Positive Change: Creating Real Impact

- How library and information services are evolving
- The changes we can make to ensure our organisations and communities thrive
- New technologies and business models for today and tomorrow
- Emerging models and roles that are meeting the changing demands of end-users
- How libraries and librarians are transforming to ensure they are future-ready

Register online
www.internet-librarian.com
Networking Opportunities

Our range of social events and networking opportunities are a feature of Internet Librarian International, each designed to help you get the best possible conference experience by meeting, sharing and exchanging knowledge with your fellow delegates.

SLA Europe Drinks Mixer

SLA Europe and Information Today Europe invite all delegates to a networking drinks mixer on Monday 20 October from 18.00-19.30 at the Olympia Conference Centre. Kick start Internet Librarian International by meeting your fellow delegates in a friendly, informal setting, chat about the themes of the conference, and find out more about SLA Europe.

Drinks Reception

You’re all invited to join Information Today for drinks, nibbles and chat at the close of the first day’s conference sessions.

Delegate Lunches

Continue the conversation with delegates and speakers each day at our buffet-style lunches, designed to facilitate networking and included in the cost of your delegate fee.

Visit the British Library

Go behind the scenes at this iconic London library in the company of fellow delegates and speakers. Thursday 23 October (morning), places strictly limited, see website for full details.

Conference Steering & Management Teams

Hervé Basset, Information Manager, France
Karen Blakeman, RBA Information Services, UK
Sharon Bostick, Illinois Institute of Technology, USA
Phil Bradley, Information Specialist and Information Consultant, UK (Co-Chair)
Thomas Brevik, Librarian, Lindås Public Library, Norway (Co-Chair)
Ulla de Stricker, de Stricker Associates, Canada
Dennie Heye, Shell International Exploration & Production BV, The Netherlands
Richard T. Kaser, VP of Content, Information Today, USA
Brian Kelly, Centre for Educational Technology, Interoperability and Standards, University of Bolton, UK
Alison McNab, University of Nottingham, UK
Jean Mulligan, Chief Operating Office, Information Today Ltd, UK
Ake Nygren, Stockholm Public Library, Sweden
Marydee Ojala, Editor in Chief, Online Searcher, USA (Co-Chair)
Adetoun Oyelude, University of Ibadan, Nigeria
Dave Pattern, University of Huddersfield, UK
Mary Peterson, South Australia Health Library Service, Australia
Dave Puplett, University of Kent, UK
Bethan Ruddock, MIMAS, University of Manchester, UK
Donna Saxby, Librarian, Kingham Hill School, UK (Co-Chair)
Michael Stephens, San Jose State University SLIS, USA
Aaron Tay, National University of Singapore Libraries, Singapore
Martie van Deventer, CSIR, South Africa
Katherine Allen, Conference Director, UK
Val Skeleton, Programme Director, UK

Organisers

Internet Librarian International is organised by Information Today, publishers of Information Today Europe, Information Today, Computers in Libraries and Online Searcher, offering complete coverage of the library and information industry, worldwide.

Our Conference Co-Chairs tell us why ILI is special...

Phil Bradley, Information Specialist and Information Consultant, UK
ILI is one of the friendliest conferences I have ever been to. Its relaxed format is matched only by the expertise of the speakers, the involvement of the delegates and the breadth of subjects covered. If you want to find out what’s new in the industry, to network or simply catch up with friends from a marvellous array of countries, this is the conference to attend.

Thomas Brevik, Librarian, Lindås Public Library, Norway
ILI is special because I feel at home among people who have a passion for libraries and technology. ILI is special because it feeds my passions and my interest in connecting people and knowledge with the help of technology. ILI is special because I love to meet and talk to people who get what I’m talking about without having to explain, like I have to do at work. ILI is special because it is one of the few places where the future of libraries shines through.

Marydee Ojala, Editor in Chief, Online Searcher, USA
I’ve always found Internet Librarian International to be a unique conference in that it brings together information professionals from many countries and types of libraries talking about practical projects and technological innovations. It’s a fabulous opportunity to learn from other librarians, to broaden professional horizons, to gain new skills, to interact with colleagues, and to experiment with new technologies. It’s also a great way to rethink how libraries can create real impact in their communities.

Donna Saxby, Librarian, Kingham Hill School, UK
ILI is the ‘must go to’ conference of the year, it buzzes with energy, is very friendly and very international. The conference is a showcase for innovation, stimulating thinking and ideas which we can then take back to our libraries, wherever they are and whatever form they may take.
Positive Change: Creating Real Impact

In a world of fast-developing technology, new business models and changing user expectations, how are information professionals delivering innovative and imaginative services to create real impact?

