INTERACTIVE NETWORKING EVENTS

MONDAY EVENING WELCOME & NETWORKING EVENT
Games, Gadgets, & Makerspaces
5:30 p.m. – 7:30 p.m. • Tidewater Room, 2nd Floor
Join our gamers and gadget lovers for an evening of fun, playing, learning, and networking. See how you can transform your thinking, your programs, and your spaces with the latest games, gadgets, and ideas! Share a poster about what your library is doing with creative making and makerspaces. Led by Brian Pichman & Tod Colegrove this event will start your conference experience with lots of learning and laughing! Take the opportunity to chat with library winners of the Knight News Challenge. Refreshments included.

Continental Breakfast & Breaks sponsored by Knight Foundation
A light continental breakfast will be served in the Ballroom Foyer starting at 8:00 a.m. each morning before the keynote. Check your program for additional break times and locations.

Exhibit Hall Grand Opening Reception sponsored by Knight Foundation
Tuesday, April 17 • 4:00 p.m. – 6:00 p.m.
Join us for tasty bites and drinks as we celebrate the grand opening of the 2018 Computers in Libraries Exhibition. Featuring leading-edge companies, the exhibition offers visitors a choice of products in all aspects of library technology, including web-based products and services, integrated library and information systems, online services, and document delivery services.

Informal Dine Aroused
See the message board in the registration area for more information on how you can dine with colleagues at some of the best local restaurants.

WI-FI
Complimentary Wi-Fi is available in all meeting rooms during conference hours. Select Wi-Fi Internet Access: @Hyatt_Meeting then enter the Access Code: cil2018 (case sensitive) on the splash page when prompted.

LUNCH CONCESSIONS
Concessions will be available in the Ballroom Foyer on Tuesday during the lunch hour. On Wednesday and Thursday concessions will be in the Exhibit Hall. Stop in for a bite to eat then visit with our exhibitors! Offerings include a selection of freshly made sandwiches, salads, side items, and cold drinks. Cash or credit accepted.

WEDNESDAY EVENING SESSION
Facts in the Digital Age: Coping in an Era of Total Noise!
7:30 p.m. – 9:00 p.m. • Regency Ballroom C
Lee Rainie, Director, Internet, Science & Technology Research, Pew Research Center
Peter Raymond, Director, The New Bureau
Over the years, Pew Research has consistently indicated that Americans trust libraries and librarians. In today’s digital environment, high-quality journalism can be difficult to distinguish from promotional content or even fakery. Santa Clara University’s Trust Project explores how journalism can stand out from the chaotic crowd and signal its trustworthiness. The project crafts tangible digital strategies to fulfill journalism’s basic pledge: to serve society with a truthful, intelligent, and comprehensive account of ideas and events. New technology, particularly artificial intelligence, is also making it difficult to determine facts and cope in this era of total noise. Our speakers address these areas and definitely give you lots to think about!

PROGRAM DIRECTOR
Jane I. Dysart, Dysart & Jones Associates

ORGANIZING/REVIEW COMMITTEE

Helene Blowers
OCLC
Marshall Breeding
Library Technology Guides
Frank Cervone
University of Illinois
Darlene Fichter
University of Saskatchewan
Richard Husler
Natural History Museum of LA County
Rebecca Jones
Brampton Public Library

Dick Kaser
Executive Editor, Computers in Libraries
Donna Scheeder
Library Strategies International

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8:45 a.m. – 9:45 a.m.  
WELCOME & OPENING KEYNOTE  ● Regency Ballroom  ● Innovation & Education  ● Rick Huijbregts

9:45 a.m. – 10:15 a.m.  
| TRACK A  ● Regency Ballroom C  
| NAVIGATION & SEARCH |
| 10:15 a.m. – 11:00 a.m.  
| Supers Search Tips! |
| A102 A101 |
| 11:15 a.m. – 12:00 p.m.  
| A102 |
| 12:00 p.m. – 1:15 p.m.  
| LUNCH BREAK  ● Concessions will be available for purchase in the Ballroom Foyer |
| 1:15 p.m. – 2:00 p.m.  
| Next-Gen Searching |
| A105 A104 A103 |
| 2:15 p.m. – 3:00 p.m.  
| Finding Facts in the Alternative World |
| (continued) |
| A105 |
| 3:15 p.m. – 4:00 p.m.  
| Finding Facts in the Alternative World  
| (continued) |

