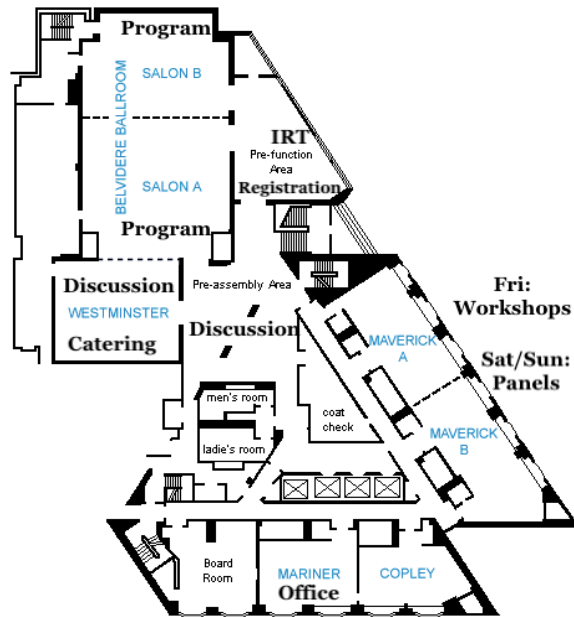


Smofcon 35

Friday, December 1 – Sunday, December 3, 2017
Hilton Boston Back Bay



Program, Events, Registration & Office – all on 2nd floor
Con Suite 2601 Friday-Sunday 8:00am – 6:00pm, 8:00pm – 1:00am
Registration Friday 8:30am – 8:00pm, Saturday 9:30am – 5:00pm
Sunday 9:30am – 11:00am

Sponsored by MCFI. Check <http://smofcon35.org> for more information. Download the latest schedule for your mobile device by searching for Grenadine Event Guide in the App Store (event code SMOF35).

Code of Conduct: See <http://www.smofcon35.org/code-of-conduct/>
We encourage Smofcon members to read the Code of Conduct.
If you experience a violation of the Code of Conduct, we encourage you to report it to a member of the Oversight Committee (AKA IRT) by calling or texting **1-617-642-8605**, e-mailing oversight-report@smofcon35.org or coming to the Registration area (Pre-function Area) or the Office (Mariner) on the second floor. The Oversight Committee will ensure your safety and privacy while conducting a full and thorough investigation. You will not be named in the investigation, and we will ensure that our findings are shared with you.

Friday, December 1

8:00am

[2601] Hospitality Opens Closes for dinner 6:00pm – 8:00pm.

8:30am

[2nd floor] Registration Pick up your badge, a tote bag (while supplies last) and a pocket program, open until 8:00pm.

10:00am

[Maverick A] Birds of a Feather: Worldcon Events (General) We tend to have the same types of events that require the same logistics and support at each Worldcon. Rather than reinventing the wheel, let's brainstorm the best practices for: The Hugos, Opening and Closing Ceremonies, Tech, etc. (The Masquerade will be examined in depth in the following hour.) This workshop is limited to 30; you can sign up for it using the Grenadine Event mobile app. *Jill Eastlake*

[Maverick B] Workshop: Negotiation: Not Just For Hotels Anymore When we talk about negotiation, we always talk about hotel contract negotiation. While that is indeed important, we also must sometimes negotiate with monopoly food vendors, decorators, facilities transportation services, labor unions, AV suppliers and more. Learn how to successfully navigate the maze of convention negotiations. Each kind of negotiation has a lot in common with every other kind, but let's look more closely at the special problems of negotiating with a variety of organizations. What's critical, what's common, what's different, and what's just nice perks? Come learn how to negotiate like a professional and get the best results for your convention. This workshop is limited to 30; you can sign up for it using the Grenadine Event mobile app. *Sean McCoy, Bruce Farr, John Platt, B. Diane Martin,*

11:00am

Lunch Break (until 1:00pm)

[Maverick A] Birds of a Feather: The Masquerade This item will focus on the Masquerade – both the Worldcon Masquerade, and best practices for local masquerades. *Sharon Sbarsky*

12:30pm

[Maverick B] Chair's Workshop The session will have a modular structure combining taught masterclasses with open discussions where participants can share senior leader perspectives on current convention running challenges and opportunities. The primary aims of the workshop are to increase convention leadership capabilities within the community, to provide a safe space where difficult questions can be honestly discussed, and to help

convention chairs build connections with their peers. Sign-up for this workshop is now closed. *Colin Harris, Deb Geisler, Vincent Docherty*