Now in its 16th year, Internet Librarian International examines how creative information professionals and transformative new services are making a positive difference to people and organisations in all sectors – academic, corporate, and public – setting out the answers to some important questions, including:

- How have services and products evolved?
- What changes can we make to ensure our organisations and communities thrive?
- Which new technologies and business models are the most appropriate for us to pursue now – and where should we focus our attentions next?
- What new models and roles have emerged to meet the changing demands of end-users?
- How are libraries – and librarians – changing to ensure they are future-ready?

Internet Librarian International brings together highly-respected information industry practitioners and commentators from around the world to share their knowledge and expertise, and to deliver updates on the technologies and services that are driving change in our services and the way we work.

Join us in London this October for thought-provoking keynote speeches, case studies, practical conference sessions, terrific networking opportunities, and a selection of in-depth workshops, all of which combine to create an unparalleled forum for sharing, learning and enhancing your professional skills and value.

We look forward to welcoming you to Internet Librarian International.

Did you know?

Internet Librarian International is brought to you by a team which includes Roger Bilboul, Tom Hogan Sr, Jean Mulligan and Katherine Allen – all well-known personalities in the information industry today, and also the original team who founded and developed the Online Information Meeting (IOLIM) through its most successful years. This same team has gone on to develop Internet Librarian International, now an industry-leading library and information forum which has seen some 30% growth in global attendance, with sponsor support more than doubling, in the last two years.

Now in its 16th year, Internet Librarian International is endorsed by the global information industry’s most important and influential Associations, and is now the chosen host for several prestigious industry awards, originally presented at the London Online meeting.

Register online at www.internet-librarian.com
Programme Day 1

Tuesday 21 October

09:00 – 10:15 Welcome and Opening Keynote

The dark matter of the internet

Michael Edson, Smithsonian Institution; Open Knowledge Foundation; Council on Library and Information Resources (CLIR), USA

The dark matter of the internet is open, social, peer-to-peer, and read-write – and it’s the future of libraries. Michael Edson argues that history is defined by periods in which we thought we had a pretty good idea of what was going on, punctuated by brief moments when we realised we really didn’t have a clue. We’re going through one of those moments now, and it’s all wrapped up with the internet and scale. Like dark matter, the internet has a force, a mass, and a capability that is often unseen or undetected. For today’s organisations, success comes down to how well we harness the dark matter of the internet and the opportunities it presents.

10:15 – 10:45 Coffee Break and Sponsor Showcase Opens

track A

New Blueprints for Libraries

10:45 – 11:15 A101

Tomorrow’s world today – trends in library services

Library transformations – exploring the changing environment in libraries

Sharan Bostick, Illinois Institute of Technology, USA; Liz McGettigan, SOLIS, UK; MARYYDE OJALA, Online Searcher magazine, USA

What are the major drivers of change in library services? International library leaders set the scene and explore the forces driving libraries’ rapid innovation and multifunctional potential. Today’s savvy librarians need to focus on the full digital and physical experiences customers have when they use a library service – so they can quickly find information, make decisions, or participate – creating positive library visit experiences that visitors not only remember but want to share with others.

11:30 – 12:15 A102

Redesigning library services

New roles for a new organisation: how did we get here?

Trevor Doxey, Washington University in St Louis, USA

Stakeholder monitoring: a new role for information and knowledge services

Tim Judkins and Deena Maggs, The King’s Fund, UK

Two libraries discuss how they redesign their services and roles to better support organisational transformation programmes.

12:30 – 13:15 A103

From DJ to UX: radical new roles

The Librarian DJ

Peter Alsbjer, Örebro County Council, Sweden

The UX Librarian

Georgina Cronin, Cambridge Judge Business School, UK

Two contrasting case studies highlight the range of new opportunities open to librarians – ranging from using digital music services in a library context, to being a User Experience specialist.

track B

Technology Innovation and Impact

10:45 – 11:15 B101

Technology futures

Key technology trends for information professionals

Brian Kelly, Centre for Educational Technology, Interoperability and Standards, University of Bolton, UK

What are the major technology trends that will impact library services and their users? Using the key technology trends identified in NMC’s Library Horizon report 2014, this session explores the impact these technologies may have for those working in the library sector, and reviews how librarians and information professionals should respond in order to maximise the potential of the new developments.

11:30 – 12:15 B102

Real-world tech

3D Printers in the real world

Heather Hoornfield-Lang, University of South Carolina, USA

The real-world of augmented reality

Speaker TBC

Real-world case studies explore how technical innovations have been implemented and the impact they made.

12:30 – 13:15 B103

Driving change with technology partners

Using ‘agile’ approaches to design services

Suzanne Enright, ONEIS, UK

Developing and implementing a library app

Mary Antonneau, National University of Ireland, Maynooth, Ireland

Discover how working with, and learning from, technology partners can have a major and positive impact on library projects.

track C

Content Innovation

10:45 – 11:15 C101

Immersive reality – the future of documents

Towards a new generation of documents

Lyn Robinson, City University London, UK

How are documents evolving and what are the implications for library and information science professionals? This session explores the emergence of immersive documents, where pervasive computing and multisensory interfaces blend with interactive and multimedia texts, to herald new ways in which we can communicate, learn, practice, find out and be entertained. Understanding how these new forms fit within the information communication chain, and especially how they impact on information behaviour is vital for the LIS profession.

