This Year’s Conference Theme:
Strategic Focus & Value for Library Communities

Incorporating
INTERNET@SCHOOLS TRACK
March 21-22
We are pleased to present the 26th annual Computers in Libraries—the most comprehensive North American conference and exhibition on all aspects of library and information delivery technology. Although the tools and technology available to libraries and information services have changed over the years, the excellent quality and range of both topics and speakers at Computers in Libraries 2011 remain the same.

Strategic Focus & Value for Library Communities

Whether we are planning or designing services for our library community or delivering services of value to them, we have to align our community’s needs, cultures, and opportunities. Learn about the latest trends affecting your community and your clients at Computers in Libraries 2011. The conference program is filled with ideas, innovative practices, tips, and techniques for identifying community needs and opportunities as well as designing and delivering strategic and creative services that are of primary importance to our communities. The emphasis is on creating strategic value for our user communities and using new web tools to build innovative and priority services.

Information Today, Inc., a key provider of technology conferences for almost 30 years with Internet Librarian and KMWorld, is pleased to announce the 26th annual Computers in Libraries—the most comprehensive North American conference and exhibition concentrating on all aspects of library technology. Our theme, Strategic Focus & Value for Library Communities, encompasses all the challenges, solutions, technologies, and practices that those working with computers in libraries or libraries in computers are dealing with today. This popular and practical conference offers a multifaceted program designed to meet the needs of librarians, information managers, systems professionals, webmasters and web managers, content evaluators, intranet strategists, portal creators, and information specialists. The focus of the conference is on leading-edge technology that is building learning communities, showcasing value, transforming library operations, enabling strategic information products, services, and community roles within all types and sizes of library and information services.

Hear from experts, practitioners, technologists, and strategists—all from the information industry. Computers in Libraries offers five strong program streams each day filled with information sessions, panels, and facilitated discussions; two “special streams” focused on special and government libraries; plus many workshops, networking opportunities, and an extensive exhibit hall hosting sponsors and cybertours. You can participate in sessions relating to information discovery and search, ebooks, web design and development, user experience, K–12 strategies and practices, collaboration, next-generation catalogs, innovation, learning and training, marketing and planning, mobile practices, and more.

With over 150 knowledgeable speakers in five simultaneous tracks plus three dynamic keynotes, pre- and postconference workshops, and an entertaining and informative evening program, Computers in Libraries 2011 is a definite must-attend event. It caters to all interests and all levels of knowledge while providing many exciting networking opportunities—join speakers, authors, and fellow participants in refreshment breaks, informal dinner groups, receptions, and more.

Organizing/Review Committee

Stephen Abram
Gale Cengage Learning

Marshall Breeding
Vanderbilt University

Darlene Fichter
University of Saskatchewan

Susan Geiger
Moreau Catholic High School

David Hoffman
Internet@Schools Magazine

Sarah Houghton-Jan
San Jose Public Library

Karen Huffman
National Geographic Society

James King
National Institutes of Health Library

Dick Kaser
Computers in Libraries

Joe Murphy
Yale University

Donna Scheeder
Congressional Research Service, LC

Aaron Schmidt
District of Columbia Public Library
WORKSHOPS
Computers in Libraries 2011 features two academies—popular 1-day intensive updates by industry leaders—covering the latest searching tips by experts in the field and key hot topics for web managers. A special complimentary offering this year with Purdue University and the Institute of Museum and Library Services is a 1-day workshop on data curation (see page 9). Workshops are offered Sunday March 20 and Thursday, March 24. See pages 6-9 for descriptions.

TRACK E—INTERNET@SCHOOLS
If you are a K-12 library media specialist or school IT professional, this 2-day conference track sponsored by Internet@Schools magazine is designed just for you. The Internet@Schools track offers a jam-packed K-12-dedicated program that will help you learn how to leverage the Internet, make technology initiatives happen, and raise your professional profile and skill set. All Computers in Libraries attendees are welcome! Or you may register separately for Track E—Internet@Schools only.

TUESDAY EVENING SESSION
Adding Value in Our Communities:
Dead & Innovative Tech
7:30 p.m. – 9:00 p.m.
RINGMASTER: D. Scott Brandt, Purdue University Libraries
Stephen Abram, Gale Cengage Learning
Marshall Breeding, Vanderbilt University
Amanda Etches-Johnson, McMaster University
Sarah Houghton-Jam, San Jose Public Library
Aaron Schmidt, Washington, D.C., Public Library
Bill Spence, Information Today, Inc.

Join our famous evening of fun and learning. Hear from our authors, speakers and Computers in Libraries experts on their views of dead and innovative technologies affecting our libraries and communities now and as we create the future. This year, see if our speakers can give their presentations in a pecha kucha-style lighting round! Open to all. Enjoy cookies, coffee, and lots of laughs.

CYBERTOURS
Plan to pick up some quick tips, take a sneak peek at new products, and learn new skills at short, free Cybertours in the Computers in Libraries 2011 Exhibit Hall. For more details and updates about topics and speakers for this Computers in Libraries feature, visit www.infotoday.com/cil2011.

CONFERENCE CONVERSATIONS!
Computers in Libraries 2011 is all about conversations. So in addition to those you find in the conference sessions, the hallways, and the exhibit hall, you can find more conversation online at the conference blog, www.libconf.com, and don’t forget to use the Twitter tag #CIL11. #CIL2009 was a top trending Twitter tag worldwide, #CIL2010 trended locally over stiff competition, so let’s see how we do in 2011. Tweet away!

GOVERNMENT & SPECIAL LIBRARIES STREAMS
This year’s Computers in Libraries event features two specialized streams of programs within the conference, each focusing on a different type of library, one is government libraries—in conjunction with FLICC’s Libraries & Emerging Technologies. The other stream featured is for special libraries. See details on page 20.

FREE RECEPTION & DINE AROUNDS
Information Today, Inc. invites all registrants and exhibition visitors to a reception on Monday in the Exhibit Hall from 5:00 p.m. – 5:45 p.m. For further networking opportunities sign up online at www.infotoday.com/cil2011/dinearound for our Dine Around groups.

INTERNET CAFÉ
Visit the Internet Café in the Exhibit Hall during regular exhibit hours to check your email.

EXHIBITION
The Computers in Libraries exhibition will feature leading-edge companies offering the visitor a choice of products in all aspects of library technology, including web-based products and services, integrated library and information systems, online services, document delivery services, internet software tools, content suppliers, search services, and more. If you are looking for a particular product, evaluating competing systems, keeping up-to-date with new products and developments, be sure to visit the Computers in Libraries exhibition. See the registration form (page 23) to sign up for your free Exhibit Hall pass.

EXHIBIT HOURS
Monday, March 21  . . . . . . . . . . . . . . . . . . .9:45 a.m. – 5:45 p.m.
Tuesday, March 22  . . . . . . . . . . . . . . . . . . .9:45 a.m. – 4:00 p.m.
Wednesday, March 23  . . . . . . . . . . . . . . . .9:45 a.m. – 1:30 p.m.

SUNDAY EVENING SESSION
Gaming & Gadgets Petting Zoo
5:30 p.m. – 7:30 p.m.
Join our gamers and gadget lovers for an evening of fun and playing. Bring your latest games and gadgets and try out each other’s. See if you are a guitar hero, winning Wii bowler/golfer, or rank as a dancing DDR expert. Led by gamer/gadget gurus Amy Buckland, McGill University, Scott Nicholson, Author, Everyone Plays at the Library, & Aaron Schmidt, D.C. Public Library, this evening is filled with fun, networking, and of course, learning and laughing. Don’t forget to bring your latest gadgets to share and explore. Refreshments included.

TABLE OF CONTENTS
Conference At A Glance………….. 4
Workshops…………………………..6
General Conference………………. 10
Exhibitor List……………………….. 13
Registration Information….. 22 & 23
PRECONFERENCE WORKSHOPS • Sunday, March 20

FULL DAY WORKSHOPS • 9:00 a.m. – 4:30 p.m.

W1 • Searchers Academy
Mary Ellen Bates, Owner, Bates Information Services, Inc.
Ran Hock, Online Strategies
Greg Notess, Reference Librarian, Montana State University, & Publisher, Search Engine Showdown
Marcy Phelps, Phelps Research & President, Association of Independent Information Professionals (AIIP)
Gary Price, Publisher, ResourceShelf

Want to sharpen your web search skills? Find information in the real-time collaborative and social web? Learn from the experts? Join search veterans, speakers, and authors to learn the latest strategies and techniques for searching online. This fast-paced, newly updated, day-long event allows you to interact with the experts, who share their searching secrets and expertise as they focus on the most-current practices in the field of web research. There’s always something new to be learned from these leading-edge panelists. Participants should have basic experience with web searching, but even searchers with an extensive searching background will find tips to polish and advance their skills and will come away with new resources and tools. Academy topics include the following:

- Hidden Tools & Features of the Major Search Engines: Learn about the new and little-known search features of the Big Three.
- Desert Island Databases: What online resources would you consider essential if you were stranded on a desert island?
- Cost-Effective Searching: Online strategies/practices for tough times to get the most for your search dollar and your time
- Searching the Social Web: Find out how to tap into the social web to glean intelligence
- Subject Search Round-Up: Hear from experts on the specific tools and resources for searching in a variety of specialized topics

W2 • Web Managers Academy 3.0: Seamless Websites & Expanded Presence
Darlene Fichter, Research Services Librarian, University of Saskatchewan
Jeff Wisniewski, Web Services Librarian, University of Pittsburgh
Marshall Breeding, Director for Innovative Technologies and Research, Vanderbilt University Library Technology Guides
Frank Cervone, Vice Chancellor for Information Services, Purdue University Calumet

User expectations of what a good website is and does are higher than ever. Users expect high-quality information and services to be available to them whenever and wherever they are, be it via their desktop, mobile device, or via social media channels. Administrators are increasingly seeking both qualitative and quantitative data from libraries to justify expenditures and focus. How can library web managers satisfy all of these demands? This workshop explores ways to take your website to the next level, turning it from a menu that leads users into a disjointed set of content repositories and services, to a unified service delivery platform which creates, deploys, and repurposes high-impact content and uses analytics to identify “friction points” on any website and in social media channels. Learn to deliver content and services to users beyond the library website through other channels like mobile and social media. Get tips, techniques, and strategies to help create a seamless and “frictionless” web experience. Learn to create, deliver and repurpose high-impact content. Know how to evaluate and measure the strengths and weaknesses of your website and social media and be prepared to positively face off with both users and stakeholders!

W4 • Designing Digital Spaces for Positive User Experiences: UX4Lib
Sarah Houghton-Jan, Digital Futures Manager, San Jose Public Library
Aaron Schmidt, Digital Initiatives Librarian, District of Columbia Public Library
Nate Hill, Web Librarian, San Jose Public Library

Learn how and why to create positive user experiences in your interactive digital spaces. Work with two experts in library web design and user experience design to learn some tips, tricks, and best practices that you can implement immediately. Discover best practices for designing interactive digital spaces: websites, catalogs, mobile devices, and even managing web presences we have little control over (like database interfaces, ebook interfaces, and social media sites). Come and learn to do the following: improve the overall usability of your digital spaces; design to meet user needs and goals as well as your own organizational objectives; improve the elegance and beauty of your designs; reduce the number of steps users must take to meet their objectives; reduce excessive features that do not meet user needs; and create manageable project plans to implement user experience design at your library.

W5 • Moving to Management
Rebecca Jones, Partner, dysart & Jones Associates

Being an effective manager or supervisor and team builder is both incredibly challenging and rewarding. From the time you accept the new position, you need to adopt new thinking, skills, and approaches. This interactive workshop, invites you to work on these approaches and skills, becoming a pro by focusing on the P’s: priorities, politics and planning; the R’s: responsibilities and respecting perspectives; and the O’s: open communication and overseeing without overwhelming. This workshop is also useful in preparing those who want to move up to management. It illustrates all those good practices necessary to become a good manager.

W6 • HTML5 & CSS3: New Markup & Styles for the Emerging Web
Jason A. Clark, Digital Initiatives Librarian, Head of Digital Access and Web Services, Montana State University Libraries

HTML5 and CSS3 have been released and are changing the way web developers work with geolocation, native video, offline storage, semantic markup elements, canvas elements, drag and drop, opacity, gradients, and more. With wide support in mobile browsers and the latest browser releases from Google and Firefox, HTML5 and CSS3 are poised to be the new technologies to build the next version of the web. Clark, who builds digital library applications and sets digital content strategy, looks at some of the possibilities, trends, and enhancements that HTML5 and CSS3 enable, talks through specifics of implementation and how you can get started using HTML5 and CSS3 in your apps today, suggests ideas for library applications, and shares tips and techniques for using the full power of these new tools.