8:45 a.m. – 9:45 a.m.  
KEYNOTE  ● Regency Ballroom  ● Digital Transformation & Community Impact  ● Jeanne Holm

9:45 a.m. – 10:15 a.m.  
| TRACK A  ● Regency Ballroom A  
| OPEN ACCESS |
| 10:15 a.m. – 11:00 a.m.  
| Open Access: State-of-the-Global Landscape |
| A202 A201 |
| 11:15 a.m. – 12:00 p.m.  
| Plugged In: Identifying Open & (Subscribed) Access |
| A202 |
| 12:00 p.m. – 1:15 p.m.  
| LUNCH BREAK  ● Concessions will be available for purchase in the Exhibit Hall |
| 1:15 p.m. – 2:00 p.m.  
| Librarians, Scholars, & Citizens Building Change |
| A203 |
| 2:15 p.m. – 3:00 p.m.  
| Tools for Opening Access & UX |
| A205 A204 |
| 3:15 p.m. – 4:00 p.m.  
| Tools for Opening Access & UX  
| (continued) |

8:45 a.m. – 9:45 a.m.  
KEYNOTE  ● Regency Ballroom  ● Digital Transformation & Libraries: Participatory Culture Hubs  ● Brendan Hawley & Daniel Lee

9:45 a.m. – 10:15 a.m.  
| TRACK A  ● Potomac Room  
| DISCOVERY: PRACTICES & POSSIBLE FUTURE |
| 10:15 a.m. – 11:00 a.m.  
| Discovery & Discoverability |
| A302 A301 |
| 11:15 a.m. – 12:00 p.m.  
| Innovations in Discovery: Finding Knowledge & Ideas |
| A302 |
| 12:00 p.m. – 1:15 p.m.  
| LUNCH BREAK  ● Concessions will be available for purchase in the Exhibit Hall (Exhibits close at 1:45 p.m.) |
| 1:15 p.m. – 2:00 p.m.  
| Services, Tools & Techniques for Discovery |
| A303 |
| 2:15 p.m. – 3:00 p.m.  
| Discovery Services for Local Collections |
| A304 A303 |
| 3:15 p.m. – 4:00 p.m.  
| Empowering Users of Discovery Systems |
| A305 |
| 4:15 p.m. – 5:00 p.m.  
| Next-Gen Metrics for Libraries |
| B203 |
| 5:15 p.m. – 6:00 p.m.  
| Connecting the Dots: The Research Library’s Tech Team |
| B203 |
| 6:00 p.m. – 7:00 p.m.  
| Blockchain: Military College & Integrating VR |
| C103 C102 C101 |
| 7:00 p.m. – 8:00 p.m.  
| New Tools: Science Search & Curation for Libraries |
| B305 |
| 8:00 p.m. – 9:00 p.m.  
| ROI Truth to Power: Measuring & Talking About What Matters!  
| (continued) |

8:45 a.m. – 9:45 a.m.  
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| (continued) |
TUESDAY, APRIL 17

COFFEE BREAK • In the Ballroom Foyer

TRACK D • Regency Ballroom E
LEARNING FROM LEADERS

Strategy & Future Focus
Changing & Evolving as a Community Library

TRACK E • Washington Room
INTERNET@SCHOOLS

Creating an Award-Winning School Library Program
You Have What It Takes to Be a Future-Ready Librarian!

LUNCH BREAK • Concessions will be available for purchase in the Ballroom Foyer

The Library’s Role in Toronto’s Smart City Strategy
Successful Academic Direction & Influence
Website Design Winners & Losers!

EXHIBIT HALL OPENING RECEPTION
sponsored by Knight Foundation

WEDNESDAY, APRIL 18

COFFEE BREAK • In the Exhibit Hall (Independence Level)

TRACK D • Regency Ballroom C
SYSTEMS & OPERATIONS

Library Services Platforms & Automation Perceptions
Linked Data Reality Check

TRACK E • Washington Room
INTERNET@SCHOOLS

Radical Information Literacy in School Libraries
Ten (Or So) Secret Strategies for Serious Searchers

LUNCH BREAK • Concessions will be available for purchase in the Exhibit Hall

Privacy, the Dark Web, & Hacker Devices
Personas & Jobs to Be Done

COFFEE BREAK • In the Exhibit Hall (Independence Level)

TRACK D • Regency Ballroom E
TECH TOOLS

Improving Internet Access in U.S. Libraries
SimpleE App: Implementing an Intuitive Interface