11:30 – 12:15 C102

The library as a content hub

From sourceware to courseware: extending the role of the library

Hildeg van Wijngaarden, Amsterdam University of Applied Sciences, The Netherlands

Resources for courses: enhancing the student experience

Andrew Barker, University of Liverpool, UK

Hear how two library services are taking responsibility for the overall supply, curation and creation of digital learning materials.

12:30 – 13:15 C103

Working with publishers

Starting a dialogue with Swedish publishers

Karin Byström, Uppsala University, Sweden

The publishing industry and academic libraries face challenges for the future and share many common goals and ideals – hear how they are working together to learn, change and improve.
However, unforeseen circumstances may result in substitution of a presentation topic and/or speaker. Information Today assumes no liability for the acts of their suppliers nor for the safety of any Internet Librarian International 2014 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.

SPONSOR SHOWCASE

Global inspiration, local action
Jan Holmquist, Guldborgsund Public Library, Denmark
The modern library supports learning on all levels. All types of libraries, in many different countries, face the same challenges, driven in many cases by technological developments or financial constraints. Despite having the same core issues, libraries come up with different answers, shaped by their differing cultures. By being globally inspired – and translating that inspiration into local action – libraries can transform their communities.

Transforming libraries – sitting at the top table
William Mitcha and Mary Schlembach, University of Illinois at Urbana-Champaign, USA
Big Data, a new role for infopros?
Terence Huew, University of California, Berkeley, USA
Making libraries meaningful to senior management
Mary Peterson, South Australia Health Library Service, Australia
New services and transformed structures give libraries and librarians the opportunity to influence at the highest level of the organisation.

Library labs and digital lounges
YouLab Pistoia – a library for geeking out
Simona Campos Cervera, US Embassy to Italy, Italy
Manchester Libraries digital media lounge: a civic laboratory
Sue Lawson, Manchester Libraries, Information and Archives, UK
Fab the library – an update
Jeroen de Boer, Bibliotheekservie Fryslân, The Netherlands
Three libraries are offering the latest in digital technology, providing spaces for people to explore their creativity, develop their skills, play, learn and experiment.

New models for government libraries
GRAIL – a new business model for government libraries
Angela Vilkins, State Library of Queensland, Australia
Bringing European Parliamentary research services online: lessons learned in upgrading the European Parliament website
Caroline Carmans, European Parliament, Belgium
User-centred design, customised discovery, new content models, and redesigned content and services are just some of the innovations being rolled out by two library services.

Librarians as technology experts – new influence, new roles
Michael Hännich and Malte Abel, KIT Library, Germany
As part of a German Research Foundation project, the KIT Library helped build a web-based portal for scientists working in the field of technology assessment. By contributing traditional library knowledge and adding expertise about new developments and technologies in the information field, the librarians proved themselves invaluable to the development process. The project reflects the changing role of librarians.

Library labs and digital lounges
YouLab Pistoia – a library for geeking out
Simona Campos Cervera, US Embassy to Italy, Italy
Manchester Libraries digital media lounge: a civic laboratory
Sue Lawson, Manchester Libraries, Information and Archives, UK
Fab the library – an update
Jeroen de Boer, Bibliotheekservie Fryslân, The Netherlands
Three libraries are offering the latest in digital technology, providing spaces for people to explore their creativity, develop their skills, play, learn and experiment.

New acquisition models
Evidence based acquisitions: a hybrid acquisitions model
Ying Zhang, University of Central Florida, USA
Patron driven acquisition – a tool for efficient information management of a governmental organisation
Peter Nieuwenhuizen, Rijkswaterstaat, The Netherlands
Taking the temperature on e-book purchases in Denmark
Helie Lauridsen, ProQuest and Vilbeke Christensen, Aarhus University Library, Denmark
Libraries are exploring new acquisition models to improve cost-effectiveness and to better meet the needs of patrons. This session explores the latest wave of new acquisition models in a variety of organisations.

Gamification
Gamifying the library experience
Jan Holmquist, Guldborgsund Public Library, Denmark
Engaging the gaming generation
Kay Munro, University of Glasgow, UK and Ciaran Talbot, Manchester Libraries, Information and Archives, UK
Two case studies illustrate how gamification is being used to engage the user and enhance their experiences by increasing social sharing and by ‘bringing the library out of the building’.