W7 • Library Mashups: Exploring New Ways to Deliver Library Data
Nicole C. Engard, Editor, & Brian Herzog, Chapter Author, Library Mashups: Exploring New Ways to Deliver Library Data

This workshop explains what mashups are, how they can be used, and shares examples from libraries around the world. In the first half of this workshop, attendees will learn about some of the tools they can use to mash up library data with content from the web to reach more patrons. Examples will include using maps, open data libraries, and libraries APIs (Application Programming Interfaces). This interactive and hands-on workshop provides a complete overview of mobile technologies, discusses the concept of the mobile revolution, and shares the potential applications to libraries. This tailored learning experience includes expert guest speakers presenting ideas originally shared at the online Handheld Librarian conferences. The workshop outlines the major mobile technologies available for libraries and exact methods for applying them with strategies for success. It focuses on interactive discussions enhanced by the mobile tools themselves and features immersive hands-on learning and playing to deliver specific take-aways that attendees can immediately apply to their libraries. Bring your laptop/mobile device/tablet!

MORNING WORKSHOPS • 9:00 a.m. – 12:00 p.m.

W3 • Handheld Librarians’ Mobile Tech Tutorial
Joe Murphy, Science Librarian, Coordinator of Instruction & Technology, Yale University
Chad Mairn, Information Services Librarian, St. Petersburg College

This interactive and hands-on workshop provides a complete overview of mobile technologies, discusses the concept of the mobile revolution, and shares the potential applications to libraries. This tailored learning experience includes expert guest speakers presenting ideas originally shared at the online Handheld Librarian conferences. The workshop outlines the major mobile technologies available for libraries and exact methods for applying them with strategies for success. It focuses on interactive discussions enhanced by the mobile tools themselves and features immersive hands-on learning and playing to deliver specific take-aways that attendees can immediately apply to their libraries. Bring your laptop/mobile device/tablet!
PRECONFERENCE WORKSHOPS • Sunday, March 20

W8 • Games & Simulations to Energize Training & Teaching
Scott Nicholson, Associate Professor, Syracuse University School of Information Studies, author of Everyone Plays at the Library, & Designer of Tulipmania 1637, a board game published by J KLM games
J im DelRosso, Web & Digital Projects Manager, Cornell University
If designed well, games can be a motivating tool to teach and to entertain. One of the challenges of being an instructor is avoiding the traps of presenting slide after slide from a PowerPoint presentation or demonstrating the same tired searches while attendees look on, bleary-eyed. This workshop shows a wide variety of activities to get audiences energized and engaged. Come with an open mind and willingness to participate as this workshop is run in the style of the NASA/G (North American Simulation and Gaming Association) conference: low on PowerPoint and high on engagement. Participate in J olts, Icebreakers, Roleplays, and Simulations; debrief what happened in each; and explore how these might be applied in different training and teaching situations.

W9 • Dancing With Data: Concepts & Approaches
D. Scott Brandt, Associate Dean, Research, Purdue University Libraries
Data deluge, data farms, data mashups, data mining, census data, metadata, Data the android—it seems like discussions of data are popping up everywhere. Librarians have always felt comfortable with words, but how about data? Brandt has spent several years discussing data with a variety of people, from 10-year-olds to 70-year-olds, from humanists to technologists. In this fast-paced workshop, he looks at the data landscape and covers a range of data concepts, terminology, and applications so you can be more data savvy (and hold your own with your colleagues and grandchil- dren). Where is your data? Where should it be? What should you be archiving? In addition to looking at personal data and the data our libraries are using and creating, Brandt thinks dealing with data in our worlds should be fun, not scary!

W10 • Copyright Compliance: It’s Easier Than You Think
Lesley Ellen Harris, Educator, Lawyer, & Author, Licensing Digital Content: A Practical Guide for Librarians
Aimed at librarians and information managers who are trying to educate others about what copyright means when using content in all forms, this workshop examines various examples of copyright education. It provides a handful of ideas to implement immediately in your workplace, some proven practices you can use, as well as strategies to help your community to lower the risk of copyright infringement.

AFTERNOON WORKSHOPS • 1:30 p.m. - 4:30 p.m.

W11 • Engaging Your Community With QR Codes
David Lee King, Digital Branch & Service Manager, Topeka & Shawnee County Public Library
J oe Murphy, Science Librarian, Coordinator of Instruction & Technology, Yale University Library
QR codes are emerging as a mobile technology to bridge the digital and physical worlds. This workshop covers the basics of QR codes—what they are, how to make them, how to use them, what resources are necessary, etc. It then moves onto creative ways communities are using them to engage their audience within and beyond libraries—scavenger hunts through town, learning to use the academic library, marketing, and information delivery. It covers the new opportunities for libraries that QR codes represent: expanding concepts of resource discovery, facilitating patron use of mobile devices to connect with the library and its resources, and renewing/re-imagining uses of library space. Join our active QR gurus and play! QR codes are a powerful way to make it quick and easy to create screencasts and host them online. Explore using free and fee software such as Jing, Camtasia Studio, and web-based services to quickly create online tutorials for your users. Compare hosting options at Screencast.com, YouTube, Blip.TV, or Freescreen- cast. In addition to gathering proven tips, techniques, and tricks to quick screencast creation, see examples of advanced editing features such as call-outs, transitions, zooming, and highlights. Bring your own laptop to check out sites that are discussed. Show and tell the easy way!

W13 • Public Computers: Policies & Programs to Improve Patron Outcomes
Mike Crandall, Senior Lecturer & Samantha Becker, Research Project Manager, University of Washington Information School
A recent report from the University of Washington Information School showed that nearly one-third of Americans older than the age of 14 accessed the internet at their public library in the past year. In hundreds of media items that followed the report’s release, the nation learned that those 77 million people are using these public computers for making social connections, job-seeking, doing homework, getting help from the government, and finding health information. Speakers from the U.S. IMPACT study that produced these staggering numbers discuss the practical implications of the data and how your library can better serve its public computer users and help them achieve their goals. They help you develop a better understanding of the needs and pursuits of different types of patrons coming to the library to use the public computers or wireless networks and how library policies and programs affect outcomes for patrons. Using case study scenarios, participants learn how and why community characteristics impact programmatic and policy decisions for public computing services and how the U.S. IMPACT study can be used to help make better decisions. Take away practical and constructive approaches to align policies, programs, and staff and patron training that will improve outcomes for patrons.

W14 • Designing Mobile Experiences
J ason Clark, Digital Initiatives Librarian, Head of Digital Access and Web Services, Montana State University Libraries
Continuous access to information is a near reality. Smartphone and mobile devices are the tools that make it all possible. Providing content to these tools and devices presents interesting design and development challenges. Lost connections, limited battery power, smaller screens, touch-interfaces—these factors create a new way of thinking about web design. This workshop looks at trends in mobile interfaces, mobile sites vs. mobile apps, emerging conventions for mobile design, best practices for mobile development, wizards, tools, and code templates for mobile site development. Come learn how to start creating mobile sites at your library.

W15 • Practical Open Source Software for Libraries
Nicole Engard, Director, Open Source Education, ByWater Solutions
The commonly accepted definition of open source software is software that is distributed with human readable source code in order to allow the

Sunday Evening Session

Gaming & Gadgets Petting Zoo
5:30 p.m. - 7:30 p.m.
Join our gamers and gadget lovers for an evening of fun and playing. Bring your latest games and gadgets and try out each others. See if you are a guitar hero, winning Wii bowler/golfer, or rank as a dancing DDR expert. Led by gamer/gadget gurus Amy Buckland, McGill University, Scott Nicholson, Author, Everyone Plays at the Library & Aaron Schmidt, DC Public Library, this evening is filled with fun, networking, games of course, learning and laughing. Don't forget to bring your latest gadgets to share and explore. Refreshments included.
user freedom to run, review, alter, enhance, and modify the code for any purpose. But open source is about so much more than just the code behind the software, it’s about community, collaboration, and innovation. The library community is abuzz about open source software, but many librarians have no idea what open source software actually is or what it means to use the software and participate in the community around open source. This workshop provides the 101 for using open sources in libraries: What will open source mean to our libraries? Why would I choose open source? How do I get started? Do I need more staff? Will the transition be hard? Are there open source applications for my library? Engard provides facts, dispels myths, emphasizes what open source means for libraries, and shares a toolbox of at least 50 freely available open source products to use in your library. Includes demos, discussions, and more.

W16 • Technology Planning: What’s on Your Horizon?
Roy Tennant, Senior Program Officer, Research, OCLC Online Computer Library Center, Inc.
If you want to lead the pack, you need to be planning for lots of different technologies, challenges, and issues. Our leading thinker and practitioner challenges you to think about building strategies and plans for both near- and long-term technology challenges and opportunities. In this interactive workshop, Tennant describes a variety of technologies (e.g., mobile computing, electronic books, data visualization, etc.), illustrates how they impact libraries, and supplies library examples where they exist. You’ll leave not only with some tools for planning for technological change, but also with a sense of where things are now and where we are headed.

POSTCONFERENCE WORKSHOPS • Sunday, March 20

W17 • Digital Repositories: Strategies & Techniques
Amy Buckland, eScholarship, ePublishing, & Digitization Coordinator, McGill University Library
Jim DelRosa, Web & Digital Projects Manager, Cornell University
This workshop addresses key issues surrounding the creation, maintenance, and cultivation of digital repositories. Drawing on the latest literature, case studies, and personal experiences, speakers lead a discussion covering planning the digital repository, selecting a methodology for its establishment, populating it with content, marketing it to the library’s constituencies, and meeting the various challenges and questions along the way. Share your own experiences, engage in group discussions regarding how to get the most of a digital repository, and leave with lots of ideas and strategies for dealing with digital repositories.

W18 • Paper Trails: Digging Into Public Records
Anne Mintz, Author, Web of Deception
On the internet, nobody knows you’re a dog. Is that really true? Everyone leaves a paper trail, but it’s not the same trail for everyone, nor is it equally available. This workshop demonstrates the paper trails, documentation, and records left by people and organizations. It provides guidance on staying current with the shifting environments of public records access, an in-depth look at what is knowable about a person or organization, where you can find it, why you may not be able to, and how not to be misled. If you do research on individuals, this workshop is for you!
Thursday, March 24

POSTCONFERENCE WORKSHOPS • Thursday, March 24

AFTERNOON WORKSHOPS • 1:30 p.m. – 4:30 p.m.

W24 • Social Network Analysis for Librarians
Frank Cervone, Chancellor, Information Services, Purdue University–Calumet

Social network software is all the rage but how can we use our social networks for practical purposes? In this workshop, you will learn about the science of social networks: what social network analysis (SNA) is, what tools can be used to perform an analysis of a social network, what some practical uses of SNA in libraries are, and how SNA can be used to understand your environment. At the end of this workshop, you’ll be able to use some common social network analysis methods to advocate for various library positions.

W25 • SharePoint Action Plan for Libraries: Taxonomies & Search
Jean Graef, Founder, Montigue Institute; & Author, Customizing & Governing the SharePoint Search System

A nuts-and-bolts session for people with some SharePoint familiarity, this workshop illustrates how to configure SharePoint search functions for people and content; create custom search pages; import a hierarchy of terms, and use the Term Store Management Tool. You’ll learn the pros and cons of various content deployment options and how to create document templates with custom metadata elements. Participants look at three strategies for integrating SharePoint with an external metadata repository and how to build a custom web part to display thesaurus relationships on the search results page. This practical workshop, by a librarian and SharePoint expert, provides an action plan for moving ahead with taxonomy and search functions using SharePoint.

W26 • Optimizing Your Website: Better Metadata = Better Marketing
Kathy Dempsey, Owner, Libraries Are Essential Consultancy; Editor, MLS: Marketing Library Services newsletter

Join our marketing maven and website guru as they team up to cover a mixture of marketing techniques and technical tactics that will help your website rank higher in search results lists. The best way to keep your pages and services in front of patrons is to make individual elements of your site easy for patrons to share. Metadata and keywords still matter for basic SEO (search engine optimization), but the wave of the future is the Open Graph protocol, which makes each element of your site easier to find and to share. It can help your organization piggyback its marketing efforts on searchers’ own normal inclination to share their online “finds” with their friends. This fun team provides lots of tips, practical techniques, and more for engaging your community through a successful and inviting website.