TRACK E • Regency Ballroom A

Designing Spaces: Person Centered Library Design
Curation Strategies: Behind the Scenes

WEDNESDAY EVENING SESSION • Facts in the Digital Age

THURSDAY, APRIL 19

COFFEE BREAK • In the Exhibit Hall (Independence Level)

TRACK D • Regency Ballroom E
MANAGEMENT TIPS & PRACTICES

What Our Library Stopped Doing!
Ruthless Prioritization

TRACK E • Regency Ballroom A
TECH TOOLS

Internet of Things (IoT) & Libraries: What’s the Big Deal?
Free Online Tools You Didn’t Know You Needed!

LUNCH BREAK • Concessions will be available for purchase in the Exhibit Hall

Supporting Staff With New Tech Implementation
Using Video Tools to Connect With Your Customers

Failing & Making Tough Decisions
Failing & Making Tough Decisions (continued)

Facts in the Digital Age

CONFERENCE AT-A-GLANCE

HOTEL FLOOR PLAN

All conference sessions will take place on the Ballroom Level. The Exhibit Hall is located one level up on the Independence Level.

MONDAY NETWORKING EVENT

Games, Gadgets & Makerspaces
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This event will start your conference experience with lots of learning and laughing! Refreshments included.

THIRD FLOOR

SECOND FLOOR

INDEPENDENCE LEVEL

BAllroom Level

EXHIBIT HALL OPENING RECEPTION
sponsored by Knight Foundation

TUESDAY, APRIL 17
Grand Opening Reception .......................... 4:00 p.m. – 6:00 p.m.

WEDNESDAY, APRIL 18
9:45 a.m. – 1:45 p.m.

THURSDAY, APRIL 19
9:45 a.m. – 4:00 p.m.

4:00 p.m. – 6:00 p.m.

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5:30 p.m. – 7:30 p.m.

Tidewater Room, 2nd Floor

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FULL-DAY WORKSHOP  •  9:00 a.m. – 4:00 p.m.

W1 • Searchers Academy: Digitally Transforming Search
Mary Ellen Bates, Principal, Bates Information Services Inc., & Author, The Reluctant Entrepreneur
Daniel Lee, Consultant & Co-Founder, Icebox Logic
Greg Notess, Faculty & Graduate Services Librarian, Montana State University
Marydee Ojala, Editor, Online Searcher
Gary Price, Co-Founder, INFOdocket & FullTextReports

Now that our smartphones can no longer search the web for us but also predict the fastest route to work, how do info pros set themselves apart from anyone with access to Google? This full-day workshop looks at what is innovative, creative, and digitally transforming in advanced web search, research, and analysis. Searchers Academy allows you to interact with a series of industry experts who share their ideas and expertise in the field of research on the web and in social media. There’s always something new to be learned from these leading-edge info pros. Participants should have basic experience with web searching, but even searchers with an extensive searching background will come away with a new attitude and new resources and tools for more effective and strategic searching. Expect to have your assumptions challenged about effective search techniques, strategies, and approaches. Academy topics include the following:

• Getting More From Web Search: Learn about today’s search engine features and techniques that enable you to out-Google anyone … even your clients!
• Digging Deeper: Find out how and where to look for rich content within the deep web and open access content.
• Savvier Search Strategies: Forget the tricks from a year ago and learn new search approaches that work today.
• Increase Value: What can you do with your search results to make your deliverables decision-ready?
• Digital Transformation: How to use artificial intelligence and chatbots to transform search and research and streamline your processes.

also touches on generating and evaluating alternatives, social return on investment (SR0I) in the decision-making process, and more. Attendees can work from case studies or bring an implementation challenge from their current strategic plan.

W2 • Cybersecurity for Info Pros
Frank Cervone, Executive Director, IT, School of Public Health, University of Illinois–Chicago

Life online presents many risks: to privacy, safety, relationships, reputations, and resources. These risks apply both to us personally as well as our organizations and customers. In this workshop, we explore the most important aspects of cybersecurity that your information organization should have in place. Using the NIST (National Institute of Standards and Technology) Cybersecurity Framework as our reference point, we learn what tools, procedures, standards, and processes you should implement to protect the data of your organization, staff, and customers. At the end of the workshop, you will have a toolkit of resources and information that you can apply immediately to make your organization and people more secure online. Become more cybersecurity savvy so you can be the expert in your community!