Innovative content
Video-based education to improve laboratory courses
Mashe Pritsker, Jove.com, USA
London’s Pulse: insights into the history of medicine
Leila Kaplish, Wellcome Library, UK
Hear how Jove created a new, effective tool for systematic teaching in laboratory courses that saves teachers time and resources and expedites the learning process for their students. At Wellcome, improved search and discovery tools help users to get the best out of library holdings and materials.
PROGRAMME DAY 2  WEDNESDAY 22 OCTOBER

### TRACK A  MARKETING AND IMPACT

**A201  10:30 – 11:00**

**Metrics matter!**

- **Data driven decisions**
  - Ben Showers, Jisc, UK
  - Discover the latest ideas and tools to help librarians use data to drive decision-making, develop new services, and improve user experience. Ben Showers is editor of the new book ‘Library Analytics and Metrics’.

**A202  11:15 – 12:15**

**Meaningful social media**

- **Social media synergy: a method to the madness**
  - Kelley Cotter, Duquesne University, USA
- **Tweeting @ the library: engaging students through social media**
  - Starr Hoffman, Columbia University USA
- **Twitter tactics: analysing Canadian Research Libraries’ (CARL) use of Twitter**
  - Angela Hamilton and Sarah Forbes, University of Toronto Scarborough, Canada
  - Three libraries share their experience and strategies for creating a meaningful social media presence.

### TRACK B  SEARCH AND DISCOVERY

**B201  10:30 – 11:00**

**New search apps and tools**

- **What’s new, what’s app?**
  - Phil Bradley, Information Specialist and Information Consultant, UK
  - This is the return of Phil’s very popular session, in which he looks at the new search engines, social media tools and mobile apps which have appeared in the last year that will be of interest and value to anyone in the information community.

**B202  11:15 – 12:15**

**Pushing the search envelope**

- **Marydee Ojala**, Online Searcher magazine, USA
- **Arthur Weiss**, AWARE, UK
  - The ubiquity of search engines and the abundance of electronic information changes librarians’ strategies for finding relevant information. We conceptualise the research process differently, both when we search the web and when we teach about library webscale discovery systems. Even Boolean logic, a mainstay of online searching, changes in this new environment. The panel will address questions such as: How have our search behaviours changed? What have we had to unlearn? What long-held beliefs are still valid? What new techniques have proved their value? What new skills and competencies do we need?

### TRACK C  CLOSER TO COMMUNITIES AND CUSTOMERS

**C201  10:30 – 11:00**

**Hack your library!**

- **Hacking your library: empowering patrons to change the library**
  - Rasmus Fangel Vestergaard, Kultur Valby/Copenhagen Libraries, Denmark
  - The search for relevance led Copenhagen-based FabLab to declare the library and cultural institutions ‘hackable’ – and to implement the changes suggested by users.

**C202  11:15 – 12:15**

**Transformational teaching**

- **Going through changes: transforming academic librarians instructional content**
  - Diane Clark, University of Alberta, Canada
- **Boosting ICT training in public libraries**
  - Åke Hygren, Stockholm Public Library, Sweden
- **From How to Why: critical thinking and academic integrity as key ingredients in information literacy teaching**
  - Helene Andreasson and Marianne Løkse, UiT the Arctic University of Norway, Norway
  - Three examples of how libraries are transforming their approaches to teaching digital and information skills.

### Digital inclusion – the big mission

**Rachel Neaman**, CEO, Go ON UK, United Kingdom

Rachel Neaman is the newly-appointed CEO of Go ON UK, the digital inclusion charity. Prior to joining Go ON UK, Rachel worked at the UK’s Department for Health, where she was responsible for developing digital strategy, policy and guidance on transforming public services, as well as on assisted digital and digital inclusion. In this keynote, Rachel will explore how digital skills are empowering people, businesses and countries and describes a roadmap to digital inclusion and prosperity which will have resonance for information professionals from all sectors.

The Jason Farradane and Tony Kent Strix Awards will be presented by UKeig following the Keynote.

**Who Should Attend Internet Librarian International 2014?**

- Information professionals
- Academic librarians
- Corporate, special librarians
- Public librarians
- Content evaluators
- Documentalists
- Corporate guided librarians
- Information analysts
- Information managers
- Intranet managers
- Learning resource officers
- Product developers
- Research librarians
- Technical managers
- Web designers
- ... and anyone with an interest in information management, discovery, technology and information literacy.
Measuring excellence
Building relationships and transforming services with the Customer Service Excellence Standard
Sarah Wolfenden, Brunel University, UK
Gathering meaningful statistics
Laura Connaughton, National University of Ireland, Maynooth, Ireland
How are libraries generating meaningful metrics to help them remain efficient, effective and excellent – and of course to prove their value?

Altmetrics
Altmetrics: a new role for library and info pros
Andy Tattersall, ScHARR, University of Sheffield, UK
Altmetrics and content discovery
Euan Adie, Altmetric, UK
How are altmetrics changing the academic landscape and what effect is this having on content discovery – and the roles and responsibilities of librarians?