W27 • Facilitation Skills for Info Pros
Laura Matheson, Manager, Knowledge Management Services, BC Securities Commission

Anne O’Shea, Project Manager, Vancouver Public Library

Make brainstorming, requirements gathering, problem solving, and group communication easier through facilitation. This interactive workshop teaches techniques and exercises to increase the effectiveness of meetings, boost creativity, stimulate problem solving, and encourage collaboration. Taught by two information professionals with formal facilitation training and experience, this workshop provides theory, hands-on practice time, and feedback. Learn techniques to help groups begin working together, exercises for brainstorming and problem solving, pointers for conducting focus groups, and tips to make your meetings run smoothly. This participatory workshop gives attendees the opportunity to try their hand at facilitation in a supportive environment, shares a toolkit of facilitation skills, and creates the confidence to use them. These skills can then be used to understand stakeholder needs and connect with clients, spread information and ideas, create strategic value and align services with strategic priorities, and make tough choices.

W28 • Personal Digital Archiving
Ellyssa Kroski, Emerging Technologies & Web Services Librarian, Barnard College Library

Our lives are digital. Everything from family photographs, music files, video footage, and correspondence to medical records, bookmarks, documents, and even ideas are now available in electronic form. This makes access quick and convenient, but how do we save all of these digital assets for the long term? Most of us have experienced personal data loss at one time or another due to hard drive failure, file corruption, technology obsolescence, or accidental file deletion. What should we be doing right now to safeguard our digital creations? This hands-on session looks at the process of creating and executing an action plan for archiving personal digital assets, deciding what to store, consolidating multiple file versions, and cataloging resources. It explores both local storage media and cloud services as well as institutional and disciplinary repositories. Learn to plan and execute the archiving of your own personal digital assets as well as how to teach your patrons to do this for themselves. Leave with your own personal strategic plan for your personal digital archive, knowledge of how to write personal policies for digital archives, an understanding of the best way to implement and maintain personal digital archives, and how to customize a catalog of digital assets.

W29 • Writing for the Wired Web
Jeff Wisniewski, Web Services Librarian, University of Pittsburgh

Even with all the podcasts, videos, and Flash tutorials in the world, great library websites need great written content, and writing for the web provides unique opportunities and challenges. Learn to tailor your material to the medium by finding out what usability studies reveal about how people actually read online. This interactive workshop is a must for library website content contributors and webmasters who want to improve their sites and online writing style. It covers what research findings show about formatting content, writing style, typography, and layout for the web. Practice critiquing and revising sample library webpages, and get new insights.

Special Event

A special complimentary offering this year with Purdue University and the Institute of Museum and Library Services is a one day workshop on data curation.

Data Curation: Understanding & Dealing With Research Data
Thursday, March 24 • 9:00 a.m. – 4:30 p.m.

D. Scott Brandt, Associate Dean, Research Libraries, & Jake Carlson, Data Research Scientist, Purdue University Libraries

In the past few years, the “data deluge” has become a topic of concern for federal agencies, grant funders, scholars, and librarians. What is going to happen to all the data that is being generated by researchers? And what should be the role of librarians in this evolving area of scholarly communication? One approach to address these issues led to the development of the Data Curation Profile, a tool for information professionals to gather information about a specific set of research data that may be published, shared, or archived for reuse and dissemination. Researchers at Purdue University Libraries and the Graduate School of Library and Information Science at University of Illinois, with support from the Institute of Museum and Library Services, developed this tool as a means of investigating, uncovering, and capturing the data needs of researchers. This workshop will demonstrate the approach to address these issues, uncovering, and capturing the data needs of researchers. This workshop will demonstrate the Data Curation Profile was designed, provides a template and approaches for using it to interact with researchers, illustrates the types of information it gathers, and various scenarios for which the profiles can be useful. Register early for this free workshop as attendance is limited to 40. Lunch is not included.
WELCOME & OPENING KEYNOTE • 8:45 a.m. – 9:45 a.m.

Google Books: Strategic Focus & Value to Library Communities

James Crawford, Engineering Director, Google Books

The Google Books project has the modest goal of scanning all of the world’s books, converting them to digital form, and making them searchable and accessible. To date, more than 15 million books, containing 5-billion-plus pages and 2 trillion words have been scanned and indexed. However, challenges remain. Google continues to innovate on ranking of book results, display formats for new devices, and improvements in scan quality. The cost of accurately identifying the owner of the digital rights has emerged as an important nontechnical challenge to opening up many millions of out-of-print books. Crawford addresses these challenges and looks at some of the new opportunities arising from the emerging digital books corpus — from social collaboration to linguistic analysis and other new areas that are only beginning to be discovered. He shares the latest on the emerging ebook market, including Google’s entry into selling ebooks and discusses how this forms a key part of Google’s approach to making all books accessible and useful.

COFFEE BREAK • Exhibit Hall Opens 9:45 a.m. – 10:30 a.m.

TRACK A • Information Discovery & Search

Tools, tips, and techniques for online search are the highlight of this track — presented by industry experts and practitioners. Hear what’s new with search engines, search tools and applications, visual and geospatial technologies for illustrating search results in exciting ways, and more.

A101 • Super Searcher Strategies & Tips 10:30 a.m. – 11:15 a.m.

Mary Ellen Bates, Bates Information Services, Inc.

Our celebrated super searcher and host of Searchers Academy returns with one of the most popular conference sessions to help you turbo-charge your web research. With up-to-the-minute updates and jam-packed-with-valuable-tips, Bates helps you become a super searcher by sharing strategies for more effectively searching the web.

A102 • Search Engine Update 11:30 a.m. – 12:15 p.m.

Greg Notess, Reference Librarian, Montana State University & Publisher, Search Engine Showdown

What’s new in the search engine (SE) world? Notess casts a discerning eye on the SE landscape and shares key changes and new directions, looks at what the future holds, and discusses the implications of these evolving changes for librarians and researchers. Gain solid insights from our experienced searcher and SE watcher.

LUNCH BREAK • A Chance to Visit the Exhibits

12:15 p.m. – 1:30 p.m.

A103 • Search: Quick Tips for Adding Value 1:30 p.m. – 2:30 p.m.

Ran Hock, Principal, Online Strategies & Author, The Extreme Searcher’s Guide to Web Search Engines

Gary Price, Publisher, ResourceShelf.com

Marcy Phelps, President, Phelphs Research

Natasha Bergson-Michelson, Search Education Curriculum Fellow, Google

Tamas Doszkocs, Computer Scientist, National Library of Medicine

This Pecha Kucha-like session features experts and practitioners with lots of tips to share about searching “real-time” material — tracking events, issues, places, brands, jobs, etc., in searchable real-time content such as major news sources, blog postings, forums, image and video postings; getting the best from Bing; top tools for adding value to search and creating products and services for clients; using semantic search; and more.

COFFEE BREAK • In the Exhibit Hall 2:30 p.m. – 3:15 p.m.

A104 • Visualizational & Geospatial Technologies 3:15 p.m. – 4:00 p.m.

Samara Omundson, Director, Insight & Analytics, & Emily Wheeler, Manager, Insight & Analytics, Waggener Edstrom Worldwide

Paul Schirle, GIS Analyst, Congressional Research Service (CRS), Library of Congress

We all continue to be overwhelmed by the formidable ocean of data and information washing over us through a variety of different channels and formats. This session explores how data visualization tools and techniques can help to better understand, interpret, and explain large quantities of data and information. It specifically addresses how the application of search, text, and data visualization enables more efficient “boiling of the ocean” of data so more time can be spent formulating valuable conclusions, implications, and recommendations. Schirle provides a case study of how a geospatial information system (GIS) offers a unique and important mechanism to support parliamentary deliberations. CRS uses the extensive analysis and visualization capabilities within a GIS to help make complex issues more easily and fully understandable to Congress, and to identify relationships between objects, places, and policies that effect legislative deliberations and public policy outcomes.

A105 • Semantic Web Apps for Researchers: VIVO 4:15 p.m. – 5:00 p.m.

Margaux Johnson, Science & Technology Librarian; Christopher Case, National VIVO Implementation Expert, & Alex Rockwell, IT Expert, University of Florida

Paul Albert, Digital Services Librarian, Weill Cornell Medical Library

Ying Ding, Assistant Professor of Information Science, School of Library & Information Science, Indiana University

VIVO is an NIH-funded research tool developed by Cornell for discovering information about researchers, their accomplishments, professional activities, and research interests. It supports open development through simple, standard semantic web technologies. The ultimate goal is to facilitate collaborations among researchers. Content in any local VIVO installation may be maintained manually or brought into VIVO in automated ways from local systems, commercial vendors, government agencies, or professional organizations. The data is stored as RDF using standardized ontologies to enable linked data. This session starts with a brief overview of the VIVO collaboration and local VIVO implementation at the University of Florida where data is harvested from both local sources (HR, grants databases, course catalogs) and external sources (PubMed, Collexis, ISI Thompson Scientific). This is followed by a panel discussion touching on VIVO.

RECEPTION • In the Exhibit Hall • Sponsored by ProQuest 5:00 p.m. – 5:45 p.m.

TRACK B • Web Presence & Experience

Get tips, ideas, and insights from our experienced and knowledgeable speakers who cover the range of activities necessary to build a successful web presence. They talk about design, implementation, learning about users, programming, and dreaming about future developments.

Organized and moderated by Darlene Fichter, University of Saskatchewan

A101 • Building Great Websites 10:30 a.m. – 11:15 a.m.

Amanda Etches-Johnson, Head, Discovery & Access, University of Guelph

Aaron Schmidt, Consultant, Influx Library User Experience

This session focuses on making great library websites by examining what makes other websites successful. Expect some important do’s and don’ts and be ready to geek out about things like web forms, web writing, and white space. Our experienced designers will leave you with a list of big and small ideas to make your library’s website easier to use and more engaging.
COMMUNITIES & COLLABORATION

Monday, March 21

Laura Solomon, Ohio Public Library Information Network (OPLIN)
Alexandra Zealand, Social Media Coordinator & News Blog Editor;
Stacia Aho, Library Webmaster;
Jonathan Newton, Library Web Programmer, Arlington Public Library

Let’s face it — we can’t always overhaul our library’s entire website. Sometimes, we just need ways to improve on what we have, due to cost, expertise, or political barriers. There are lots of things you can do with very little to improve your library’s site. Solomon provides some quick and practical ideas about potential ways to polish your site without busting your library’s budget or eating up tons of staff time. Zealand and company provide a case study of how one medium-sized public library created a large web presence through the seamless integration of a library news blog and social media into the official website, using free web tools — Blogger, Yahoo! Pipes, Facebook, Twitter, and more, creating an active online community for library users, staff, and volunteers.

LUNCH BREAK   •   A Chance to Visit the Exhibits
12:15 p.m. – 1:30 p.m.

Zeth Lietzau, Manager, Web Information Services/Community Technology Center, Denver Public Library, &
Jamie Helgren, Research Fellow, Library Research Service (LRS)
Pascal Lupien, Research & Scholarly Communications Librarian, &
Randy Oldham, Web Development Librarian, University of Guelph

In the midst of discussion about how to best utilize emerging technologies to reach out to patrons, the LRS has been studying how prevalent these technologies are in libraries, and examining the characteristics of libraries that are adopting them. Our speakers share the findings of the 2010 study, detailing how the landscape has changed since the inaugural research in 2008. Lupien discusses how a library team developed a more user-focused approach to emerging services, development by asking students a number of questions designed to guide library priorities and looked at their use of technology, as well as their preferences and online behaviors. Lupien and Oldham share the results of this research, which challenge some of the assumptions made by librarians about Millennials and technology, and highlight the key findings to guide and inform libraries as they establish priorities in developing emerging services.

COFFEE BREAK   •   In the Exhibit Hall
2:30 p.m. – 3:15 p.m.

Erica Reynolds, Information Technology Manager, Johnson County Library
J ohn Blyberg, Assistant Director for Innovation & UX, Darien Library

In his book, In Pursuit of Elegance: Why the Best Ideas Have Something Missing, Matthew May outlines the elements of elegance, a tricky but exquisite combination of four potentially competing concepts — symmetry, subtraction, sustainability, and seduction. Learn more about how this model can advance libraries, encourage staff to think about old problems in new ways, discover elegant solutions to common or not-so-common library and user experiences, and lessons learned. Reynolds and Kaplan share the secrets worked with faculty to capture content that pushes the boundaries of traditional institutional repositories. Hear about their strategies, practices, experiences, and lessons learned. Reynolds and Kaplan share the secrets of a 10-year partnership between the U.S. ISSN Center at LC and the Serials Solutions editorial team, illustrate how the partnership has enabled both organizations to learn from each other, balancing the public and private aspects of librarianship and metadata collection, and talk about plans to move forward.

LUNCH BREAK   •   A Chance to Visit the Exhibits
12:15 p.m. – 1:30 p.m.

