUCATORS' SYMPOSIUM

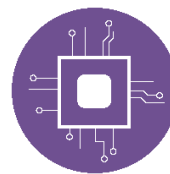
Mt. Boucherie Room

Lightning Talk – Navigating Sensitive Topics with Child Visitors

Lorenda Calvert, Education & Public Program Coordinator,
Burnaby Village Museum



 LUCIDEA



This session explores museum educators past experiences facilitating conversations about sensitive topics, such as death, with child visitors and provides a framework to assist future facilitation. Participants will leave this session with an understanding of the developmental stages of children and how they correlate to a child's understanding of sensitive topics. Participants will leave with five tips on how to have a successful facilitation of a conversation about a sensitive topic with a child visitor and with an understanding of the importance of training staff and volunteers on what to do when sensitive topics arise.

Lightning Talk – Is it Real? Natural history specimens and family learning

Jackie Chambers, Education & Outreach Manager, Beaty Biodiversity Museum

Do families learn differently from real, replica, and virtual objects? Jackie will share her Master of Museum Education research on natural history specimens at the Beaty Biodiversity Museum and how visiting families interact with real specimens, synthetic replicas, and digital objects.

Lightning Talk – Learning about Learning: Evaluation tools for educators

Nicole Balsdon, Education & Outreach Coordinator, Beaty Biodiversity Museum

Learning from experiences is an essential component of education in museums, but full-scale program evaluation isn't always practical. But don't give up - there are small ways you can infuse evaluation, growth, and continual change into your everyday programming. Plan to leave with one or two new ideas to build into your daily practice.

Virtual Field Trips: Connecting with BC schools

Liz Crocker, Learning Program Developer, Royal BC Museum and BC Archives; **Mark Hauk**, Founder and Manager, Virtual Field Trip Program, Kelowna School District

Nearly every classroom in Canada is equipped to host a live videoconference. Teachers are hungry for place-based, BC specific and First Peoples stories and content. The very stories museums, historic sites, and cultural centres hold. Technology makes it possible for even a museum with the smallest budget to get in on the action. But how to get started?

Liz Crocker, Learning Program Developer at Royal BC Museum and BC Archives and Mark Hauk, Founder and Manager of School District 23 Virtual Field Trip program, present the basic ingredients to develop your own virtual field trip program and share examples of some of the greater possibilities to reach for.

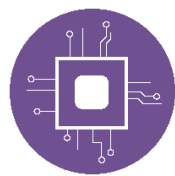
SMALL MUSEUMS FOR THE 21ST CENTURY

Columbia Room

Located on the 2nd floor

Lightning Talk – A Thread Runs Through It: Changing digital artifacts into a rich tapestry

David Soul, Treasurer, Canadian Lacrosse Hall of Fame



 **LUCIDEA**

Our online "Archive for the people" will be story-centric and developed through threads that connect through time and community. It is designed to be integral in our promise to be keeper of our sport's history while also reflecting the importance of storytelling in preserving the Heritage and Culture that led from the original gift of the game through the development of Canada's National Summer Sport. The presentation will quickly cover our aspirations, the off the shelf software tools used to develop the web accessible story and artifact collection, the collection process and our progress to date.

Lightning Talk – ARCA: A low-cost, supported hosting solution for BC History Digitization Grant Recipients

Sunni Nishimura, Project Manager and Coordinator for Arca Partnerships, BC Electronic Library Network

Looking for a way to provide access to your digital treasures? No time/resources for an access solution? Have you been or are you a recipient of BC History Digitization Program (BCHDP) funding? BC libraries, museums, archives and galleries with BCHDP-funded materials are eligible for no-cost, fully supported hosting of those materials in Arca, BC's award-winning collaborative digital repository. Come to this lightning talk to find out more about this fantastic opportunity, made possible by a partnership between the Irving K Barber Learning Centre (IKBLC) at the University of British Columbia Library and the BC Electronic Library Network (BC ELN).

Lightning Talk – The Potluck Project

Manda Maggs, Executive Director, Oliver & District Heritage Society Museum and Archives

Our sector benefits greatly from a wide variety of experience, disciplines and perspectives. This is especially true in small institutions where daily tasks of staff or volunteers seem to include everything one can imagine: bookkeeper, exhibit designer, grant writer, office administrator, human resources, handyman, janitor, public relations liaison, social media/marketing guru...the list goes on. Small institutions are often in the position of being unable to train staff or volunteers; so I have been developing a website that is essentially a freely accessible collection of resources specific to small institutions to help share our collective knowledge and experience. I expect attendees to learn about the challenges and strategies employed by small institutions to achieve their goals, and to learn how they can benefit from the shared experiences of other similarly-structured museums, art galleries, cultural centers, and archives that the Potluck Project can provide. Attendees will learn about this project and how they can contribute to its growth and development, and subsequently utilize the resources shared by others. As all of the content in this resource is generated by small institutions, participation is key in getting it off the ground.