Discovery – the user perspective
What do students want from Discovery tools?
Kevan Mills, Open University, UK
Discovery Tools – so we have a user study... now what?
Cattis Hummelstrand and Johanna Sill, Södertörn University, Sweden
What lessons can be learned by working closely with users and focusing on ‘user friendly’ discovery?

Harnessing open source search in a library context
Zena Mulligan, EDINA, UK
Enterprise search – how to triage problems quickly and prescribe the right medicine
Helen Lippell, Search and taxonomy specialist, UK
Search is important and evolving fast, driven by developments in Big data, structured data and semantics, new search tools and the rise of open source. This session will explore the opportunities and challenges for information services wanting to deploy the latest developments in organisational search.

Co-creation, co-operation and communities
Solihull life in a day: new ways of community interaction and involvement
David Gill, Solihull MBC, UK
Co-creating content
Rebecca Bartlett, Nymble/Library of Birmingham, UK
In Solihull, libraries were central to an ambitious project aiming to capture the everyday lives of citizens. The project championed the ways in which libraries can use technology to support the digital aspirations of local government. Rebecca Bartlett discusses the co-creation of content and collaboration between a library, its users, and other institutions.

Improving the search experience
How are libraries innovating to extend their offering, and reach new audiences?
Libraries must ensure that they deliver maximum impact, and continue to remain relevant to their organisations and communities. In this session we will hear from libraries about how they set out to reach new audiences, and how they encourage these people to engage with their products and services in new and productive ways.

The ‘ILI app’ – a co-created conference experience
Rebecca Bartlett, Nymble/Library of Birmingham, UK
Imagine the sum total of knowledge and experience at Internet Librarian International. Throughout the conference, delegates and speakers will have been experimenting in order to create a mobile app, organised by Rebecca Bartlett and her team. In this closing session of the conference, Rebecca outlines how we are better when we learn together and demonstrates what has been co-created. Be sure to stay for this exciting closing session that demonstrates how librarians create real impact!

What you’re saying about ILI...

I really enjoyed the conference: well-organised, interesting and creative. I found it hard to choose between the sessions because everything seemed very useful... Thank you very much!
Bertine Pol Sundström, Minabibliotek, Sweden

The tracks were so interesting and captivating that it was difficult to decide which to attend. I really think you did a very good job. Keep it flying!
Adetoun Oyelude, University of Ibadan, Nigeria

I thought it was an inspiring event and particularly useful for me, as someone working in the legal sector, to have exposure to such a variety of librarians working in different roles across the world.
Megan Swart, Nabarro LLP, UK
At Internet Librarian International

ANNOUNCING

X Track

At Internet Librarian International

A space for learning, conversation and exploration

What is X Track?

Internet Librarian International’s X Track is informal, hands-on, interactive, fun, energising, playful, thought-provoking, conversational, reflective, exploratory, experimental, inventive and inspiring.

Running alongside the main conference sessions, X Track is a special space for delegates and speakers to explore, co-create, share and think.

In the X Track space, you will:
- see new technology in action, including 3D printing and maker spaces
- ‘A problem shared’ – spend 5 minutes with library careers and management experts to discuss a professional query or concern
- chat informally with speakers and experts
- discover more about new technology including augmented reality in libraries
- experience and participate in an unconference session
- experiment with co-creating an app
- and much more!

Visit www.internet-librarian.com/xtrack for more information as X Track activities are unveiled.

VISIT THE BRITISH LIBRARY!

Thursday 23 October (morning), places strictly limited.

This is your chance to go behind the scenes at the iconic British Library by joining a guided tour in the company of fellow delegates and speakers. The visit will take place on the morning of Thursday 23 October, the day after Internet Librarian International, and will be free-of-charge. Places are strictly limited, and available on a first-come first-served basis – see website for full details.
WebSearch Academy 2014  

**Phil Bradley**, Internet Trainer, UK  
**Marydee Ojala**, Online Searcher magazine, USA  
**Arthur Weiss**, AWARE, UK  

Sharpen your search skills, keep up with the changing web world and learn the vital elements of effective research at WebSearch Academy.  

The web is in constant flux. New online resources, changes in search algorithms that alter results, legal constraints, and emerging technologies affect how and where we do research on the web.  

WebSearch Academy offers the perfect opportunity to learn from world-class power searchers. This one-day workshop will enhance your search creativity, provide essential information about changes in searching the web, introduce new resources, and put it in context for serious researchers – information professionals, librarians, documentalists, freelancers, journalists, information managers, and others who take research seriously.  

Revisit how you use the internet for research, whether it is for academic data, competitive or marketing intelligence, company information, business news or scientific/technical research.  

Rethink your approach to search. Join search veterans and industry observers to learn the latest strategies and techniques for searching online.  

**About the instructors**  
**Phil Bradley** provides training and consultancy on the use of the Internet for business, social and collaborative web tools, and on accessing and managing information resources.  
**Marydee Ojala** edits Online Searcher magazine, writes for information industry publications, and is a frequent speaker at international conferences.  
**Arthur Weiss**’ company, AWARE, is a UK-based marketing and management consultancy that offers clients business support services to help them get the best from their resources.  