Laura Solomon, Ohio Public Library Information Network (OPLIN)
Alexandra Zealand, Social Media Coordinator & News Blog Editor;
Stacia Aho, Library Webmaster;
Jonathan Newton, Library Web Programmer, Arlington Public Library

Let’s face it — we can’t always overhaul our library’s entire website. Sometimes, we just need ways to improve on what we have, due to cost, expertise, or political barriers. There are lots of things you can do with very little to improve your library’s site. Solomon provides some quick and practical ideas about potential ways to polish your site without busting your library’s budget or eating up tons of staff time. Zealand and company provide a case study of how one medium-sized public library created a large web presence through the seamless integration of a library news blog and social media into the official website, using free web tools — Blogger, Yahoo! Pipes, Facebook, Twitter, and more, creating an active online community for library users, staff, and volunteers.

B102 • Improve Your Website Now!
11:30 a.m. – 12:15 p.m.


The London Libraries Consortium, representing 12 public libraries covering 3 million citizens, was designed to encourage library services to share emerging trends and developments to create tangible benefits for users and to increase efficiencies in working and procurement for library authorities. Hear their practical tips and techniques for making it work successfully, how their users have responded, how they deal with ebooks and access to broader library systems with one card, and how they use knowledge exchange to continue to partner for innovation and new services.

C101 • Using Partnerships & Collaboration to Deliver Service Value
10:30 a.m. – 11:15 a.m.

Regina Reynolds, ISSN Coordinator, Library of Congress (LC), &
Laura Kaplan, Director, Serials Editorial, Serials Solutions

One of the major obstacles facing digital repositories at academic institutions is getting faculty to contribute their content. Get insights and ideas from one success story, DigitalCommons@ILR, which now holds content from nearly 70% of the faculty at Cornell University’s ILR School, having worked with faculty to capture content that pushes the boundaries of traditional institutional repositories. Hear about their strategies, practices, experiences, and lessons learned. Reynolds and Kaplan share the secrets of a 10-year partnership between the U.S. ISSN Center at LC and the Serials Solutions editorial team, illustrate how the partnership has enabled both organizations to learn from each other, balancing the public and private aspects of librarianship and metadata collection, and talk about plans to move forward.

C102 • Building Community With Faculty & Suppliers
11:30 a.m. – 12:15 p.m.

Regina Reynolds, ISSN Coordinator, Library of Congress (LC), &
Laura Kaplan, Director, Serials Editorial, Serials Solutions

One of the major obstacles facing digital repositories at academic institutions is getting faculty to contribute their content. Get insights and ideas from one success story, DigitalCommons@ILR, which now holds content from nearly 70% of the faculty at Cornell University’s ILR School, having worked with faculty to capture content that pushes the boundaries of traditional institutional repositories. Hear about their strategies, practices, experiences, and lessons learned. Reynolds and Kaplan share the secrets of a 10-year partnership between the U.S. ISSN Center at LC and the Serials Solutions editorial team, illustrate how the partnership has enabled both organizations to learn from each other, balancing the public and private aspects of librarianship and metadata collection, and talk about plans to move forward.

LUNCH BREAK   •   A Chance to Visit the Exhibits
12:15 p.m. – 1:30 p.m.

Richard Hulser, Natural History Museum of Los Angeles County

Moderated by Richard Hulser, Natural History Museum of Los Angeles County

Building communities and partnerships with our communities is critical to our success and value. This track is filled with creative strategies, ideas, and case studies for doing just that. In addition, hear tips for collaborating by connecting research and practice and by getting the most out of SharePoint.

C103 • Building Community Partnerships: Ideas & Insights
1:30 p.m. – 2:30 p.m.

Evangelina Zeth Lietzau, Assistant Director for Innovation & UX, Darien Library

Using Partnerships & Collaboration

In Pursuit of Library Elegance

In Pursuit of Elegance: Why the Best Ideas Have Something Missing, Matthew May outlines the elements of elegance, a tricky but exquisite combination of four potentially competing concepts — symmetry, subtraction, sustainability, and seduction. Learn more about how this model can advance libraries, encourage staff to think about old problems in new ways, discover elegant solutions to common or not-so-common library and user experiences, and lessons learned. Reynolds and Kaplan share the secrets worked with faculty to capture content that pushes the boundaries of traditional institutional repositories. Hear about their strategies, practices, experiences, and lessons learned. Reynolds and Kaplan share the secrets of a 10-year partnership between the U.S. ISSN Center at LC and the Serials Solutions editorial team, illustrate how the partnership has enabled both organizations to learn from each other, balancing the public and private aspects of librarianship and metadata collection, and talk about plans to move forward.

C104 • In Pursuit of Library Elegance
3:15 p.m. – 4:00 p.m.

Kathy Dempsey, Libraries Are Essential Consultancy & MLS: Marketing Library Services Newsletter

Join our veteran marketer, Dempsey, for this fast-paced look at building alliances to help gain respect, trade for otherwise costly services, and grow library advocates. Filled with ideas for partnering with local businesses and organizations and applicable to all types of libraries, Dempsey provides loads of insights and practical tips for building community partnerships. Frey discusses how the Red Deer Public Library created online forums for municipal elections to provide information to voters about candidates for mayor, city council, and school boards and allowed the library to connect with the community in a very positive way, having provided significant marketing and advocacy benefits through the years. He talks about the web tools used to develop the election forum (including Drupal, RSS feeds, blogs and microblogs, social networking sites, tagging, and audio-visual support), peeks under the hood of an operational online community engagement project, and discusses issues, pitfalls, and unexpected benefits.

C105 • Drupal: The Basics & More
4:15 p.m. – 5:00 p.m.

Dean Frey, Director, Red Deer Public Library

Join our veteran marketer, Dempsey, for this fast-paced look at building alliances to help gain respect, trade for otherwise costly services, and grow library advocates. Filled with ideas for partnering with local businesses and organizations and applicable to all types of libraries, Dempsey provides loads of insights and practical tips for building community partnerships. Frey discusses how the Red Deer Public Library created online forums for municipal elections to provide information to voters about candidates for mayor, city council, and school boards and allowed the library to connect with the community in a very positive way, having provided significant marketing and advocacy benefits through the years. He talks about the web tools used to develop the election forum (including Drupal, RSS feeds, blogs and microblogs, social networking sites, tagging, and audio-visual support), peeks under the hood of an operational online community engagement project, and discusses issues, pitfalls, and unexpected benefits.

B105 • Drupal: The Basics & More
4:15 p.m. – 5:00 p.m.

Walter Nelson, Manager, Library Systems, RAND Corporation
Melissa Widner, Webmaster, Library Specialist, Jasper County Public Library

Nelson starts with an introduction to Drupal for those who want to know how an open source content management system can work for them. It includes a discussion of what it takes to install and set it up, how it works as a website creation tool, some caveats, and some practical examples. Prior to beginning a Drupal migration, Widner’s library used Engaged Patrons Service to register patrons for events and as an events calendar. Widner describes how her library was able to have the best of both worlds: Drupal and Engaged Patrons Service. She walks participants through the steps to integrate external data sources into Drupal and shows how to filter an RSS feed in both an HTML format using Yahoo! Pipes and a Drupal format using the feeds and views modules to create a dynamic website for patrons.

RECEPTION   •   In the Exhibit Hall   •   Sponsored by

5:00 p.m. – 5:45 p.m.
Marketing and measuring are two key activities for strategic focus and best practices for better results, and see how some libraries are excelling in connecting research and practice for maximum collaboration.

**C104 ● Collaboration: Connecting Research & Practice**
3:15 p.m. - 4:00 p.m.
Ken Haycock, Follett Chair in Library & Information Science, Dominican University
Collaboration is a professional value for librarians, yet it is more common within the profession than with other service providers. What makes collaboration so difficult? Why are some organizations more successful at developing partnerships than others? Why do we confuse courtesy, cooperation and collaboration? Use our speaker’s tips to analyze why your organization is or is not successful in developing collaborative partnerships, understand the actions that support or hinder collaboration, connect research to best practices for better results, and see how some libraries are excelling in connecting research and practice for maximum collaboration.

**C105 ● SharePoint: Collaboration Tech Tips**
4:15 p.m. - 5:00 p.m.
Jeff Wisniewski, Web Services Librarian, University of Pittsburgh
Done right, SharePoint is a powerful collaboration tool that can transform the way your organization does business. This session takes a practical look at SharePoint’s strengths and weaknesses and offers a host of tips and best practices to help your organization get the most out of this powerful tool while avoiding common pitfalls that can turn the SharePoint dream into a technology nightmare.

**RECEPTION ● In the Exhibit Hall ● Sponsored by ProQuest**
5:00 p.m. - 5:45 p.m.

**TRACK D ● Marketing & Measuring**
Marketing and measuring are two key activities for strategic focus and creating value to library communities. Hear how to promote your library with Web 2.0 tools, use innovative marketing techniques and strategies, learn about the impact of public access technology in public libraries, and gain insights about measuring the “soft stuff” in libraries.

**Moderated by Terry Huwe, Institute for Research on Labor & Employment**

**D101 ● Promoting With Web 2.0**
10:30 a.m. - 11:15 a.m.
Curt Tagtmeier, Adult Services Librarian, Fremont Public Library
Hear how libraries of any size can promote their services, collections, and training with fun, creative methods using applications like YouTube, iLike.com, and Facebook or software like Joomla, or Dapper.net. Use YouTube to promote your DVD collection; iLike.com to promote your CD collection and technology training; and Dapper.net to create apps, RSS feeds, custom widgets, Google gadgets, etc., that promote your news items, blogs, and other content. Create a simple mobile site with Joomla for patrons on the go with a look at WorldCAT Mobile. Also hear about the qualities and distinguishing characteristics of Facebook and Twitter, their different forms of social communication, and about the best ways to utilize them or alternatives to promote your library.

**D102 ● Measuring the Soft Stuff**
11:30 a.m. - 12:15 p.m.
Cynthia Hart, Virtual Librarian, Virginia Beach Public Library
Social media, like everything, requires resources. It takes people, time, and technology to make it happen. This session focuses on how one library is meshing together their social media strategies with web and marketing plans to effectively communicate and connect with customers and how to show ROI. Hart discusses how social media goals link directly to organizational communication strategies, strategic plan, and managing their brand. What are social metrics? How do social metrics fit within a social media plan? How can we use cross disciplinary approaches and ideas to quantify and measure “soft stuff” such as buzz, engagement, reach, influence and sentiment? Hear the answers at this session.

**LUNCH BREAK ● A Chance to Visit the Exhibits**
12:15 p.m. - 1:30 p.m.
traditional collections altogether. With myriad electronic resources available at the click of a mouse, the notion of collection has never been more amorphous or more important as we determine how to identify and filter resources to best serve the Digital Natives who are our students. In this first of two sessions devoted to ebooks in education, four school librarians from diverse settings will discuss some factors to keep in mind as we determine how “e” school libraries need to be in this digital age. Topics include when databases trump print (and when they might not), what to look for when licensing ebooks, and pitfalls and opportunities for librarians collecting in a brave new world.

E102 • Ebooks Go to School: Limitations and Possibilities for Instruction and Leisure Reading
11:30 a.m. - 12:15 p.m.
Wendy Stephens, Librarian, Buckhorn High School, New Market, Ala. Carolyn Starkey, Assistant Professor, Library Education Media and Technology, Alabama State University, Montgomery, Ala.
Many students are among the consumers investing in e-reading devices, and many school libraries are piloting hardware loans to gauge the appeal and practicality of a switch to digital formats. This second session on ebooks in education provides an up-to-the-minute survey of the constantly changing ebook landscape, paying particular attention to the instructional advantages and potential pitfalls when using dedicated e-reader devices in the school environment. The presenters offer an overview of the most common e-reader devices and applications, files, formats, and DRM issues related to ebook content; some practical concerns when purchasing ebooks; ethnographic response from teens using e-readers; and sources for free ebooks.

LUNCH BREAK • A Chance to Visit the Exhibits
12:15 p.m. - 1:30 p.m.

E103 • The Author Visit: From On-Site Appearance to Online Chat With Teachers and Students
1:30 p.m. - 2:30 p.m.
Catherine Balkin, Author Appearance Coordinator, Balkin Buddies, Brooklyn, N.Y., with children’s author Elizabeth Levy via Skype
The way authors and students connect is changing enormously owing to the internet. For the last 2 years, Catherine Balkin, who has been arranging author visits in schools for more than 20 years, researched and worked on Skype chats for authors in schools and libraries. Learn some of the things she and her authors and illustrators have learned in the process.

Join in a Skype chat with children’s book author Elizabeth Levy to hear about online chats from an author’s perspective.

COFFEE BREAK • In the Exhibit Hall
2:30 p.m. - 3:15 p.m.