1:30pm

[Maverick A] Workshop: From Bid to Worldcon Bidding and winning a Worldcon is easy, right? Well, let's pretend it is, anyway...It's just turned January and the vote is in August. What else (besides winning) do you need to plan for so you're prepared when you **do** win? What areas need to be staffed? Can you make too many early appointments? What steps make for a smooth and confidence-inspiring transition from bid to seated Worldcon? What do you wish you had known in order to make for a successful transition during precious few months? This workshop is limited to 30; you can sign up for it using the Grenadine Event mobile app. *Dave McCarty, Patty Wells*

4:00pm

[Salon AB] What We Can't Talk About and Why If all we do is preen about what we've done well, we'll keep making the same foolish mistakes. To truly improve (or even survive), we **must** confront our mistakes and begin open dialogs that welcome new ideas on how to change our conventions for the better. No one wants to be the bad guy and talk *publicly* about others' failures and risk offending someone's convention or hurting a close friend. No one thinks it's a great idea to air nasty details of misbehavior at conventions. Are there any ways to thoughtfully share such essential information, and give constructive feedback where needed? How can you say something critical in a way that the listener will really **hear** what needs to be said? *Vincent Docherty (M), Deb Geisler, Joe Siclari, Jesi Lipp*

[Maverick A] Welcome to Smofcon New to Smofcon? Coming back after many years away? Stop by for orientation (to Smofcon and Boston) and get your questions answered. Learn about the Inquisition, what items to attend, our Code of Conduct, opportunities for networking, best places to eat, the ubiquitous bow tie, "If I Ran the Zœ...Con," "Probability & Statistics" and more! *Laurie Mann (M), Helen Montgomery, Sharon Sbarsky*

[Maverick B] Birds of a Feather: Grenadine Users Let's discuss how to optimize Grenadine as a segmented or all-inclusive convention tool with a special emphasis on using it to plan your program. We'll share tips, tricks, and info on things like tagging, survey building, and more. *Ian Stockdale*

5:00pm

[Salon AB] Handling Feedback So you've received feedback from an on-line form or through gripe sessions. Now what? How do you make sure it gets to the appropriate people? Should you conduct any sort of follow up on the feedback you receive? Let's talk best practices for making sure that the compliments and criticisms received about your convention don't just end up in the circular file. *Kris "Nchanter" Snyder (M), Mark Herrup, Esther MacCallum-Stewart, Andrew Trembley*

[Maverick A] Birds of a Feather: Art Show Issues Let's examine the different ways that Art Shows can be run: Lottery, more traditional, or other formats? Could any of these be improved, and/or help get more artists to go to our (somewhat dwindling) art shows? What are the advantages and disadvantages for the differing participants: the convention, the artists, the attendees...? *Tim Szczesuil (M), Nicholas "phi" Shectman, Sara Felix*

[Maverick B] Zambia Zambia is a convention and program planning tool used by a variety of cons. Come hear how Zambia works and if it's a tool that could work for you. *Peter Olszowka*

6:00pm

[2601] Hospitality Closes for Dinner Reopens by 8:00pm

8:00pm

[Westminster] Cash Bar Opens Closes at Midnight. Stop for a drink (local beer (Harpoon, Sam Adams), cider, assorted drinks, soda) before the Ice-breaker, light snacks available.

[2601] Hospitality Opens Closes around 1:00am

8:30pm

[Salon AB] Icebreaker: "Creative" Solutions to Problems...How Bad Could it Be? (and What Can You Do?) Smofcon has a problem: We spend altogether too much time trying to find **tidy** ways of solving problems: Solutions which step on no toes, which consume minimal resources, which only infrequently cause the civil authorities to get involved. It's Time To Stop Pussyfooting Around!!! Smofcon 35's Icebreaker will be a workshop where we'll devise taboo-breaking, pro-active solutions to all our problems. Are the corridors too crowded for Tech to move equipment through? Issue them chainsaws. People will get out of the way. Program too crowded? Schedule more things no one wants to attend. There are solutions to every problem, if we just stop being so timid! *Dave Grubbs. John Pomeranz, Priscilla Olson*

9:30pm

[Maverick A] Roleplay: If I Ran the Zoo... If I Ran the Zœ...Con is a role-playing game about organizing a Worldcon. Players form committees, perform actions, make decisions, and follow through on those decisions through the bidding, planning, and convention phases of the process. By conserving goodwill, utilizing people, and balancing finances, one committee will produce the most successful event and be crowned WonderCon, while the others will bear the label BlunderCon. (We'll be emphasizing the new scenarios that were added in the 4th edition, so even if you'd played before, you'll find something new! You can purchase the game at: <http://www.nesfa.org/press/Books/TurekRunCon-4.htm>) *Leslie Turek, Alexis Layton, John Pomeranz*