---  

Altmetrics in the academy  

**Andy Tattersall**, Information Specialist, University of Sheffield, UK  
**Claire Beecroft**, University Teacher, SichARR, University of Sheffield, UK  
**Catherine Chimes**, Altmetric, UK  
**Ehsan Mohammad**, PhD candidate, Statistical Cybermetrics Research Group of Wolverhampton University  

**Implementing strategies in the library for better academic engagement, dissemination and measurement**  

Altmetrics are gaining support and interest as an alternative way of disseminating and measuring scholarly output. Championed by early career researchers, librarians and information professionals, altmetrics are to research what M00Cs are to learning. Like M00Cs, most still do not understand their potential or how they could fit with, or replace, existing modes of delivery and assessment.  

The first half of this workshop will help delegates gain an understanding of what altmetrics are and how they can fit within academic library services. The second half will deliver case studies, tools and techniques to help LIS professionals encourage better usage of altmetrics.  

**Topics covered include:**  
» Overview – where are we now?  
» Altmetrics within institutions: data, IR integration, other tools, library catalogue integration  
» Identifying the value in altmetrics; questions and concerns  
» Altmetrics in the Academy – getting academics and librarians on board  
» At the coal face – experiences of a researcher using altmetrics in practice  
» Getting familiar with the tools  
» Getting mobile: how using mobile apps can help you engage more with altmetrics  
» What’s on the horizon? What the future holds for scholarly dissemination and impact  

**About the instructors**  
**Andy Tattersall’s** role at the University of Sheffield is to scan the horizon for opportunities relating to research, teaching and collaboration. His research interests focus on modern web tools, Altmetrics, Web 2.0, social networks and software and their application for research, teaching, learning, knowledge management, and collaboration. He teaches on the IRISS programme and the MSc Health Informatics programme.  
**Claire Beecroft** is a University Teacher/Information Specialist and teaches on a variety of courses within Sheffield’s School of Health and Related Research including the MPH and MSc in Health Informatics. Her teaching covers a wide range of informatics-related topics including literature searching, critical appraisal and e-Health.  
**Catherine Chimes** joined Digital Science in November 2013, and heads up marketing and customer relations for Altmetric. A London-based start-up, Altmetric work with publishers, researchers, institutions and funders, and aim to make article level metrics easy.  

---  

The entrepreneurial library: innovating new library products and services  

**Speakers include:**  
**Ken Chad**, Ken Chad Consulting Ltd  

How can we become more innovative and entrepreneurial in the library world? It’s not about technology per se. The impetus to be more and more ‘customer driven’ or ‘consumer focused’ is relentless. Successful entrepreneurs and start-ups tend to have a sharp focus on the actual ‘job’ that the user is trying to get done. For a student, that might be completing an assignment or writing an essay, from this perspective, don’t really want a library discovery service, linked data, a VLE, an ebook, or ‘easier access to e-resources’; they simply want to solve a particular problem. They want to get a job done.  

Organisations large and small are seeking new ways to attract customers, and conventional libraries are losing ‘market share’ to consumer oriented tools such as Google Scholar. ‘Library’ start-ups are everywhere – and as a consequence conventional libraries need to innovate and compete more than ever.  

This workshop will examine the technology trends shaping the library landscape, and will explore some pragmatic and useful tools (such as the ‘Jobs-To-Be-Done’ methodology) that libraries, working with vendors and/or developers, can use to develop and deliver better services in this fast-moving and entrepreneurial environment.  

As well as scoping the technology horizon, this workshop will explore ways in which technology developments can align with, and respond to, larger organisational strategy.  

**Presenters include**  
**Ken Chad** spent 10 years working in various roles in public libraries and over 20 years working for technology companies involved with libraries all over the world. Ken started his consultancy business in 2007 and has worked with businesses, libraries, government agencies, universities, and local authorities – indeed anyone with an interest in libraries.  

---
As a first time delegate, I came away with a lot of fresh ideas and was very impressed by all the tracks. If anything, I would have liked the conference to have continued one more day!

Elisabeth Marrapodi, Trinitas Regional Medical Center, USA

This was my first experience, and I can tell you that it was worth it. The information and ideas I gathered throughout the whole event are sure to help me enhance my skills, as well as pass them on to my organisation.