E104 • In the Trenches—Adaptive Strategies to Teaching With LibGuides
3:15 p.m. - 4:00 p.m.
Jeffrey Marzluff, Associate Director, Phillips Academy Library Katherine Aydelott, Librarian and User Group Liaison to the English Department, Phillips Academy, Andover, Mass.
In this session, two Phillips Academy librarians will demonstrate practical applications for teaching with LibGuides to collaborating and noncollaborating faculty and others across campus. Strategies include providing consistent learning experiences across the curriculum; creating guides for nonresearch-driven courses; building one-shot sessions to deliver advanced information fluency skills; and collecting and organizing resources in subjects, courses, and/or assignments.

E105 • Kids Doing Research Right
4:15 p.m. - 5:00 p.m.
Tasha Bergson-Michelson, Search Education Curriculum Fellow, Google, Mountain View, Calif.
What actually happens in a student’s mind during online research? How is it different from an adult’s experience of the same process? What induces a young learner to adopt better research methods? Research skills trainer Tasha Bergson-Michelson uses case studies from her work with 2nd to 8th graders in public and independent schools to illustrate the surprising things we can discover by listening to the way students talk about their own online and offline research experiences. She uncovers elements of literacy that are unique to online environments—and sometimes contrary to traditional methods of literacy learning—and demonstrates a refined set of research teaching methods focused on identification, visualization, iteration, and pursuit. She illustrates how these methods help students (and even adults) develop new forms of reading that transform their confidence, competence, and engagement when undertaking research, both online and off.

RECEPTION • In the Exhibit Hall • Sponsored by ProQuest
5:00 p.m. - 5:45 p.m.
**KEYNOTE**  •  9:00 a.m. - 9:45 a.m.

Engaging Digital Natives: Strategies, Services & Satisfaction

Michelle Manafy, Director, Content, FreePint & Editor; Dancing with Digital Natives

Unlike some of the more recent vague generational labels such as Generation X and Y, today we are witnessing the emergence of a fully-loaded generational epithet: Digital Native. This generation has grown up with ubiquitous internet access, is filling our schools and shopping malls, dominates every corner of the social web, and is making their way into office spaces. Certainly, as with the assumptions about previous generations, we face challenges. Based upon her work as editor and contributor to the forthcoming book Dancing With Digital Natives: Staying in Step with the Generation Transforming the Way Business Is Done, Manafy provides strategic insights into the obstacles and opportunities presented by this generation. As an information industry professional with her pulse on what’s happening and what we need to know going forward, she shares some of the trends we need to pay attention to as we plan activities and services in libraries and prepare to invite them into our workforce.

**COFFEE BREAK**  •  Exhibit Hall Opens

9:45 a.m. - 10:30 a.m.

**TRACK A**  •  Innovative Services & Programs

Learning from others is a core practice of library and information professionals. This track is packed with ideas, insights, and innovative practices. It will inspire you, share techniques you can use in your environment, and provide concrete practices you can adopt.

*Moderated by Helene Blowers, Columbus Metropolitan Library*

**A201**  •  Learning From Inspirational Libraries

10:30 a.m. - 11:15 a.m.

Marshall Breeding, Director, Innovative Technology and Research, Vanderbilt University

Libraries in different parts of the world carry out their work in all sorts of creative and interesting ways. While libraries worldwide hold some common traits such as creating, managing, and providing access to collections, each region of the world brings its distinct challenges and opportunities. How each makes use of technology, designs its physical facilities, or shapes its services informs us of new possibilities. Breeding shares the valuable and inspiring lessons he has had the opportunity to observe in his travels and helps to expand our thinking on what libraries are able to accomplish — often with very sparse resources. His photo essay gives a virtual visit in pictures while his stories entertain and inspire.

**A202**  •  MetaSocial: Making Online & Mobile Interactions Rock

11:30 a.m. - 12:15 p.m.

David Lee King, Digital Branch & Services Manager, Topeka & Shawnee County Public Library
Sarah Houghton-Jan, Digital Futures Manager, & Nate Hill, Web Librarian, San Jose Public Library

Online is social and mobile these days. Do you know what’s out there, and how to make it work for your library? King introduces you to the different types of social interactions available on today's web, such as status updates, likes, or check-ins. More importantly, you’ll learn how to improve each type of social interaction for your customers and your business, and how to make it rock. Houghton-Jan discusses how augmented reality and other location-based tools can connect residents and visitors to rare and original local history materials, have a positive impact on the community, and engage stakeholders.

**LUNCH BREAK**  •  A Chance to Visit the Exhibits

12:15 p.m. - 1:30 p.m.

**A203**  •  “Teching Up” Traditional Library Programs

1:30 p.m. - 2:15 p.m.

Sue Scott, Technology Librarian, Marlboro Free Library

Scott shares various ways to use new technologies to invigorate traditional programs. She discusses Skyping Toddlertime (children’s program director was home when she read a book and did a craft over the TV), technology camp (game development and movie creation); adding music via iTunes for Recycled Fashion show; using Cooking Mama for the Wii at Cooking Camp; partnering with the Cub Scouts to do a program on videogame responsibility (earned belt loop); creating READ posters of local community leaders for the library’s open house and more! Gain ideas and insights from this library’s creative programs, blog, and YouTube channel.

**A204**  •  Game Creation Programs in Libraries

2:30 p.m. - 3:15 p.m.

Scott Nicholson, Syracuse University School of Information Studies & Author; Everyone Plays at the Library

Many libraries have been using games as a way to draw patrons in, to get them engaged with other library materials, and to lower barricades between different user groups. These programs typically involve commercially purchased board, card, computer, or console games. There is another type of library program involving games in which patrons create the games. A game creation program can do everything that a game playing program can do (as participants do get to play the games) but also brings out creativity, teamwork, motivation, and other traits that can take a gaming program to a new level. These game creation programs can be successful as education or training programs, or work well to create gaming experiences that tie into a special event or aspects of a community. Nicholson discusses different models for game creation programs in different types of libraries and for different types of games.

**COFFEE BREAK**  •  In the Exhibit Hall

3:15 p.m. - 4:00 p.m.

**A205**  •  Getting to The Eureka! Moment

4:00 p.m. - 5:00 p.m.

Julian Aiken, Access Services Librarian, Yale Law Library

Google’s 80/20 innovation model has produced many of Google’s greatest Eureka! Moments, including Gmail, Google News, AdSense, and the Google shuttle buses which transport workers to the company’s headquarters. Google encourages employees to spend 80% of their time on core projects, and roughly 20% (or one day per week) on “innovation” activities that speak to their personal interests and passions, but is something company-related that interests them personally. So if you have a great idea, you always have time to run with it. One library department recently introduced the Google innovation model. Hear about their decision-making process, the implementation model, and the results to date — positive, negative and just plain funny!

**TRACK B**  •  Next-Gen Systems & Operations

Library systems are so much more than OPACS or ILSs these days. They are integrated platforms for doing business in the way their communities require, whether it’s in a physical plant, online, or on a mobile device. Hear about new and engaging systems and operational techniques ranging from using RFID and community tagging to using iPads and more.

*Moderated by Maurice Coleman, Hartford Public Library*

**B201**  •  Community Tagging

10:30 a.m. - 11:15 a.m.

Suzanne R. Graham, Cataloging Services Librarian, University of Georgia School of Law Library

Gretchen Caserotti, Head of Children & Teen Services, Darien Library

Tagging can enhance the accessibility of your library's collection for users and can make librarians’ jobs easier! Through keywords that are intuitive and known by a community, librarians can lead patrons to undiscovered resources and simplify the creation of customized like-item lists. Find out how two different libraries have used tagging in their library's catalogs with great success. Graham shares how an academic library cataloging staff is involved in tagging and Caserotti illustrates examples of innovative uses of tagging by both public library staff and their community.
Tuesday, March 22

Ebook Trends & Practices

Current OPACs & Next-Gen Systems
11:30 a.m. - 12:15 p.m.
Melissa Hofmann, Bibliographic Control Librarian, & Sharon Yang, Systems Librarian, Rider University
Marshall Breeding, Director, Innovative Technology and Research, Vanderbilt University

Look at a snapshot of the current state of public and academic OPACs and their pursuit of the next-generation catalog. The first presentation is based on an examination of 260 colleges and universities, about 10% in North America. This first-of-its-kind study rates 12 features of the next-generation catalog: single point of entry for all library resources, state-of-the-art web interface, enriched content, faceted navigation, simple keyword search box with link to advanced search, relevancy, “did you mean” spell-checking, recommendations/related materials, user contributions, RSS feeds, integration with social networking sites, and persistent links. Hear the results and their implications. Breeding highlights the current state of public libraries and their implementation of next-gen systems.

LUNCH BREAK  •  A Chance to Visit the Exhibits
12:15 p.m. - 1:30 p.m.

What’s New & Engaging
1:30 p.m. - 2:15 p.m.
Roy Tennant, Senior Program Officer, Research, OCLC Online Computer Library Center, Inc.
Phil Green, Chief Technology Officer, Inmagic

Hear about the latest offerings and how they are currently being used in different types of libraries. Our panel uses real examples to showcase their products and services.

Integrating iPads Into Learning & Libraries
2:30 p.m. - 3:15 p.m.
Laine Gabel, Electronic Resources Management Librarian; Dan Jakubek, GIS & Map Librarian; Graham McCarthy, Innovative Technologies Librarian; & Weina Wang, Head, Borrowing & Lending Services, Ryerson University
Naomi Eichenlaub, Catalogue Librarian, Ryerson University Library

Hear the results of a pilot project providing a small group of students with iPads for the academic year which they integrated into their daily study and learning activities, including classroom activities and library research. Students blogged weekly documenting their experiences with the device and checked in with the library team leading this project on a monthly basis. Hear about the findings, the challenges, successes, and potential of using the iPad as a tool in the academic learning process.

COFFEE BREAK  •  In the Exhibit Hall
3:15 p.m. - 4:00 p.m.

RFID: Technology & Applications
4:00 p.m. - 5:00 p.m.
Marshall Breeding, Director, Innovative Technology and Research, Vanderbilt University

As libraries consider investments in RFID-based equipment, such as self-check stations, anti-theft systems, automated material handling, or inventory control, it’s vital to have a solid understanding of the technology, standards, and best practices. Breeding gives an overview of the technology, some interesting applications enabled by RFID (including the freeing up of staff to hire 11 community managers in one library system) and addresses the issues and controversies brewing on the topic.

Bibliographic Control
1:30 p.m. - 2:15 p.m.

Nathan Schweinberger, oversaw the implementation of a new system (100 libraries and up) and shared some of his best and worst experiences.

What’s New & Engaging
1:00 p.m. - 1:15 p.m.

Michael Ettinger, a new product manager at EBSCO, shared some of the new features of their products and services.

Integrating iPads Into Learning & Libraries
2:00 p.m. - 3:15 p.m.

Laine Gabel, Electronic Resources Management Librarian; Dan Jakubek, GIS & Map Librarian; Graham McCarthy, Innovative Technologies Librarian; & Weina Wang, Head, Borrowing & Lending Services, Ryerson University
Naomi Eichenlaub, Catalogue Librarian, Ryerson University Library

Hear the results of a pilot project providing a small group of students with iPads for the academic year which they integrated into their daily study and learning activities, including classroom activities and library research. Students blogged weekly documenting their experiences with the device and checked in with the library team leading this project on a monthly basis. Hear about the findings, the challenges, successes, and potential of using the iPad as a tool in the academic learning process.

EBook Models & Challenges
2:30 p.m. - 3:15 p.m.

MODERATOR: Chad Mairn, Information Services Librarian, St. Petersberg College

Chad Mairn, Information Services Librarian, St. Petersberg College

Al Carlson, System Administrator, Tampa Bay Library Consortium

New examples of digital reading material—ebooks, emagazines, enewpapers—are appearing every day. So are devices and software to read them. But is epublishing a growing trend or a passing fad? Is it a valuable tool or a solution in search of a problem? Speakers explore the jungle of acronyms for formats and DRMs, the many types of readers, and more. They don’t have all the answers, but they will provide sensible planning guidelines and opportunities to make a difference for your patrons.

LUNCH BREAK  •  A Chance to Visit the Exhibits
12:15 p.m. - 1:30 p.m.

EBook Products & Pricing
1:30 p.m. - 2:15 p.m.

Stephen Abram, VP, Strategic Partnerships & Markets, Gale Cengage Learning
Sujay Darji, Head, Borrowing & Lending Services, Ryerson University

Ebook suppliers discuss the different models emerging for ebooks and the challenges faced by vendors, libraries and institutions including textbook publishing, supporting content delivery to mobile devices, the standards conundrum, e-readers, DRM, Google Books/Editions, and more.

EBooks & Their Growing Value for Libraries
2:30 p.m. - 3:15 p.m.