[Maverick B] Friday Night at the Movies.....Changes in Smofcon/dom
Tonight's feature looks at how Smofcon (and Smofdom) have changed over the years using photos and videos from Smofcons of yore. Let's also play a lively round of "Name that SMOF!" *Ben Yalow, Geri Sullivan*

Saturday, December 2

8:00am

[2601] Hospitality Opens Stop by to meet up with other fans, closes for dinner 6:00pm – 8:00pm.

9:30am

[2nd floor] Registration Pick up your badge, a tote bag (while supplies last) and a pocket program, open until 5:00pm.

[Westminster] Coffee Break Coffee, tea, and decaf available

10:00am

[Salon A] Good Will Points A look at what good will points are, why they're important and what happens when conventions lose them. We'll discuss how to maintain a positive good will point total before, during, and after the convention, and ask why (or if) good will points are still relevant, when our community is so fragmented? *Mark Olson, Leslie Turek*

[Salon B] Codes of Conduct Codes of conduct are an essential part of convention safety for everyone. They let people know what's acceptable and what's not, and they also outline the repercussions for people who violate the policy. However, Codes of Conduct are only words. Can we truly legislate or enforce niceness at conventions? Do we have to depend upon peoples' better angels? When do they become censorship – *i.e.*, are we stifling the "free exchange of ideas" to make conventions safer spaces? What should or can a convention really do when the policy is violated? And how do we protect everyone involved as we sort through complaints? (Stay tuned for the 1:30pm "Security" panel!) *Kris "Nchanter" Snyder (M), John Sapienza, Eric Hogg, B. Diane Martin*

[Maverick A] Birds of a Feather: Diversifying Program Racial/cultural diversity? How about "gender parity?" Shouldn't we just use the best program participants for the program items? Well, yes. Absolutely, yes...and this is exactly why diversity may be helpful in building a strong, fresh program. (Necessary – no. A lot harder, yes...) In order to recruit and attract diverse participants, program committees (mostly pretty non-diverse themselves, which is another issue!) need to reach out to people across the spectrum and not just focus on those who have always been on our lists. However, not everyone who wants to be on programming can be given a slot, The programming team trying to balance demographics and different viewpoints must make its decisions based on a variety of factors – including, but not

limited to, knowledge of the topic, presentation ability, and reputation within the community. How do programming teams weigh these aspects to build a dynamic programming pool, sensitively rotate current regulars out of the current lineup, and freshen up our cast of characters. *Priscilla Olson (M), Steven H Silver, Jaime Garmendia III*

[Maverick B] Publications: The Once and Future Thing We'll talk about a wide variety of con publications: deadlines: what should be included (and where...and how!), selling and tracking ads, etc. We'll also take a look at the increasing use of electronic publication, and how this affects the process of designing the pub - and the convention as a whole. *Janice Gelb (M), Paul Selkirk, Kelly Buehler, David G. Shaw*

11:00am

[Salon A] Tools for Collaboration We examine how new tools such as Slack, Zoom, Skype, and others are improving collaboration and remote teaming. What are the strengths and weaknesses of each application? How do people use these tools? What would you hope to see for the future of remote inactive collaboration? *Elizabeth McCarty (M), Jim Mann, Esther MacCallum-Stewart, Tyler Romeo*

[Salon B] First Impressions Count You get just one chance to make a first impression. All future perceptions of your convention will be seen in that light and when people talk about your convention, that first impression will shape their description. Yet first impressions are often one of the things we foul up most often. What kinds of mistakes do we usually make and how can we improve? Let's identify what makes a first impression from pre-con communications to at-con interactions, and post-con follow up. Why is this so hard? How can we do better? *Deb Geisler (M), Jesi Lipp, Kevin Roche, Jessica Guggenheim*

[Maverick B] Dealers Rooms: the Heart of the Convention? Dealers Rooms are the heart of any convention where fans, authors, dealers, and volunteers come to browse the wares for sale, buy books, and take home mementos. How do you keep your dealers room healthy and thriving? Where do you find new book dealers when sign ups are sparse? How "relevant" should dealer's wares be to the convention? What can you do to better manage the layout and what registration processes work best? *Lisa Hertel (M), Todd Dashoff, Barbara VanTilburg*