Accelerating Together: Strategies for promoting heritage and historical consciousness

Joe Borsato, Museum Coordinator, Museum of the Cariboo Chilcotin

Using exhibitions from the Museum of the Cariboo Chilcotin in Williams Lake BC as case studies, this presentation discusses how small, mostly rural, community museums can sufficiently represent their constituents to visitors. In particular, museum workers need to demonstrate an attentiveness to the myth of the frontier, a pervasive narrative that distorts the origin stories of communities at the expense typically of marginalized groups. Overall, museums must work with constituent organizations and other heritage groups to represent competing narratives and help overcome the myth of the frontier, thereby providing a more historical and honest representation of the community.

CULTURAL TOURISM WORKSHOP

1/3 North Room

Working Together: Accelerating the impacts of cultural tourism

Erika Stenson, Head of Marketing, Sales and Business Development, Royal BC Museum and BC Archives; **Paula Amos**, Director of Partnerships, Indigenous Tourism BC; **Glenn Mandziuk**, Thompson Okanagan Tourism Association; **Jordan Coble**, Cultural and Operations Administrator, Sncəwips Heritage Museum; **Brady Smith**, CEO Squamish Lil'wat Cultural Centre; **Kim Hood**, Manager, Co-op Marketing Programs, Destination BC



Cultural tourism is one of the fastest-growing global tourism markets. Culture and creative industries are increasingly being used to promote destinations and enhance their competitiveness and attractiveness. Many locations are now actively developing their tangible and intangible cultural assets as a means of developing comparative advantages in an increasingly competitive tourism marketplace, and to create local distinctiveness.¹

This panel and workshop will discuss the growing relationship between tourism and culture (cultural centres and museums), and the ways in which they can work together to become major drivers for destination development; becoming more attractive to visitors and more successful.

The panel will discuss how to build relationships between cultural centres, museums and the regional tourism bodies to support shared objectives and leverage resources. The workshop will include break-out sessions to brainstorm opportunities, things to consider and help support moving partnerships forward. Destination BC will be on hand to talk about ways to engage with them (including free opportunities!)

¹. 2018 Organization for Economic Co-operation and Development

GALA RECEPTION AND DINNER WITH BCMA AWARDS FOR OUTSTANDING ACHIEVEMENT PRESENTATIONS

6:00 p.m. – 9:00 p.m.

The Laurel Packinghouse

1304 Ellis St. – 5-minute walk from the Delta Grand Okanagan Resort

End your conference experience by celebrating the best of BC museums and galleries with the BCMA's Conference Gala. The night begins with a reception at the Laurel Packinghouse where you can mingle with award nominees before moving to your tables for a special gala dinner. As dinner ends, find out who this year's winners are in the BCMA Awards for Outstanding Achievement presentations. The annual awards ceremony recognizes the exceptional work and innovation of the BC museum community with awards in multiple categories.

Business formal dress. Cash bar. Name badge is required for entry. If you purchased a Gala Dinner Guest Ticket, you will pick up the extra name badge at the Conference registration desk.





Kelowna, BC
October 21-23, 2018

THANK YOU!

Conference Committee

Nataley Nagy, Co-Chair
David Alexander
Jordan Coble
Jen Garner
Carolyn Holmes
Jodi Simkin
Erika Stenson
Laura Wyllie

A special thanks to Linda Digby from the Kelowna Museums Society!

Awards Committee

Scott Marsden, Co-Chair
Hanna Cho, Co-Chair
Tammy Bradford
Luc Desmarais
David Jensen
Haema Sivanesan
Alyssa Tobin

BCMA Secretariat

Erica Mattson
Executive Director

Anissa Paulsen
Program Officer

Ben Fast
Programs & Member Services Coordinator

Carol Liber
Event Manager
CALIBER Consulting

CONFERENCE SPONSORS

Indigenous Cultural Acumen Training (part of the October 21 Pre-Conference Workshop) is generously sponsored by the University of Victoria's Cultural Resource Management Program. Thank you to the CRM Program and UVic for joining us as a sponsor again this year!



University
of Victoria

Continuing
Studies



The Small Museums Learning Stream is generously sponsored by Lucidea. Thanks also to Lucidea for their support of the Ask the Expert session, and for joining us as the presenting sponsor for our 2019 monthly webinar series.

The Royal BC Museum and BC Archives is generously supporting travel bursaries for this year's conference. We also gratefully acknowledge the generous support of the Royal BC Museum and BC Archives in providing a home for the BC Museums Association secretariat.



ROYAL BC MUSEUM



NGX Interactive generously sponsors the BC Museums Association Award for Innovation, which was created in 2017 to celebrate individuals in the BC museums community whose work is driven by creativity and innovation.

The Kelowna Art Gallery has generously provided space for the Opening Reception, and conference workshops.



Kelowna Museums is our venue sponsor for Night at the Museum and our awards dinner for the BC Museums Association Awards for Outstanding Achievement.

Many thanks also to the Kelowna Art Gallery and Kelowna Museums for their many hours of support in helping to organize this year's conference!