W3 • Strategic Technology Planning
Marshall Breeding, Independent Consultant, Library Technologies Guides

Libraries require appropriate technology in order to best fulfill their strategic missions. They invest in many types of tools for managing their collections, enabling discovery for patrons, and to fulfill access in the most efficient way. As the proportions of electronic and digital content continue to increase, libraries need to align their technology infrastructure. In this half-day workshop, Breeding outlines some of the types of technology products and services available to help libraries face these challenges. The workshop focuses on the issues raised by the attendees to help guide their development of technology strategies that best serve their organizations.

W4 • Innovative Strategies of Public Libraries
Stephen Abram, Principal, Lighthouse Consulting Inc., & Executive Director, Federation of Ontario Public Libraries (FOPL)

This facilitated workshop by an avid industry watcher and successful public library advocate blends an overview of creative and innovative strategies used by public libraries worldwide; insights into getting intimate knowledge of your community; engaging all parts of your demographic area including teens, makers, etc.; and sharing knowledge with your colleagues about their winning strategies for success. Building relationship-based marketing and influence strategies for the success of your system is shared through exercises and examples.

W5 • Digital Transformation Through Outcome-Driven Innovation
Rebecca Jones, Partner, Dysart & Jones Associates
Christa Werle, Public Services Project Manager, Sno-Isle Libraries

You’ve heard about outcomes, but how do you use them to drive new ways of serving your customers, especially in their increasingly digital environment? This interactive workshop by two practitioners explores the difference between ideas-first and needs-first approaches to innovation, helps you understand how knowing customer needs identifies solid outcome measures, and illustrates how to track community indicators for ruthless prioritization. It

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

W6 • Building Support, Donations, & Volunteers With Holistic Digital Strategies
Patrick “PC” Sweeney, Political Director, EveryLibrary, & Co-Author, Winning Elections & Influencing Politicians for Library Funding

It shouldn’t come as a surprise that big data, strong email, and effective Facebook tactics were some of the key tactics to winning the last three presidential elections. However, each tactic can’t exist independently, and in order to effectively win an election, build support, garner donations and volunteers, political campaigns take a holistic approach to digital strategy. So, how can libraries harness digital theory and holistic digital strategies to build effective audiences, reach non-users, and solicit for more donations and volunteers? Sweeney debuts some of the overall digital theory, best big data practices, and most effective digital tactics that are used by major political campaigns. Even small and underfunded libraries can use these strategies and apply them to their digital platforms.

W7 • Strengthening Library Community Relationships
Daniel Lee & Brendan Howley, Co-Founders, Icebox Logic

Speakers introduce a library-friendly, purpose-built methodology to deepen the relationships between libraries and the communities they serve by telling more impactful library stories. It is designed as a media lab for marketing, programming, and communications staff and has been tested with library staff from more than 30 library systems. In this open, collaborative learning environment, libraries are discovering a new-found confidence and pride in both their creative and strategic skills. It has changed the culture of the libraries wherever it’s been deployed, blending library brand communications and community insights in a powerful, integrated discipline. Get details about this initiative and toolkit, analyzing and contextualizing real-life library case studies from large and small public libraries, and other types of organizations, which have revolutionized their communications, outreach, marketing and programming. See how it could be used in your types of library—school, college, academic, corporate, medical and more. This is a must-attend learning experience!

W8 • Planning for the Near Future: Smart Library Spaces & Buildings
Jeff Wniewierski, Web Services Librarian, University of Pittsburgh
Jason Griffey, Founder & Principal Consultant, Evenly Distributed LLC, & Former Fellow, Berkman Center for Internet & Society at Harvard University; Knight Foundation Grant Recipient
Meg Backus, Central Library Director, Onondaga County Public Library

How do we design for changing technologies and flexible smart spaces? How do we incorporate new gadgets, apps, and technologies to engage our communities? Get some insights and ideas for planning for the future for successful user library experiences.
W9 ● Visual Identity Design: Marketing & Branding ‘Look & Feel’
Ithan Payne, CEO, Ithan Payne Creative

To create a lasting impression with target audiences, making smart decisions when it comes to marketing and branding is the key. Commonly, when an organization is not getting the marketing results it wants, research has proven that the problem lies within the "intuitive visual design." Visual identity design creates the "look and feel" of the marketing and branding campaign. By strengthening the overall marketing and branding strategy, your organization will have a firmer foundation to ensure consistency in all branded communication. Ultimate success is much more than the logo, statistics, and benefit analysis; it also involves forming an emotional connection that is both informative and persuasive. Branding consultant and visual artist Payne introduces participants to the world of visual identity design and how to develop a sustainable model for their institutions. In this hands-on workshop, participants learn the following: What is visual identity design and why it should be a crucial part of your marketing strategy; elements that have to be present in excellent design; what the most common visual branding flaws are and how to make practical and quick adjustments; and core elements that are used to create emotional connections with the target audience to increase loyalty, advocates, and support systems for your organization clients.