Noon

Lunch Break (until 1:30pm)

1:30pm

[Salon A] On Security A discussion about what to do when things really go wrong. We'll look at topics ranging from crowd control to weapon policies, harassment to medical issues (the latter will be covered in more detail this afternoon.) Keep conventions safe! *Jaime Garmendia III (M), Sean McCoy, Aurora Celeste, Steve Davidson, RaShawn Seams*

[Salon B] Generating Feedback You're running a successful con, but there is always room for improvement. Most of us are familiar with gripe or feedback sessions, though running a successful one that isn't just complaining can be tricky. What are the best practices to get the most out of these sessions? What other tools can be utilized to gain useful feedback? No one can learn from their mistakes or successes until they are able to accurately identify what they are. *Elizabeth McCarty, (M), Nicholas "phi" Shectman, Anna Bradley, Stan Paulson*

[Maverick A] Facilities at Local and Recurring Conventions In many ways, the job of the facilities team at a local or regional convention is different than that of a Worldcon or other con that moves every year. Your hotel usually knows you and knows what to expect of your attendees. But there are still many challenges. How do you handle room blocking? What happens when the hotel gets a new general manager with very different ideas about late night activity? And what happens if you do need to move? *John Platt (M), Ben Yalow, Joyce Lloyd, Noel Rosenberg*

[Maverick B] Training Program Participants Not all program participants are created equal. Some understand how to use microphones, some know how to moderate. Alas, these are the minority. What are some tips to educating panelists and moderators on their roles and expectations? What can well-trained program participant do when the panel goes awry? Let's share best practices for running successful panels – and teaching people how to do this. *David G. Shaw (M), Elektra Hammond, Linda Deneroff, Janice Gelb*

2:30pm

[Salon A] Motivation and Recruiting This panel is focused on the "carrot" (and is a counterpoint to the Staff Failure panel, but it's not necessary to go to both). How do you recruit competent people and retain them? What are the best ways to encourage new people to learn **successful** methods and abilities without reinventing the wheel? What about encouraging current staff to learn or try new things? At what point should we give new staff a part the convention's decision-making process? We discuss how to set up people and teams for success, keep them motivated, and maintain your people (points). *Eddie Stern (M), Patty Wells, Amanda Brant, Michael J. Sprague*

[Salon B] Think Outside of the Box One of the ways a convention gets stale is by doing the same things over and over. It's time to refresh your whole convention with new ideas, and finding a different way to solve problems and provide services. How can we retool areas of a convention, leaving it feeling fresh, new, and interesting – while still remaining true to ourselves? *Priscilla Olson (M), Dave McCarty, Kevin Roche, Regina Kanyu Wang*

[Maverick A] Access Issues A look at how to plan for access, and what difficulties line this path. How do you address someone's needs while minimizing the impact on other attendees? How can conventions plan for access requirements which may contradict each other, and what are the key factors involved in planning and responding to access requirements throughout a convention's life (pre, post and at-con). In this panel a series of common, and sometimes conflicting access requirements are presented to the panel for discussion and debate. *Sally Woehrle (M), Tanya Washburn, Lenore Jones, Cody Lazri, John Pomeranz*

[Maverick B] Planning Medical Coverage for Your Convention A look at different levels of first aid coverage you might want for your convention. Will cover common medical scenarios, the risk/benefit of staffing a first aid room using internal volunteers, and other relevant topics. *Tae Kim*

3:30pm

[Salon A] Staff Failure This panel is focused on the "stick" (and is a counterpoint to the Motivation and Recruiting panel, but it's not necessary to attend both). A look at how, why, and when people fail. When it happens, what we can do – both for them and for the convention? We'll discuss the truism that each staff failure is the direct result of a management failure: putting the wrong person in a position, poor management, lack of supervision, unclear goals, not enough experience, etc. We'll look at how poor inter-staff conflict resolution may exacerbate committee issues. We'll also examine the advantages and disadvantages of rotating staff, as well as the fine art of firing (and quitting) new and longtime volunteers. Let the bonfires begin! *David Gallaher (M), Kris "Nchanter" Snyder, Maria Daggett, Carl Fink, Ellie Younger*

[Salon B] Of Pros and Cons Professionals make an important contribution to our conventions, but do we spend enough time thinking about making the convention a good experience for them? A convention that gets a good professional turnout does so because it has created a community. How do we build and nurture it? Certainly facilitating communication between professionals and con runners is of vital importance. What else could we be doing better when it comes to working with our Guests of Honor, (writers, editors and artists)? Come listen to both pros and convention staff discuss how we can help each other to success. *Steven H Silver (M), John Scalzi, Sara Felix*

[Maverick A] Open A space set aside for a small program item, Birds of a Feather, Discussion Group...Have an idea? Pick up the Suggestion sheet at Registration, fill it in and leave it in the collection box. Check your mobile app or the Info flip chart on the second floor to find out what the items will be.