MODERATOR: Chad Mairn, Information Services Librarian, St. Petersberg College

Amy Pawlowski, Head of Reference & Instruction, Wright State University Libraries
Rosemarie Jerome, Systems Librarian, Half Hollow Hills Community Library

Plan to pick up some quick tips, take a sneak peek at new products, and learn new skills at short, free Cybertours in the Computers in Libraries 2011 Exhibit Hall. For more details and updates about topics and speakers for this Computers in Libraries feature, visit www.infotoday.com/cil2011.
then focuses on ebook issues, challenges, real-world solutions, and spec-
ulations on what might happen in the next few years.

C205 • EBooks & Their Growing Value for Libraries (continued)
4:00 p.m. – 5:00 p.m.

TRACK D • Enterprise Trends & Practices
From reinventing enterprise libraries to using organizational intelligence to
raise your value to creating new alignments, services, structures and programs, this track has the latest strategies for highlighting value,

D201 • Reinventing the Corporate Library
10:30 a.m. – 11:15 a.m.
Laura Nielsen, Librarian/Information Scientist, General Motors
In 2008 and 2009 General Motors received billions in government bailout
funds, completed massive reorganizations throughout the company, and
filed for bankruptcy, emerging in July 2009 as the New General Motors. Leading up to and throughout the reorganizations, the GM Library's staff
was reduced dramatically, and like the New General Motors, the GM
Library emerged as a more focused, leaner organization. Surviving such
events is an achievement, but the process invigorated and provided a
nenewed spirit to the library. The GM Library focused on what could be
done better and what needed to change, as well as what services are
essential. Nielsen shares the process, strategies, and outcomes that
breathed new life into the library and help them stay relevant to cus-
tomers. She discusses implementing live chat, creating a SharePoint site
to facilitate external publication review processes, introducing a new
logo, and updating their website.

D202 • Organizational Intelligence & Raising Your Value
11:30 a.m. – 12:15 p.m.
Scott Brown, Social Information Group
Sabrina Pacifici, Author & Editor, LLRX.com & beSpecific.com
Partnering and connecting with your stakeholders and customers in the
organization can ensure your library's ongoing success and sustainability.
Brown explores the concept and practices of “organizational intelligence”; looks at ways to find out about people in your organization and
seek them out where they are; and talks about how to engage with them in
various ways to raise your value, visibility, and credibility within the
organization. It's not stalking, but it's the next best thing. With an increas-
ing emphasis on performance improvement in both the private and pub-
lic sectors, business process improvement is now part of libraries' daily
requirements. Pacifici then discusses leveraging programs, applications,
people, and resources, including Lean Six Sigma, SharePoint, and Twitter
to strengthen your library's visibility and value.

LUNCH BREAK • A Chance to Visit the Exhibits
12:15 p.m. – 1:30 p.m.

D203 • New Alignments, Structures, & Services
1:30 p.m. – 2:15 p.m.
Janel White & Hannah Sommers, Broadcast Librarians, National Public
Radio (NPR)
Jodi Stiles, Director, Information Services, NPS Center for Homeland
Defense & Security
Greta Marlatt, Outreach & Collection Development Manager &
Homeland Security Digital Library Content Team Manager, Naval
Postgraduate School
NPR's library is a production center, research service, knowledge hub,
digital collections resource, archive, and contract manager. Although it is
not a cultural heritage institution, NPR curates, preserves, and cares for
cultural heritage every day, relying increasingly on internal and external
partnerships to prove value and to grow. NPR librarians share lessons
learned in keeping strategic goals aligned with organizational goals,
aligning library goals to the broader objectives of the organization, and
the exciting outcomes including new strategic partnerships, reinventing
roles, and finding the library in the driver's seat on technology projects.
Stiles & Marlatt discuss the development of a learning management plat-
form and a digital library to support an “in residence/web-based learn-
ing program. The initiative also included publishing an online journal,
laboratory games and simulations, and enabling numerous Web 2.0 fea-
tures. They highlight key challenges faced and the lessons learned in
evolving from using vendor products to open source products, and ulti-
mately customizing to create a wide variety of systems.

D204 • Mobile Programs for the Enterprise
2:30 p.m. – 3:15 p.m.
Tonia Reynolds-Pope, Information Services Team Lead;
Michael Chesnes, Science Reference Librarian; &
Charles Early, Engineering Librarian, NASA Goddard Space Flight Center
Danielle Pollock, Technical Librarian, Sandia National Laboratories
The first presentation describes the Mobile Librarian Program at the
NASA Goddard Space Flight Center developed to meet the information
needs of its employees. With more than 30 buildings spread out across
a large campus, and reference librarians in one building, employees need-
ed more. Speakers outline their successful outreach program, describing
how users communities research and served, the planning and support
for the program, new partnerships, and the lessons learned from the first
year of field operations which has increased the total number of reference
questions received by 11%. Pollock discusses a 6-month pilot project to
evaluate the various dedicated e-reader models available on the market,
Hamiz as well as Apple's iPad, in order to determine their capabilities, usability,
compatibility with the library's purchased electronic book and journal con-
tent, and potential for use within the Sandia information environment.
She summarizes the results and lessons learned and offers recommenda-
tions for possible future strategies for use of dedicated e-readers and
multifunction devices such as the iPad by libraries and researchers.

COFFEE BREAK • In the Exhibit Hall
3:15 p.m. – 4:00 p.m.

D205 • Successful Multigenerational Collaboration Strategies
4:00 p.m. – 5:00 p.m.
Dudee Chiang, Information Science Specialist, J et Propulsion
Laboratory (JPL)
There are up to four generations of workers (Veterans, Baby Boomers,
Gen Y, and Millennials) in most companies and organizations; getting the
generations to work together has become a topic catching even top
executives’ attention. Information commons have been around academic
libraries for almost 20 years, and students who used them are in the work-
force. During the same time period, corporate libraries and information
commons have pushed databases, electronic journals, and books to their
clients’ desktops. As a consequence, many have seen fewer and fewer
clients coming to the physical space. If these three factors are considered,
what are the impacts and options for libraries in research organizations
and companies? J PL transformed both the physical space and its website
into the BEACON Information Commons with a goal of providing a space for
informal collaborations among all J PL personnel. Hear about the
transformation process, experiences in collaborating with other units, and
current status and plans.
TRACK E  ●  Internet@Schools

For Day 2 of the 2-day, K-12-focused Internet@Schools track, we’ve got school library marketing strategies, social homework helper apps that connect with students, graphic novel creation—which also connects with students—and a host of Web 2.0 tools for learning. Organized and moderated by David Hoffman, Internet@Schools magazine, and Susan Geiger, Moreau Catholic High School

E201  ●  Best of Web 2.0 for Teaching and Learning
10:30 a.m. - 11:15 a.m.
Carla Bosco, Upper School Librarian, Stone Ridge School, Bethesda, Md.
Melissa Jacobs-Israel, Coordinator, New York City School Library System

Do you Blog? Got Prezi? This session highlights the last 2 years of the ALA’s Best 25 Websites for Teaching and Learning, covering everything from online note-taking to presentation. Go beyond PowerPoint! Excite your teachers and students with these exciting, innovative, and free sources. Leave with a tool box of all sorts of great web resources.

E202  ●  A Homework Help Site That Meets Teens Where They “Live”
11:30 a.m. - 12:15 p.m.
Shauntée Burns, Outreach Specialist for HomeworkNYC, The New York Public Library

HomeworkNYC Apps: A Decentralized Approach to Homework Help, is an IMLS-funded grant project awarded to New York City’s three library systems. The project is the outcome of research conducted by New York City’s public libraries which showed that students were not strong users of the libraries’ homework help resources and tweens and teens were looking for homework support from the online spaces they inhabit—Facebook, MySpace, Google, Wikipedia, and so on. Librarians working on the project realized that in order to support students, libraries needed to be in the web spaces where students spend their time and also to work with teachers and parents to inform them about the positive role that Web 2.0 technologies and social networking play in student lives. Hear from the project’s outreach specialist about its components, including the development of a suite of apps for use with Facebook, iGoogle, and via the HomeworkNYC website.

LUNCH BREAK  ●  A Chance to Visit the Exhibits
12:15 p.m. - 1:30 p.m.

E203  ●  Merging Literature and Web 2.0
1:30 p.m. - 2:15 p.m.
Robin Metaj, Library Media Specialist, Great Oak Middle School, Oxford, Conn.

You can really engage students by integrating Web 2.0 tools into your curriculum. Learn from Glogster ambassador and Star Discovery educator Robin Metaj how to collaborate with teachers to integrate Discovery Education streaming media, podcasting, Google Lit Trips, Voicethread, and more to promote meaningful communication about literature between students and teachers. Metaj examines the tools and shares implementation strategies with you while focusing on curriculum integration. Come away with new tools for interacting with your students. This session highlights applications in the language arts and humanities curriculum areas.

E204  ●  Graphic Language (Arts!) in the Library
2:30 p.m. - 3:15 p.m.
Susan Grigsby, Library Media Specialist, Fulton County Schools, Elkins Pointe Middle School, Roswell, Ga.

This session shares how a 8th grade classroom teacher and her media specialist—presenter Susan Grigsby—collaborated on a lesson that involved the writing process, photography, book creation, and the Web 2.0 tool BeFunky. Using language arts Georgia Performance Standards, Grigsby’s colleague designed a lesson in which her students would write a personal hero story but in graphic novel format. Grigsby used a range of other Georgia Performance Standards to enhance the lesson with technology. Students were exposed to a variety of graphic novels with special attention to style, word/graphic choices, and design. They were then instructed on the use of digital cameras and the web-based tool BeFunky.com, where they uploaded photographs and digitally altered them according to the graphic style they selected for their stories. Learn how the technology-, content-, and creativity-rich process worked, right down to the creation of personal graphic novels and the development of an assessment rubric that included design, spelling, word/picture relationships, and proper grammar.

COFFEE BREAK  ●  In the Exhibit Hall
3:15 p.m. - 4:00 p.m.

E205  ●  Marketing Strategies for Your School Library—Create a Brand and Control Your Image
4:00 p.m. - 5:00 p.m.
Susan Geiger, Head Librarian & Anne Arriaga, Librarian, Moreau Catholic High School, Hayward, Calif.

Learn the four cornerstones to a successful marketing strategy for your school library, including how to create your unique brand, determine your target audience, recognize your strengths, and mold your image. Geiger and Arriaga will share the techniques they use to target the different segments of their patron base, including faculty, students, and administration. Learn how marketing strengthened their library’s role in the curricular life of the school and demonstrated their value to administrators.

Tuesday Evening Session

Adding Value in Our Communities: Dead & Innovative Tech

7:30 p.m. - 9:00 p.m.

RINGMASTER: D. Scott Brandt, Associate Dean for Research, Purdue University Libraries
Stephen Abram, VP, Strategic Partnerships and Markets, Gale Cengage Learning
Marshall Breeding, Director for Innovative Technologies and Research, Vanderbilt University
Amanda Etches-Johnson, User Experience Librarian, Mcmaster University
Sarah Houghton-Jan, Digital Future Manager, San Jose Public Library
Aaron Schmidt, Digital Initiatives Librarian, Washington, D.C., Public Library
Bill Spence, VP, Information Technology, Information Today, Inc.

Join our famous evening of fun and learning. Hear from our authors, speakers and Computers in Libraries experts on their views of dead and innovative technologies affecting our libraries and communities now and as we create the future. This year, see if our speakers can give their presentations in a pecha kucha-style lighting round! Open to all. Enjoy cookies, coffee, and lots of laughs.
Wednesday, March 23
规划与实施

**KEYNOTE**  9:00 a.m. - 9:45 a.m.

**Adding Value to Communities**

Lee Rainie, Director, Pew Internet & American Life Project

The Net and other technologies have added so much to our communities yet there are many gaps. Rainie surfaces those gaps and suggests areas where libraries and information services can add value to the participants in their communities.

**COFFEE BREAK**  9:45 a.m. - 10:30 a.m.

**TRACK A**  规划与实施

The old adage, “If you don’t know where you are going, you’ll never get there,” has never been truer than in today’s financially challenged world where many services and organizations are vying for attention and support. Get pointers from our speakers on how to think strategically and critically, how to improve workflows for multigenerations and technological change, how to persuade and get permission, how to create a vision and also track strategic initiatives. If your library is facing challenging times, this is the track for you.

**A301**  计划与实施：看到可能性

10:30 a.m. - 11:15 a.m.