W10 ● Designing & Maintaining Practical Taxonomies
Heather Hedden, Senior Vocabulary Editor, Gale/Cengage Learning

Librarians are increasingly finding reasons to create taxonomies or related knowledge organization systems. They may need to classify a special collection or local archives, develop a thesaurus to index a local or institutional periodical, create a controlled vocabulary for tagging pages or posts in a web content management system, or merely categorize a large collection of resource links. This workshop, taught by the author of The Accidental Taxonomist, provides instruction and best practices tips on designing and maintaining taxonomies for practical use. Design considerations include whether to create a taxonomy or thesaurus, whether a taxonomy should be primarily hierarchical or faceted; how large it should be; whether synonyms/variants are needed and if so, how many; what the sources are for the terms; and what the guidelines are for properly creating hierarchical relationships. The outline of the workshop is as follows: introduction, definitions, types, uses, benefits; creation and wording of terms; sources for terms; synonyms, alternative labels, nonpreferred terms; term relationships; structural design; hierarchies and facets; maintenance and governance; and taxonomy management software.

AFTERNOON WORKSHOPS ● 1:00 p.m. – 4:00 p.m.

W11 ● Getting Started in Augmented & Virtual Reality
Ted Colegrove, Head, DeLaMare Library, University of Nevada–Reno
Chad Mairn, Librarian, Innovation Lab Manager, St. Petersburg College
Brian Pichman, Director, Strategic Innovation, Evolve Project

This half-day workshop, presented by early adopters and library practitioners, shares what it takes to start a community program based around augmented and virtual reality (AR/VR). During the workshop, participants gain an appreciation of the history of this bleeding-edge technology and learn how all the basic hardware/software components work to create engaging experiences in your library and far beyond it. An HTC Vive, Microsoft HoloLens, Google Cardboard, a DIY hologram viewer, and other technologies are present, so participants have an opportunity to play with all the latest and greatest AR/VR technologies as well as to identify opportunities to use these technologies in their communities.

W12 ● Tech Planning in 90 Minutes
Carson Block, President, Carson Block Consulting Inc., Author, Managing Library Technology: A LITA Guide

Do you want to get a better handle on taming the technological beast in your library? This lightning-packet interactive session offers a brief preview of the new book Managing Library Technology: A LITA Guide and offers you a chance to kick-start a technology plan for your library. The book is based on Carson Block’sALA-APA CPLA class, Management of Technology, and features ideas and practices that have been field-tested for years, offering a solid approach to understanding and managing the things that remain constant in an ever-changing world. While a true technology plan takes more than 90 minutes to create, this session helps you get off the dime. Attendees are given a worksheet to guide table conversations in key areas of technology planning, as well as opportunities to share their ideas with each other.

W13 ● Creating the Sustainable Public Library
Gary Shaffer, Director, Library & Info Management Program, Marshall School of Business, University of Southern California, & Author, Creating the Sustainable Public Library

Sustainability in the context of ensuring the long-term success of a public library involves more than green initiatives and conserving resources. “Sustainability” for libraries also describes efforts to increase their institutions’ relevance to their communities as well as to make their programs socially equitable and economically feasible—a substantial challenge. In this interactive workshop, get strategies and practices for transforming your library into an environmentally, economically, and socially sustainable organization. Learn from our expert as well as the many case studies and experiences he shares.

W14 ● Tech Trends for Libraries in 2018 & Beyond
David Lee King, Digital Services Director, Topeka & Shawnee County Public Library, & Publisher, Library Technology: A LITA Guide

Technology has changed the face of libraries and is continuing to change how we work and how we deliver services to customers. This workshop introduces emerging technology trends and shows how those trends are reshaping library services. Examples are provided of how to incorporate these evolving trends into libraries. Attendees learn what trends to look for, find out the difference between a technology trend and a fad, and get ideas on how their library can respond to technology as it emerges.