Josephine Mifsud, Malta College of Arts, Science & Technology, Malta

News and analysis for Europe’s knowledge and information professionals

Web and e-newsletter

News, facts and figures, strategic thinking and informed comment on the trends shaping the global information space

Sign up today for our regular e-newsletter at: www.infotoday.eu

Follow us on Twitter @InfoTodayEu

For details of sponsorship and advertising opportunities contact

Sjoerd Vogt
E: svogt@infotoday.com
T: +44 (0)1367 241707
workshops, seminars and forums. Updates and information on UkeiG activities are
and developers of electronic information resources, offering a wide range of practical
UKeiG
the objectives of their organisations.

is a non-profit organisation
multimedia-information-and-technology-group
www.cilip.org.uk/about/special-interest-groups/
museums and galleries.
information and technology developments in library and
Multimedia Information and technology Group (MmIt)
The
is the premier
industry association for businesses that provide research, information management,
and consulting services across a wide variety of industries. AIIIP provides a forum for
networking and the sharing of best practices, secures industry partner discounts and publishes a quarterly
newsletter.
www.aiiip.org

Special Libraries Association (SLA) is a non-profit global organisation for
innovative information professionals and their strategic partners. It promotes and
strengthens its members through learning, advocacy and networking initiatives.
SLA Europe, founded in 1972, is a thriving network for
information professionals in the UK and across Europe.
www.sla.org www.sla-europe.org

is the premier
information and technology developments in library and
Information Today (IT) is a monthly news publication, keeps information
professionals in the know about news and industry trends that shape our world.
IT offers hard-hitting features that provide insight and analysis into the world of
information technology, while delivering updates about the latest innovative services
and products. IT tackles the news from all angles to
keep our readers informed on all fronts.
www.infotoday.com/IT

Special Libraries Association (SLA)
The
is the premier
industry association for businesses that provide research, information management,
and consulting services across a wide variety of industries. AIIIP provides a forum for
networking and the sharing of best practices, secures industry partner discounts and publishes a quarterly
newsletter.
www.aiiip.org

Commercial, Legal & scientific Information Group) is the only special Interest
industry partner discounts and publishes a quarterly
newsletter.
www.cilip.org.uk

is a non-profit global organisation for
innovative information professionals and their strategic partners. It promotes and
strengthens its members through learning, advocacy and networking initiatives.
SLA Europe, founded in 1972, is a thriving network for
information professionals in the UK and across Europe.
www.sla.org www.sla-europe.org

CILIP Update is designed with the needs of CILIP members in mind. It brings you
industry news, comment and debate on the big issues of the day where they impact
on the library and information scene. It will keep you up to date on everything
that affects the library and information profession, whatever your interest. CILIP
Update covers everything from policy issues, the political
landscape or changes in technology to what you need to
know for your personal professional development.
www.cilip.org.uk/update

Computers in Libraries is a monthly magazine that serves as a showcase and forum
for library tech professionals to share their technological projects and success
stories with one another. The magazine’s reader-friendly features and columns focus
on practical applications of technology in public, school, academic, corporate, and
special libraries. CIL is the librarian’s only independent,
peer-to-peer resource on library systems and automation
technology. It’s all tech, all the time.
www.computers-in-libraries.com

Information Today Europe provides news, facts and figures, strategic thinking, and
informed comment on the trends shaping the global information space. Focusing
on innovation, technology and strategies for success in a wide range of information
settings – from corporate environments to academic and public libraries – our
website and free eNewsletter covers knowledge and information management,
e-resources, search and discovery, professional development, e-publishing news,
technology updates, social media in action, and
digital library strategies from across Europe.
www.infotoday.eu

Online Searcher. The best of ONLINE and Searcher join forces to create the definitive
voice for information professionals. Online Searcher features articles written by
practitioner experts as well as columns by information professionals well-known
throughout the Information Industry. Marydee Ojala is
the Editor-in-Chief and Barbara Quint is Senior Editor.
www.infotoday.com/onlinesearcher

is a lively group
uniting CILIP and independent members who are engaged or interested in multimedia
information and technology developments in library and
information sciences, as well as arts, education and museums
across all sectors from schools to public and special libraries,
museums and galleries.
www.cilip.org.uk/about/special-interest-groups/
multimedia-information-and-technology-group

is a non-profit organisation
for information management professionals. Members work in the private and
public sectors, at universities, in government, in large conglomerates as well as in
small companies. The Association aims to improve the
professional skills of its members, enabling them to attain
the objectives of their organisations.
www.sfis.nu

is a well-established and active group for information professionals, users
and developers of electronic information resources, offering a wide range of practical
workshops, seminars and forums. Updates and information on UkeiG activities are
available via many platforms including their website, blog,
email discussion list, RSS feeds and Twitter.
www.ukoig.org.uk

SUPPORTERS AND PARTNERS
In addition to our commercial sponsors, shown on the front cover, we would like to thank our industry
supporters, media and blog partners.