Rebecca Jones, Partner, Dysart & Jones Associates

我们的观点和我们如何通过“镜头”来观察世界和情况。它没有说我们的“镜头”会极大地影响我们如何前进，我们选择的解决方案，以及我们做出的决定。在今天这个复杂的世界中，我们往往会被抽象的情境所困扰，我们很难调整我们的镜头来看待这个世界战略性地和批判性地。随着时间的推移，企业和学术界在信息服务、HR、IT、教育和咨询业务中占据了主导地位，我们与客户和员工的联系更加紧密，支持服务。琼斯讨论了技巧和方法，以帮助我们选择适合我们的长期、横向和垂直的视角，思考和批判性地分析情境，避免把问题或决策看成我们讨论的焦点。

**A302**  多代与技术变迁

11:30 a.m. - 12:15 p.m.

Colleen Harris, Head, Access & Delivery Services, University of Tennessee at Chattanooga (UTC)

With veterans, Boomers, Gen X, Gen Y, and Millennials all in the workforce, academic libraries today can have up to five generations working in them. Add to this the complexity of rapidly changing technology and workflows, increased and morphing user demands, and economic stress, and managers may find themselves in a quandary trying to please everyone. Harris discusses managing multiple generations in the academic library in light of massive technology and user expectation changes, using the example of a recent ILS migration to highlight how you can create synergies among differing work styles and attitudes and build effective teams with your diverse staff. She highlights how managing workflow changes entails handling changes in technology, expectations of staff performance, and user expectations and discusses dealing with staff stress and reluctance to change.

**LUNCH BREAK**  12:15 p.m. - 1:30 p.m.

**A303**  说服与授权

1:30 p.m. - 2:30 p.m.

Elaina Norlin, Executive Director/Regional Library Manager, Broward County Library

David Lee King, Digital Branch & Services Manager, Topeka & Shawnee County Public Library

The first presentation provides tips on how to advocate effectively for the library, whether persuading, educating, or informing. Persuasion is particularly important in times of organizational change and uncertainty. At the pivotal persuasion moment, when your career depends on the difference between “no” and “yes,” you need more than expertise in your functional area to effectively communicate your idea, so hear about natural persuasion styles and positive steps to gain influence, credibility, and confidence. King discusses getting permission to be successful and to get things done. He talks about the kind of organization that encourages success and innovation, some reasons you might have difficulty getting permission, and what you can do about it. Join our speakers and learn their secrets for accomplishing initiatives that resonate with both clients and staff.

**A304**  规划与实施：实现第四名

2:45 p.m. - 3:30 p.m.

Jill Hurst-Wahl, Assistant Professor of Practice, Syracuse University

Maurice Coleman, Technical Trainer, Hartford County Public Library

Paul Signorelli, Writer/Trainer/Consultant, Paul Signorelli & Associates

With the rise of learning commons and collaboration laboratories (COLAs), people are using space differently in order to engage in learning. Rather than a third place as defined by Ray Oldenburg, these fourth places are becoming where people go to participate in specific learning activities. Signorelli discusses the difference between third and fourth places, and how this learning fourth place is different than the library settings we’re used to creating. Coleman and Hurst-Wahl outline how a library can create a fourth place using existing or recycled space (e.g., shipping containers) as well as the library services and resources that would support fourth place activities. Included is an interaction brainstorm about partnerships the libraries can pursue in order to bring this vision to reality.

**A305**  在此之后：跟踪战略倡议

3:45 p.m. - 4:30 p.m.

Oleg Krymmer, Systems Librarian, Metropolitan Museum of Art Libraries

Katherine Simpson, Associate Director, Organizational Development, & Karen Froslid-Jones, Director, Institutional Research & Assessment, American University

Countless hours are spent on strategic planning by organizations, and the need to show a return on that investment is growing stronger. This session looks at planning from before and after. Krymmer discusses how to lead effectively by creating a strategic vision, a set of guiding principles, that helps an IT librarian recognize and take advantage of opportunities. If your technology decisions are based on today’s needs, you are bound to fall behind. Your vision will help you to provide your library with consistent and reliable IT leadership and its application in everyday decision-making; promoting it among your colleagues will shape your library’s IT future. Simpson & Froslid-Jones present a case study of how American University implemented universitywide assessment tracking software and the challenges associated with aligning institutional goals with library objectives both practically and politically. Hear practical advice on determining what criteria is useful when choosing an enterprise assessment management system, how to implement it, and the benefits and challenges to working with assessment software.

**TRACK B**  用户体验

Making better decisions and improving library services for users is how libraries illustrate value and delight their customers. This track shares feedback on information behaviors of users; cool tools for measuring, visualizing, and analyzing what libraries do; usability techniques; and more.

**B301**  教授信息使用行为

10:30 a.m. - 11:15 a.m.

Terry Huwe, Director, Library & Information Resources, Institute for Research on Labor & Employment

We live in a world of constant survey-taking for just about every kind of opinion, product or idea. Some matter more than others, and some are better than others. For info pros, none matter as much as the most reliable gauge—faculty information use—as well as faculty impressions of library services. Huwe presents an overview of the most influential surveys of U.S. faculty and summarizes how the surveying agencies perceive their
results. But rather than stop with what the “experts” say, he moves beyond the “key findings,” posing his own questions and looking for clues that can help inform pros devise strategies that succeed—whatever the surveys claim.

B302 ● Usability Express: Recipe for Libraries
11:30 a.m. – 12:15 p.m.
Beyon Kim, Digital Access Librarian, &
Marissa Ball, Emerging Technologies Librarian, Florida International
University
Not many libraries have library websites designed with usability in mind, and as a result, usability issues often come up during the website redesign process. As Jakob Nielsen, well-known web usability guru, remarked, anybody can do usability reasonably well with a bit of training. Speakers provide a guide to help librarians and library staff quickly discern and improve major usability issues in a short time utilizing usability heuristics and testing methods. They cover: common mistakes and pitfalls, planning and conducting usability testing, usability toolkits, and other resources.

LUNCH BREAK ● A Chance to Visit the Exhibits
12:15 p.m. – 1:30 p.m.

1:30 p.m. – 2:30 p.m.
Darlene Fichter, Research Services Librarian, University of Saskatchewan
Jeff Winstead, Web Services Librarian, University of Pittsburgh
Michael DeMars, California State University-Fullerton
This session looks at a whole suite of low-cost and free tools for library content developers and webmasters, especially those that help analyze how users are interacting with websites and social media so that improvements can enhance user experience. Pack your toolbox and take away some useful programs to use in your own library. Speakers include a number of tools such as Google Analytics, search analysis, site monitoring, and more. All can be used to inform the design process and generate data to create a road map.

B304 ● Digital Collections: Creative Development & User Experience
2:45 p.m. – 3:30 p.m.
Cathy Walford, Systems Librarian, DALNET
Elizabeth Botten, Reference Specialist, & Sara Snyder, Webmaster,
Archives of American Art, Smithsonian Institution
Libraries traditionally have created collections by organizing access to information, and YouTube has a way to organize user-created videos into collections as well. It can be a daunting task to create and post original videos in YouTube. However, YouTube playlists can easily be used as a means to organize access to videos created by others in much the same way librarians use collection development for library materials. Walford covers how to create a YouTube channel and playlists, how to select videos made by other YouTube users to populate your library’s playlists, the various types of YouTube accounts, channel set-up and customization, and site maintenance. The second presentation provides concrete recommendations on how to improve the online user experience for researchers. Using the Archives of American Art, a research center at the Smithsonian Institution, Botten and Snyder discuss how user-centered design methods can be used to inform more intuitive design of online catalogs and websites for any kind of collections driven organization.

B305 ● Social Media Strategy & Goals
3:45 p.m. – 4:30 p.m.
David Lee King, Digital Branch & Services Manager, Topeka & Shawnee County Public Library
Organizations are great at starting new online projects ... and then letting them quickly die. Do you know how to plan, sustain, and set goals for an online project? This session describes the planning processes used by several different libraries—how they plan, create strategy, get buy-in, and sustain a social media project.

COOL TOOLS: MEASURING, VISUALIZING, & ANALYZING WHAT LIBRARIES DO
1:30 p.m. – 2:30 p.m.
Darlene Fichter, Research Services Librarian, University of Saskatchewan
Jeff Winstead, Web Services Librarian, University of Pittsburgh
Michael DeMars, California State University-Fullerton
This session looks at a whole suite of low-cost and free tools for library content developers and webmasters, especially those that help analyze how users are interacting with websites and social media so that improvements can enhance user experience. Pack your toolbox and take away some useful programs to use in your own library. Speakers include a number of tools such as Google Analytics, search analysis, site monitoring, and more. All can be used to inform the design process and generate data to create a road map.

LUNCH BREAK ● A Chance to Visit the Exhibits
12:15 p.m. – 1:30 p.m.

1:30 p.m. – 2:30 p.m.
Darlene Fichter, Research Services Librarian, University of Saskatchewan
Jeff Winstead, Web Services Librarian, University of Pittsburgh
Michael DeMars, California State University-Fullerton
This session looks at a whole suite of low-cost and free tools for library content developers and webmasters, especially those that help analyze how users are interacting with websites and social media so that improvements can enhance user experience. Pack your toolbox and take away some useful programs to use in your own library. Speakers include a number of tools such as Google Analytics, search analysis, site monitoring, and more. All can be used to inform the design process and generate data to create a road map.

B304 ● Digital Collections: Creative Development & User Experience
2:45 p.m. – 3:30 p.m.
Cathy Walford, Systems Librarian, DALNET
Elizabeth Botten, Reference Specialist, & Sara Snyder, Webmaster,
Archives of American Art, Smithsonian Institution
Libraries traditionally have created collections by organizing access to information, and YouTube has a way to organize user-created videos into collections as well. It can be a daunting task to create and post original videos in YouTube. However, YouTube playlists can easily be used as a means to organize access to videos created by others in much the same way librarians use collection development for library materials. Walford covers how to create a YouTube channel and playlists, how to select videos made by other YouTube users to populate your library’s playlists, the various types of YouTube accounts, channel set-up and customization, and site maintenance. The second presentation provides concrete recommendations on how to improve the online user experience for researchers. Using the Archives of American Art, a research center at the Smithsonian Institution, Botten and Snyder discuss how user-centered design methods can be used to inform more intuitive design of online catalogs and websites for any kind of collections driven organization.

B305 ● Social Media Strategy & Goals
3:45 p.m. – 4:30 p.m.
David Lee King, Digital Branch & Services Manager, Topeka & Shawnee County Public Library
Organizations are great at starting new online projects ... and then letting them quickly die. Do you know how to plan, sustain, and set goals for an online project? This session describes the planning processes used by several different libraries—how they plan, create strategy, get buy-in, and sustain a social media project.
Wednesday, March 23

C304 ● Mobile Usability
2:45 p.m. - 3:30 p.m.
Jeff Wisniewski, Web Services Librarian, University of Pittsburgh
As libraries develop a mobile presence, it is key that this presence be user-friendly. Usability testing of standard websites is something libraries have experience with, but testing and evaluating mobile is new to many of us. This session provides all the information needed to make it usable as you make it mobile. Wisniewski explores the usability considerations in designing mobile sites and the special considerations inherent in testing for mobile as well as specific ways to test and gather feedback from our mobile users.

C305 ● Building Community & Mobile Experiences
3:45 p.m. - 4:30 p.m.
Bonnie Roalsen, Head, Children’s Services, & Ryan Livergood, Assistant Director, Dover Town Library
Boris Zetterlund, Strategy Manager, Axiell Library Group
Mobile applications for smart phones represent powerful platforms for a mobile library presence. In this session hear about some of the ticks, tips, and approaches for leveraging apps in our library settings. Roalsen and Livergood discuss building community in a mobile world with apps for children and families and illustrates with a unique case study showing how one small public library used mobile devices to enhance their community engagement. Zetterlund shares experiences in developing smartphone applications for library services across platforms, some of the business models, and rollout possibilities. Come see what is possible.

TRACK D ● Content Management & Preservation
Librarians have always dealt with content, but there are new challenges with “born digital” content and the volume of institutional content. Our speakers share strategies and practices as well as lessons learned.
Moderated by Donna Scheeder, Congressional Research Service, LC

D301 ● Digital Preservation Strategies: Value Through Longevity
10:30 a.m. - 11:15 a.m.
Lisa Gregory, Digital Projects Liaison, & Jennifer Ricker, Digital Collections Manager, State Library of North Carolina
With the swelling number of digital items in today’s library collections, including both items that have been digitized and those “born digital”, the continued accessibility of electronic files within their collections is of increasing concern. Whether you have a robust IT department schooled in digital preservation or no IT support at all, it is critical to know about migrating file formats for long-term access. This session discusses ways to incorporate file format migration into a digital preservation strategy to help move into the realm of long-term access, includes details of migration testing using open source tools, what speakers have learned about the various transformations, and what changes they plan for workflow based on this testing. Join them and other content managers in the audience to ensure long-term access to digital materials for our communities.