W15 ● Metrics Tools: Bibliometrics & Altmetrics Amp Relevance
Richard Huelsen, Chief Librarian & Curator, Natural History Museum of Los Angeles County
Elaine Lasda, Associate Librarian, University at Albany

Amp up your reliance to stakeholders by providing them with actionable insights using scholarly metrics such as citation metrics and altmetrics. Scholarly metrics are an effective tool to demonstrate the effect of your organization’s scholarly research and related activities. Learn how your understanding and ability to apply altmetrics in your organization serves to clarify the reach, influence, and impact of your organization’s research output. This workshop is of value to librarians and information managers who work with researchers in institutions of all types, whether academic, cultural, government, or corporate. After a brief refresher on traditional citation metrics (bibliometrics), this hands-on workshop delves into the components of indicators from several popular altmetrics purveyors: PlumX, ImpactStory, and Altmetric.com. Learn the answers to these questions: Where are altmetric indicators starting to appear and what do they tell us? What are the strengths and limitations of various altmetric indicators versus traditional citation metrics and reputation-based indicators? Once the fundamentals are covered, real-life examples demonstrate the application of altmetric indicators to the advantage of various types of enterprises, including academic and nonprofit.

W16 ● Project Management: Making It Work for You
Christa Werle, Public Services Project Manager, Sno-Isle Libraries

The concept of project management is becoming more widely adopted in libraries and recognized as one of the major skills necessary for the 21st century. Is it working for you, your ideas, your initiatives, your projects? Set yourself up for success by utilizing accessible techniques for initiating a project and bringing it to closure. Attendees share a basic vocabulary, an understanding of project management processes, and how to identify roles in the organization essential for project success. With many libraries beyond the basics, the presenter adjusts workshop content as needed to support the challenges faced by the accidental and intentional project managers in attendance. Pick up lots of tips and tools for, and “plan” to have fun!

W17 ● Data Visualization: Tools & Techniques
Michael Edson, Associate Director & Head, Digital, United Nations Live Museum for Humanity, & former Director of Web and New Media Strategy, Smithsonian Institution

Change is hard—how can we do it better? “Think big, start small, move fast!” says our longtime practitioner in the museum and tech industries, Edson. Engaging and knowledgeable, he shares models, strategies, and recommendations for creating dynamic organizations that can deal with, and master, change. Be inspired and take home solid ideas for moving your organization forward and engaging its community.

W18 ● Project Management: Making It Work for You
Christa Werle, Public Services Project Manager, Sno-Isle Libraries

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W19 ● Data Visualization: Tools & Techniques
Greg Notess, Faculty & Graduate Services Librarian, Montana State University

With the growing ocean of data, from big data to small data, to analytics, usage statistics, and search logs, we are awash in the data tide. Learn tactics, techniques, and tools for adding meaning to data for your library patrons, community leaders, students, faculty, researchers, and administrators. Visualization tools explored range from standalone apps to spreadsheet plug-ins to data websites. Explore tools and techniques for visualizing a variety of data using infographics, word clouds, simple pie charts, maps, Gaant charts, timelines, and many other charts and diagrams.

MONDAY, APRIL 16

MONDAY NETWORKING EVENT

Games, Gadgets & Makerspaces
5:30 p.m. – 7:30 p.m. ● Tidewater Room, 2nd Floor

Join our gamers and gadget lovers for an evening of fun, playing, learning, and networking. Led by Brian Pichman & Ted Colegrove this event will start your conference experience with lots of learning and laughing! Refreshments included.
Information professionals still have the phenomenal ability to research any topic and produce accurate, relevant, and timely answers. But as search shifts from simple information retrieval to visualization, prediction, analysis, and cognitive computing, so must our search behaviors. Keep your searching up-to-speed by learning about new and changed search features, innovative websites, and groundbreaking search technologies. Next-gen searching is not about keywords!