Association Sponsor
CILIP, The Chartered Institute of Library and Information Professionals is the
UK’s leading professional body for librarians, information specialists and knowledge
managers. CILIP is also a registered charity. Our vision is
a fair and economically prosperous society underpinned
by literacy, access to information and the transfer of
knowledge. CILIP is extremely proud to be Association
Sponsor of Internet Librarian International 2014.
www.cilip.org.uk

Learning Partner
The Special Libraries Association (SLA) is a non-profit global organisation for
innovative information professionals and their strategic partners. It promotes and
strengthens its members through learning, advocacy and networking initiatives.
SLA Europe, founded in 1972, is a thriving network for
information professionals in the UK and across Europe.
www.sla.org www.sla-europe.org

Supported by
The Association of Independent Information Professionals (AIIIP) is the premier
industry association for businesses that provide research, information management,
and consulting services across a wide variety of industries. AIIIP provides a forum for
networking and the sharing of best practices, secures industry partner discounts and publishes a quarterly
newsletter.
www.aiiip.org

The Multimedia Information and Technology Group (MmIt) is a lively group
uniting CILIP and independent members who are engaged or interested in multimedia
information and technology developments in library and
information sciences, as well as arts, education and museums
across all sectors from schools to public and special libraries,
museums and galleries.
www.cilip.org.uk/about/special-interest-groups/
multimedia-information-and-technology-group

Swedish Association for Information Specialists (SFIS) is a non-profit organisation
for information management professionals. Members work in the private and
public sectors, at universities, in government, in large conglomerates as well as in
small companies. The Association aims to improve the
professional skills of its members, enabling them to attain
the objectives of their organisations.
www.sfis.nu

UKoIG is a well-established and active group for information professionals, users
and developers of electronic information resources, offering a wide range of practical
workshops, seminars and forums. Updates and information on UKoIG activities are
available via many platforms including their website, blog,
email discussion list, RSS feeds and Twitter.
www.ukoig.org.uk

Media Partners
CILIP Update is designed with the needs of CILIP members in mind. It brings you
industry news, comment and debate on the big issues of the day where they impact
on the library and information scene. It will keep you up to date on everything
that affects the library and information profession, whatever your interest. CILIP
Update covers everything from policy issues, the political
landscape or changes in technology to what you need to
know for your personal professional development.
www.cilip.org.uk/update

Computers in Libraries is a monthly magazine that serves as a showcase and forum
for library tech professionals to share their technological projects and success
stories with one another. The magazine’s reader-friendly features and columns focus
on practical applications of technology in public, school, academic, corporate, and
special libraries. CIL is the librarian’s only independent,
peer-to-peer resource on library systems and automation
technology. It’s all tech, all the time.
www.computers-in-libraries.com

Information Today (IT) is a monthly news publication, keeps information
professionals in the know about news and industry trends that shape our world.
IT offers hard-hitting features that provide insight and analysis into the world of
information technology, while delivering updates about the latest innovative services
and products. IT tackles the news from all angles to
keep our readers informed on all fronts.
www.infotoday.com/IT

Information Today Europe provides news, facts and figures, strategic thinking, and
informed comment on the trends shaping the global information space. Focusing
on innovation, technology and strategies for success in a wide range of information
settings – from corporate environments to academic and public libraries – our
website and free eNewsletter covers knowledge and information management,
e-resources, search and discovery, professional development, e-publishing news,
technology updates, social media in action, and
digital library strategies from across Europe.
www.infotoday.eu

Online Searcher. The best of ONLINE and Searcher join forces to create the definitive
voice for information professionals. Online Searcher features articles written by
practitioner experts as well as columns by information professionals well-known
throughout the Information Industry. Marydee Ojala is
the Editor-in-Chief and Barbara Quint is Senior Editor.
www.infotoday.com/onlinesearcher

Blog Partners

REGISTRATION INFORMATION

Register online at www.internet-librarian.com

Fee Includes:
- Participation in any conference track for each day booked (delegates may switch between tracks as they choose)
- Lunch, coffee and tea breaks
- Drinks Reception on Tuesday 21 October

Conference Discounts
As well as our early bird discount (expires 19 September), organisations sending more than one registrant will receive a 40% discount on full conference registrations.

Up to 19 September
First person £450 + VAT (£540)
Second person and all additional registrants £270 + VAT (£324)

After 19 September
First person £500 + VAT (£600)
Second person and all additional registrants £300 + VAT (£360)

CILIP Discount
Information Today is pleased to continue to offer a special discount on the full two-day conference to members of CILIP. Information on how to obtain this discount will be sent to members through email announcements from CILIP.

Cancellations and Substitutions
No refunds will be allowed for non-attendance or cancellation after 19 September 2014. An administrative fee of £50 (+VAT) will be charged for any cancellation received after a firm booking has been made. Substitutions for the same amount of fees may be made until 19 September 2014. Please indicate the name and the title of the person who will be replacing the original registrant. After 19 September all changes must be made at the conference.

Hotel and Travel Arrangements
Internet Librarian International 2014 will be held on 21 & 22 October at Olympia Conference Centre, Hammersmith Road, London W18 8UX. Workshops will be held on 20 October at the same location. For full information on the location and hotel reservation agency see the Travel section of the website at: www.internet-librarian.com/2014/travel