Focus on... SPECIAL LIBRARIES

TRACK A ● Information Discovery & Search
B105 ● Drupal: the Basics & More
C105 ● SharePoint: Collaboration Tech Tips
D104 ● Innovative Marketing Tools & Strategies

A205 ● Getting to the Eureka! Moment

TRACK D ● Enterprise Trends & Practices

A301 ● Thinking Strategically & Critically: Seeing Possibilities
A305 ● Before & After the Plan: Tracking Strategic Initiatives

Focus on... GOVERNMENT LIBRARIES

In conjunction with FLICC’s Libraries & Emerging Technologies

A103 ● Search: Quick Tips for Adding Value
A104 ● Visualization & Geospatial Technologies
C103 ● Building Community Partnerships
D104 ● Innovative Marketing Tools & Strategies

A205 ● Getting to the Eureka! Moment

TRACK D ● Enterprise Trends & Practices

A301 ● Thinking Strategically & Critically: Seeing Possibilities
A305 ● Before & After the Plan: Tracking Strategic Initiatives

A Chance to Visit the Exhibits
12:15 p.m. - 1:30 p.m.

LUNCH BREAK ● A Chance to Visit the Exhibits
12:15 p.m. - 1:30 p.m.

D303 ● Repositories: Strategies & Practices
1:30 p.m. - 2:30 p.m.
Amy Buckland, eScholarship, ePublishing, & Digitization Coordinator, McGill University Library
Jim DeiRosso, Web & Digital Projects Manager, Cornell University
Our panel discusses institutional repository design, technologies, processes, and practices at each of their organizations. They share challenges, lessons learned, and future plans for those contemplating creating their own repository.
GENERAL CONFERENCE ● Wednesday, March 23

D304 ● Collecting & Preserving User-Generated Content
2:45 p.m. - 3:30 p.m.
Donna Scheeder, Deputy CIO, Congressional Research Service, Library of Congress

Collection is the beginning of a preservation strategy for user-generated content in the digital world. This session discusses strategies for collecting “born digital” content from the web, making it accessible with metadata, highlights work being done by the National Digital Information Infrastructure and Preservation Program at the Library of Congress, and more.

D305 ● Building Digital Collections While Saving Deteriorating Microforms
3:45 p.m. - 4:30 p.m.
Laurel Yatsko, Project Manager/Archivist, Wirtz Library, U.S. Department of Labor
Melissa Miller, Information Technology Manager/Librarian, & Ghislaine Sabbagh, Systems Librarian, Array Information Technologies

Using initiative and patience, a microfiche scanner printer, ADOBE 9, and Photoshop, the Wirtz Labor Library is providing reference, adding to its digital library and saving its deteriorating microforms. This panel addresses how the project started and how they approached the solution, and discusses the equipment and software used and the results achieved. They share how the finished product, copies of historic labor papers, added value to a growing digital library and the lessons learned along the way.

TRACK E ● Training & Learning

We all know that learning only occurs when training or teaching is engaging and hitting that “sweet spot” where the individual feels, “I get this! And I can USE this!” This line-up of speakers share their wealth of experiences and insights on finding that “sweet spot” with learners using technologies and techniques in a variety of situations for a broad range of topics and competencies.

Moderated by Karen Huffman, National Geographic Society

E301 ● Face-to-Face? Avatars & Facebook for Learning
10:30 a.m. - 11:15 a.m.
Angie Fickert Paterek, Training Manager, Rocky River Public Library
Nancy Czech, Lecturer, San Jose State University

Hear the experiences of a public library using Second Life and an academic library using Facebook to manage courses and engage learners. Paterek discusses how a public library uses different locations and avatars in 3D simulation to facilitate learning and provides examples of virtual classrooms using PowerPoint presentations, live simulations, chat, computer voice applications, and virtual reality. Czech went to the students at Wayne State University with a Facebook group to manage a Productive Tools course. The students relied on the group to access course materials and to communicate with the instructor. Students also worked in groups to develop Pages to market a library, a library program course, or information-science-based business. Czech highlights the pros and cons of using Facebook for course management and identifies enhancements necessary for its widespread use as a course delivery system.

E302 ● Creating 21st-Century Information-Literacy Programs
11:30 a.m. - 12:15 p.m.
Rick Bearden, Automation Librarian and Library Web Coordinator, & Emily Mitchell, Educational Technologies Librarian, Ferris State University
Alan Bearman, Dean of Libraries; Sean Bird, Instructional Librarian; & Keith Rocci, Information Literacy Librarian, Washburn University

Getting large-scale information-literacy instruction online has challenged libraries for years. The instruction librarians at Ferris State University knew Texas Information Literacy Tutorial (TILT) was showing its age, but its outdated technology made it difficult to update. Their brand-new tutorial, PILOT 2.0, uses open source technology with an interface for even nonprogrammers to create and edit interactive lessons, and has high strategic value. The Washburn University Libraries have used a 21st-century information-literacy program to return to the center of the academic experience. They discuss the strategic planning and politics, the assessment involved, and demonstrate the success of the program as it relates to both student achievement and the Libraries’ place.

LUNCH BREAK ● A Chance to Visit the Exhibits
12:15 p.m. - 1:30 p.m.

E303 ● Podcasting & Tools: Endless Opportunities!
1:30 p.m. - 2:30 p.m.
Andrew Lokie, Librarian, Science Faculty & IT Coordinator, Missouri State University
Jason Puckett, Librarian, Communication & Educational Technologies, Georgia State University Library
Anna Van Scoyoc, Reference Librarian, Mercer County Library System
Rachel Borchardt, Science Librarian, American University Library

This powerful panel of practitioners share their experiences in using podcasting and other technologies for all kinds of learning supports. Hear how to use podcasting, wikis, blogs and you name it for class assignments, communications, developing blended learning approaches, and creating content as well as other tools, such as Clickers (student response systems) to obtain instant feedback and engage your learners.

E304 ● Learning Virtually: 23 Things & Counting
2:45 p.m. - 3:30 p.m.
Heather Braun, Technology Librarian, Northeast Kansas Library System
Cindi Hickey, Director, Library Development, State Library of Kansas
Christa Burns, Special Projects Librarian, Nebraska Library Commission
Louise Alcorn, Reference Technology Librarian, West Des Moines (Iowa) Public Library

When the Kansas library community participated in a statewide 23 Things program in 2010, it opened up a new way to look at learning virtually, especially for encouraging librarians to continue their learning after the structured program’s end. Through their Passport to Learning, Braun and Hickey show how to enrich the virtual learning experience. Burns looks at how Nebraska’s 23 Things online program has evolved, its strengths, challenges and “what’s next.” Alcorn describes working with individual libraries and regional library support systems across Iowa, offering training on some of the “things” that encompass Web 2.0 for libraries. Together our speakers identify lots of options for creating a successful program.

E305 ● Transliteracies: Libraries as the Critical “Classroom”
3:45 p.m. - 4:30 p.m.
Bobbi Newman, Digital Branch Manager, Chattahoochee Valley Libraries
Gretchen Caserotti, Head, Children & Teen Services, Darien Library
Brian Hulsey, Electronic Resources, Simon Scowb Memorial Library

Literacy isn’t just about the ability to read and write. To be an active participant in today’s society, people need to be “transliterate” across all media. This session explains why transliteracy is important and how libraries are critically positioned to help people develop this competency in school, university, and public library environments.

Exhibition

The Computers in Libraries exhibition will feature leading-edge companies offering the visitor a choice of products in all aspects of library technology. If you are looking for a particular product, evaluating competing systems, and keeping up-to-date with new products and developments, be sure to visit the Computers in Libraries exhibition.

See the registration form to sign up for your free Exhibit Hall pass.

EXHIBIT HOURS
Monday, March 21 9:45 a.m. - 5:45 p.m.
Tuesday, March 22 9:45 a.m. - 4:00 p.m.
Wednesday, March 23 9:45 a.m. - 1:30 p.m.
Delegates to COMPUTERS IN LIBRARIES 2011 may register for any number of days, each of which are comprised of five tracks. The fee includes:

- Participation in any conference track for each day booked.
  *(Attendees may switch between tracks as they choose.)*
- Admission to the Exhibit Hall
- Conference packet

- Sunday & Tuesday Evening Sessions
- Continental breakfast each morning before the keynote
- Morning and afternoon coffee
- Exhibit hall reception on Monday evening

*Attendees are responsible for their own travel arrangements and hotel accommodations.*

**HOTEL INFORMATION**

Hilton Washington
1919 Connecticut Avenue NW, Washington, DC 20009
All official conference activities will take place at the Hilton Washington.
Meeting & Travel Consultants, Inc. (MTC) is the official housing bureau for Computers in Libraries 2011. For your convenience, hotel reservations can be made for the Hilton Washington at the discounted group rate of $249 single/$259 double (plus applicable taxes).
These rates are exclusive through MTC only and will not be extended by the hotel directly. Rates will remain in effect until Monday, February 28, 2011. However, please note that the discounted group block is subject to availability and is not guaranteed. Early booking is suggested to ensure you receive your preferred arrival/departure dates. Credit card information is required to confirm all reservations.

*Make your reservation today with MTC:*

ONLINE: www.mtcreservations.com
PHONE: (732) 549-3985 or 3986
FAX: (732) 549-3987
EMAIL: bookit@mtcreservations.com

**DISCOUNTS**

Organizations sending more than one registrant can benefit greatly from the following rates for full conference registrations only: First person @ $499; second person and all additional registrants @ $249. After February 25, 2011, add $20 to each level. All registrations for group discounts must be sent to Information Today, Inc. under one cover. (Many networks and regional library cooperatives are offering special discount rates. Contact your network director for further details.) Discounts are not available for pre- and postconference workshops.

**CANCELLATIONS AND SUBSTITUTIONS**

Cancellations will be accepted if received in writing no later than February 25, 2011. Full refunds minus a $50 processing fee will be issued. No refunds will be given after this date. Substitutions for the same amount of fees may be made until 1:00 p.m. on March 14, 2011. Please indicate the name and the title of the person who will be replacing the original registrant. After this date, all changes must be made at the conference.
PERSONAL INFORMATION

Name ______________________________

Job Title ______________________________

Organization ______________________________

Street ______________________________

City ______________________________

State, Zip ______________________________

Phone ______________________________

Fax ______________________________

Email ______________________________

YOUR TYPE OF LIBRARY: (Check One)
1 College/University
2 Government
3 Corporate/Business
4 Other (please specify)

YOUR JOB FUNCTION: (Check One)
1 Acquisitions Librarian
2 Serials Librarian
3 Reference Librarian
4 Corporate Librarian
5 Other (please specify)

YOUR NETWORK AFFILIATION: (if applicable)

Yes, I want to subscribe to ITI NewsLink, the information and library professional's FREE email newsletter highlighting the information that both users and producers of information products and services need.

Payment must accompany advanced registration. Check or money order should be made payable to: Information Today, Inc.

Preconference Workshops
Sunday, March 20 (includes lunch)
FULL AM PM $249 $259
AM PM $159 $169

Postconference Workshops
Thursday, March 24 (includes lunch)
AM PM $159 $169
AM PM $159 $169

Full 3-Day Conference
Includes Computers in Libraries AND Internet@Schools conference sessions. Does not include workshops

Thursday Special Event
FREE FREE

EXHIBITION ONLY
FREE FREE

Go to www.infotoday.com/cil2011
When registering on the website, please refer to the priority code above your name on your mailing address label.

Phone (800) 300-9868 or (609) 654-6266
Fax (609) 654-4309
Mail registration form with payment to: Information Today, Inc. 143 Old Marlton Pike Medford, NJ 08055

Payment must accompany advanced registration. Check or money order should be made payable to: Information Today, Inc.

Note: The sponsors and management of Computers in Libraries 2011 reserve the right to make necessary changes in the program. Every effort will be made to keep presentations and speakers as represented. However, unforeseen circumstances may result in substitution of a presentation topic and/or speaker. Information Today, Inc. assumes no liability for the acts of their suppliers nor for the safety of any Computer in Libraries 2011 participant while in transit to or from this event. The total liability during the precise hours of the meeting will be limited to a refund of the delegate fee.
Register Now!

26th Annual
computers in libraries 2011

NORTH AMERICA’S LARGEST TECHNOLOGY CONFERENCE & EXHIBITION FOR LIBRARIANS AND INFORMATION MANAGERS

MARCH 21–23, 2011
HILTON WASHINGTON
WASHINGTON, DC

• Over 150 Speakers
• 29 Workshops
• 5 Simultaneous Tracks
• Over 100 In-depth Sessions
• Internet@Schools Track
• Free Cybertours
• Exhibit Hall

WWW.INFOTODAY.COM/CIL2011