**A104/105 • Finding Facts in the Alternative World**
2:15 p.m. – 4:00 p.m.

Kathleen Lehman, Head, User Services, University of Arkansas
Amy Affelt, Director, Database Research Worldwide, Compass Lexicon
Sara Tompsoon, Manager, JPL Records & Archives Section, Jet Propulsion Lab
Doris Helfer, Engineering, FCS and Social Sciences Librarian, California State University Northridge

Come learn tips and tricks from librarians on the frontlines who have to verify truth in a factually ambiguous world! Librarians often approach information with a “healthy skepticism,” so it was not surprising when IFLA’s 8-point checklist to spotting fake news became an overnight social media sensation and headline on CNN! Info pro Affelt talks about this infographic and discusses other red flags that signal rumors, scams, and outright falsehoods. Everyone needs to know how to make these determinations. STEM librarian Tompsoon shares some tools for vetting information sources’ veracity, including a tried-and-true rubric for undergraduates, as well as resources from scientists and skeptics. Academic librarian Helfer talks about the academic librarian’s role in teaching critical thinking in information literacy in the academy designed to combat fake or misleading research. User services librarian Lehman shares the “whys” behind lies and fake news, including why we lie, why we are inclined to believe lies, why it’s so hard to refute lies, and, finally, why the promotion of truth even matters.

**EXHIBIT HALL OPENING RECEPTION**
4:00 p.m. – 6:00 p.m. sponsored by Knight Foundation

**TRACK B • UX & DIGITAL PRESENCE**

**Potomac Room**

From developing content strategies and the value of information architecture to web redesign strategies and making your digital presence accessible, you get lots of tips and techniques from our talented practitioners for developing an engaging digital presence.

**B101 • Creating Engaging Content Strategies for Maximum Impact**
10:15 a.m. – 11:00 a.m.

Michael Edson, Associate Director & Head, Digital, United Nations Live Museum for Humanity, & former Web & New Media Strategist, Smithsonian Institution

Based on years of experience and recent endeavors, Edson shares the strategy that has taken shape through collaboration, research, and reflection for his nonprofit. The museum works with people around the world to translate their mission into content, programs, and experiences that will bring it to life and have a positive impact on billions of people for years to come. This is definitely a strategy libraries will want to emulate. Get the road map from our popular speaker!

**B102 • Custom Data Rich Websites Using Information Architecture**
11:15 a.m. – 12:00 p.m.

James King, Branch Chief & Information Architect, National Institutes of Health (NIH)

In response to the changing needs at NIH, the NIH Library’s services has been expanded into several nontraditional areas. This session explores the field of information architecture (IA), which blends librarianship, project management, taxonomy, consulting, database architecture, usability, and website design to create a unique service that provides improved service to customers. It provides practical examples of how IA has been applied at the NIH Library to build custom data-rich websites for specific research needs.

**LUNCH BREAK • CASH CONCESSIONS IN THE BALLROOM FOYER**
12:00 p.m. – 1:15 p.m.

**B103 • Iterative Design: Users in Learning Object Development**
1:15 p.m. – 2:00 p.m.

Kris Markman, Director, Digital Learning & UX, Harvard Library

This session illustrates the development process for a series of web-based infographics designed to teach information literacy skills to college students. Markman emphasizes how iterative design and user testing were employed to produce learning objects that are both

**LUNCH BREAK • CASH CONCESSIONS IN THE BALLROOM FOYER**
12:00 p.m. – 1:15 p.m.
engaging and pedagogically sound. Hear how the team implemented different user testing methods, including surveys, focus groups, paper and digital prototyping, and accessibility testing, to improve the design and the content of the infographics and save development time. The process can be adapted to the development of a wide range of teaching and learning technologies and learning objects in a variety of library contexts.

**B104 • Web Redesign: Forever & in Teams**
2:15 p.m. – 3:00 p.m.
Roy Degler, Digital Services Librarian, Oklahoma State University Libraries
Tabitha Samuel, Digital Archivist, Waring Historical Library, Medical University of South Carolina

Death and taxes are not the only givens in life: Library website redesigns are just as unavoidable. Instead of focusing on how the front end looks, Degler introduces ways to improve how the back end works. Topics include simplifying design, creating reusable content, improving underlying technology, and evaluating silos. Samuel shares how Waring Historical Library’s four employees, with no formal web design training and varying degrees of experience, created and launched a more user-friendly and responsive site in just over 1 year. Using LibGuides CMS, Omeka, and Google Sheets, as well as heavily engaging their users, the staff designed a site that organizes and showcases the varied resources in the rare books and special collection. They also devised ways to connect more with their users through widgets and blog posts that synchronize with their social media accounts. The success of this project could not have occurred without proper project management, tools such as Google Sheets to organize our workflow, and each team member’s enthusiasm to learn something new. Learn from their experience!