[Maverick B] Convention Timelines A mini-workshop looking at a new system to help Worldcons manage their projects in a more "timely" fashion. *Bobbi Armbruster, Joyce Lloyd*

4:30pm

[Salon A] Why Conventions Die Do conventions naturally grow old? Is there a time to grow and a time to fold? How can you tell if your convention is headed towards death? Can you keep a dying convention alive without effectively killing it by turning it into something too different? When is the time to call it quits and retire gracefully? What are the key pitfalls of revitalizing a con that has suffered a major setback or is simply fading away? We examine ways of dealing with dying conventions and discuss strategies in these situations. How do organizers deal with issues such as fallout, dealing with the public and press, or simply retiring the convention altogether? *Jim Mann (M), Carl Fink, Jeff Warner, Catelynn Cunningham*

[Salon B] Size Matters: Devising Your Management Structure Hierarchies, bureaucracies, divisions, Oh, My! Chairs, DHs, DDHs, AHs, and advisors...and so on up and down the list. What are effective ways to devise and manage a management structure that fits your convention? Why are Worldcons so utterly different from regionals? How do you decide who should have access to what information, and where should duties lie? We look at some of the different ways to organize a con and see just how much size does matter. *Mark Olson (M), Anna Bradley, Colin Harris, Kelly Buehler*

[Maverick A] Birds of a Feather: Talking About Your Convention Do you get tongue tied and at a loss for words when asked about your convention? Being able to speak well is a great marketing tool. In this small workshop, learn some tools and tricks to help you speak up, as well as the important differences in speaking on a panel, to other fans, or to the media. *Elizabeth McCarty*

[Maverick B] Program Tech We often hear discussions about tech, but it most often concentrates on big tech: tech for masquerade, Hugos, dances, and other big events. What about program tech? What are the best practices for the tech needed by convention program? *Kathi Overton (M), PK1048, Ron Oakes, Evan Reeves*

6:00pm

[2601] Hospitality Closes for Dinner Reopens by 8:00pm

7:30pm

[Westminster] Cash Bar Opens Closes at 11:30pm Stop for a drink (local beer (Harpoon, Sam Adams), cider, assorted drinks, soda) before the Fannish Inquisition, light snacks available.

8:00pm

[2601] Hospitality Opens Closes around 1:00am

[Salon AB] Inquisition Everyone expects the Fannish Inquisition, and here it is. Come and listen to the various seated and bidding Worldcon teams discuss their hopes, dreams and plans for the future. Be sure to read the Inquisition Questionnaires, linked to the mobile app and on the Website at <http://www.smofcon35.org/inquisition/> *Stephen Boucher, Deb Geisler*

10:00pm

[Maverick A] Probability and Statistics Seminar *Kevin Standlee*

Sunday, December 3

8:00am

[2601] Hospitality Opens Stop by to meet up with other fans, closes for dinner 6pm – 8pm.

9:30am

[2nd floor] Registration Pick up your badge, a tote bag (while supplies last) and a pocket program, open until 11:00am.

[Westminster] Coffee Break Coffee, tea, and decaf available

10:00am

[Salon A] Fandom Is Large...and full of terrors. Fandom has always changed, evolving over time and adapting to the new norms, new technology, and new SF/F content – but does it seem like the rate of change is accelerating lately? Fannish memes that have been around for decades don't resonate with some new fans nowadays. Why? Have we perhaps been negligent in passing on our traditions or have we failed to change with the times? Have we failed to let other groups know how inclusive we believe ourselves to be? What changes in conventions might solve this problem, while still honoring our fannish traditions? How can we fix this? (Hey! Stick around for "Passing the Torch!") *Erin Underwood (M), Aurora Celeste, Marcin "Alqua" Klak, Steve Davidson*

[Salon B] Open This space intentionally left blank, for an interesting panel to be decided at the convention. Have an idea? Pick up the Suggestion sheet at Registration, fill it in and leave it in the collection box. Check your mobile app or the Info flip chart on the second floor to find out what the items will be.

