



2025 Super Conference FAQ

Registering for In Person Super Conference

Where can I register?

Please register [here](#) for the Conference.

How do I get access to the member rate?

Registration is based on member/non-member status.

Where can I get a copy of my receipt?

- An email was email to you which included a copy of your receipt. You can log into your [OLA Account](#) and visit the 'Orders and Receipts' tab.

I'm trying to register multiple staff members from my institution. Is there an easier way to do that?

- Please reach out to superconference@accessola.com with your full list of registrants.

How do I choose the sessions I want to attend?

- During the registration process you will be asked which sessions you intend to attend. Please note that this information is collected in order for OLA to plan room capacities accordingly and does not guarantee you a seat in the session. All sessions are first-come, first-served. Once you are invited into the conference

mobile app in January, you will have the ability to mark the sessions you wish to attend so that you can keep track of them.

How do I change my session selections?

- Selecting a session during the registration process or in the app does not guarantee you a space in the session. All sessions are first-come, first-served. You may decide on the day of the conference which session(s) you would like to attend.

Does full conference access include pre-conference access?

- All pre-conferences, aside from the RDA workshop, are included in the Full Conference rate and do not have an additional cost; however, space is limited and pre-registration for pre-conferences is required. The Full Conference experience kicks off for all attendees at Wednesday evening's opening keynote. To register for the pre-conference sessions, please ensure that you choose them as part of your registration. After you choose your conference sessions you'll be directed to an additional page where you can choose your pre-conference sessions.

I'm volunteering at the conference - do I still need to register?

- You will be registered automatically by our staff at OLA.

I'm a student registering for the conference, but when I register I'm not being offered the student rate. What should I do?

- An active OLA Student membership is required. If you currently have an active student membership please reach out to superconference@accessola.com for assistance.

I'm a retired member registering for the conference, but when I register I'm not being offered the retired rate. What should I do?

- An active OLA Retired Member membership is required. If you currently have an active Retired Member membership please reach out to superconference@accessola.com for assistance.

I'm speaking at the conference. How do I get the speaker rate?

- Please register through the [Super Registration Portal](#). If you require assistance with this, reach out to superconference@accessola.com.

I registered but can't make it. Can I transfer my registration to someone else?

- Yes! Please reach out to superconference@accessola.com for assistance.

Can I cancel my registration?

- Please review the [Super Conference refund policy](#)

Where can I find my membership number?

- We have retired our membership numbers. You do not need a membership number to register for the Conference. Please use the email associated with your membership to obtain member pricing.

I'm having trouble paying online - what other options are there?

- Please reach out to superconference@accessola.com

I'm not a library worker - can I still attend the event?

- Absolutely! Please register at: [OLA SC registration](#).

How do I update my registration information? (Job title change, change of workplace, etc.)

- Please reach out to superconference@accessola.com with the information you would like updated.

I am a poster presenter; what registration category applies to me?

- You are considered a Super Conference speaker and you qualify to register using the Speaker rate.

How do I purchase an Awards Gala ticket?

- You can purchase an Gala ticket as part of your registration. If you have already registered and wish to purchase another ticket, please be in touch with us superconference@accessola.com

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Attending Super Conference In Person

Can I bring my decision-maker?

- Registered OLA Members are entitled to bring a Decision Maker Guest for one day at no charge. This includes mayors and reeves, school principals and superintendents and others who make decisions about college, university, school and public libraries. This guest will be subject to OLA approval. Please contact superconference@accessola.com for more information.

Where can I pick up my badge?

- Badges for attendees, authors, and speakers will all be available for pickup at the Registration Desk in the lobby of the Metro Toronto Convention Centre. Badges for Exhibitors can be picked up outside of the entrance of the Expo Hall C.

What are the Registration Desk hours for badge pickup?

- Wednesday: 8:00AM – 6:30PM
- Thursday: 7:30AM – 7:30PM
- Friday: 7:30AM – 4:00PM
- Saturday: 8AM – 9:30AM
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Where can I find parking information for the event?

- The Super Conference is held at Metro Toronto Convention Centre. Please visit the center's website for more information: [Parking Information](#)

Attending Super Conference Virtually

How do I join a virtual session?

- Virtual attendees will have the option to attend the session that is taking place live (listed on the Virtual Conference schedule) or view sessions that have been pre-recorded as a part of the On-Demand content library. Detailed instructions on how to join both the livestream and to view the On-Demand sessions will be sent to all attendees in January.

I am registered, but I haven't received a virtual invite for the event. Where can I find my login instructions?

- Your connection instructions will be sent 2-3 business days before the event. If you have not received them within this timeframe please reach out to superconference@accessola.com.

How long is virtual content available?

- Virtual content will be available on the event platform for six months after the event has taken place.