[Maverick A] Birds of a Feather: Media Relations How do you work with the press (and other media) before, during, and after your convention? How do you establish relationships with the press and communicate with them? How do you organize this area for maximum efficiency? What should be in press kits and media kits to make them most effective and to show your convention in the most positive light? These and other questions will be explored. *Laurie Mann, Nina Törnudd*

[Maverick B] Workshop: Websites What is the purpose of a convention website? What belongs on it – and what doesn't? How can you ensure that attendees and potential attendees can get the information they need? The first part of this intensive workshop will focus on critiquing existing convention web sites, for large conventions and small, to provide some tips on what to do – and what **not** to do. The second part will focus on how your web site serves as both a marketing tool and an information source: learn how to use it to your best advantage. This workshop is limited to 30; you can sign up for it using the Grenadine Event mobile app. *Janice Gelb, Sara Felix*

11:00am

[Salon A] Passing the Torch: Knowledge, Experience, and Training How are we handling the passing along of institutional traditions and knowledge? What is the future for your convention if no one knows how to run the various areas or why it does the things it does? How do we find new fans and get them to come to conventions and make them feel included in our activities and conversations? How well are we transmitting our norms and traditions to new committees? Is there a repository of knowledge or traditions we could start or expand? How can we pass our knowledge of jobs along to someone else while remaining open to their ideas on improving them? *Mark Olson (M), John Platt, Bruce Farr, Patty Wells*

[Salon B] How To F*ck Up We all make mistakes and we all take some nose-dives. Doing so as gracefully as possible isn't just good for you, but it's good for your community and convention. Come learn how to identify your fail-state, and how to work around it. Also, some tips on what to do after you've already f*cked it all up. *Joe Siclari (M), Cody Lazri, Meg Frank*

[Maverick A] Birds of a Feather: Program Titles and Descriptions that Work Writing program descriptions takes a special knack to hook and reel in members to attend the panel and to give participants just enough of an introduction to spur a thoughtful and engaging discussion. Steven Silver shares and reviews a list of program descriptions and titles that work to varying degrees. Find out what makes a well-written panel, how to devise a catchy title, and can you really be too witty? *Steven H Silver, Edie Stern*

Noon

Lunch Break (until 1:30pm)

1:30pm

[Salon A] Defining Success We talk about running successful conventions, but what do we mean by success? To say that something is successful or unsuccessful we have to know what success looks like. And where does this success lie? Is it good for the committee? The attendees? How big is it? How do we build a consensus (if we disagree what success looks like, we'll each be dancing to a different tune.) What are the fannish criteria for con-running success? How do we build an agreement which includes the con-runners and the attendees? *Tammy Coxen (M), Amanda Brant, Bobbi Armbruster, Mark W. Richards, Leslie Turek*

[Salon B] Preventing Burnout What is burnout? What causes it? Is it contagious? How is burnout different from working hard? What self-care can you do for yourself to prevent burnout? What can you do for your fellows to prevent **them** from burning out? How can you deal with it if you can't avoid it? What types of things should you just not give a f*ck about, to help this process? *Joyce Lloyd (M), Shayla Andrews-Striffler, Geri Sullivan, Norman Cates, Ian Stockdale*

[Maverick A] Birds of a Feather: Reworking the Inquisition At the 2016 Smofcon, there was discussion about whether or not the Fannish Inquisition was working well, and how it could be improved. This workgroup will build upon that discussion, and come up with ideas to present to the community on both the Worldcon FI and the Smofcon FI. This workshop is limited to 15; you can sign up for it using the Grenadine Event mobile app. We ask that participants have been an active participant in the FI in the last few years (either as bidder or inquisitor). *Helen Montgomery*

[Maverick B] Birds of a Feather: Designing a Featured Guest List A convention's headlining guests have an incredible amount of power over the success of the convention that year. It's nice to pick your friends to be a Guest of Honor, but unless your friend is George RR Martin, you might not be doing your convention justice. Let's discuss why your featured guest list is so important, how it influences the draw to your convention, and how to build the best list possible. *Erin Underwood*

2:30pm

[Salon A] Debrief We'd appreciate your feedback! Whether this was your first Smofcon or your twentieth Smofcon, stop by and let us know what you liked, what you didn't like, and how future committees can make Smofcons better. *Laurie Mann (M), Sharon Sbarsky, Jim Mann, Rick Kovalcik*

[2601] Hospitality will close for dinner, probably around 6:00pm and will re-open around 8:00pm for the evening. Stop by to say so long to the fans you've met this weekend!