**B105 • Designing Innovative, Accessible, & Elegant Web Spaces**
3:15 p.m. – 4:00 p.m.
Rachael Montgomery, Director, Accessible Community
Maddie Clybourn, Digital Services Librarian III &
Vlad Udachin, Web Developer, Prince George’s County Memorial Library System (PGCMLS)

This session focuses on common accessibility problems with technology in libraries and how to fix these issues to better ensure an inclusive digital environment. Montgomery reviews web accessibility for library sites and catalogs as well as accessibility challenges for kiosks such as electronic book drops. She also shares ideas for using technology to solve physical accessibility challenges. The PGCMLS digital services team shares their journey to transform an anarchistic public website into a beautiful, inclusive and accessible digital space in total compliance with the Americans with Disabilities Act. Udachin discusses challenges and success using modern coding languages within the confines of a content management system. Clybourn addresses website usability and functional design features. She elaborates on her project to embed 360-degree images for greater digital mobility into PGCMLS’s individual branch pages. As all websites are living and breathing organisms, our speakers look at future improvements and trends for accessible, elegant, and ethical web spaces.

**EXHIBIT HALL OPENING RECEPTION**
4:00 p.m. – 6:00 p.m. sponsored by Knight Foundation

**TRACK C • COMMUNITY ENGAGEMENT**
Regency Ballroom A

This track explores innovative ways to connect with your community, including tech tools and programs, building new partnerships, crowdsourcing, and more!

**C101 • Connecting Innovatively With Your Community**
10:15 a.m. – 11:00 a.m.
David Lee King, Digital Services Director, Topeka & Shawnee County Public Library

A modern library is all about making and maintaining connections. Connections to library customers, connections to community partners, and even helping some customers connect to the library and the web for the first time. All are important in today’s library. King shares examples of how libraries can use data to better connect with customers, innovative ways to create new community partnerships, and how some libraries and other organizations are using technology tools to help all customers connect to the library and to the world.

**C102 • One-on-One Tech Lifeline for Community Impact**
11:15 a.m. – 12:00 p.m.
Jason Pinshow, Adult and Teen Services Manager, Fox River Valley Public Library District

Hear how digital services of one public library offered, over a 1-year period, 300 individual one-on-one technology appointments, totaling more than 500 hours. But getting to this point wasn’t easy. Comprised of only three staff members, sacrifices were made and obstacles were encountered. This session covers how to build a successful technology one-on-one program with the goal of getting patrons to say, “I cannot live without the library!” a phrase they hear often. It covers getting staff and administration buy-in; “selling” the program; finding the importance, promotion, and outcomes; and if one-on-ones are better than group instruction.

**LUNCH BREAK • CASH CONCESSIONS IN THE BALLROOM FOYER**
12:00 p.m. – 1:15 p.m.

**C103 • Crowdsourcing & Mapping a Tornado Tragedy**
1:15 p.m. – 2:00 p.m.
Melody Dworak, Librarian, Iowa City Public Library (ICPL)

On April 13, 2006, an F2 tornado formed in Southwest Iowa City. Eight minutes and 4.5 miles later, the twister dissipated, leaving more than $12 million in damages. In honor of the 10th anniversary of the tragedy, the ICPL collected images and stories from community members who experienced this historic event. Members of the public submitted more than 2,500 images and video to the library for its digital collections on its Omeka website. ICPL plotted many of these images onto a Neatline map, where users could tour the destruction digitally. This session shares the project’s “lessons learned”: What factors led to successful crowdsourcing? What struggles did crowd-controlled curation invite? It covers the marketing strategies, technology tools, and interactive print and e-sign exhibits that grew from the map. ICPL provides analytics on the map’s use as well as attendance numbers for the library program produced in tandem with the digital tour. Tour the tornado in advance at history.icpl.org/tornado.

**C104 • Building Partnerships That Make a Difference**
2:15 p.m. – 3:00 p.m.
Brandy McNeil, Associate Director, Tech Education, &
Patrice Crooks, Technology Instructor, New York Public Library (NYPL)

Find out how the NYPL was able to partner and collaborate with the MIT Scratch Team, Google CS First, and Shapeways to create three unique programs for youth and adults. Learn how kids were able to learn to code through music and create their own stories and how adults were able to learn 3D printing and take their creations to the next level. This session is filled with successful strategies and tips!

**C105 • Innovative & Interactive Tech for Community Connection**
3:15 p.m. – 4:00 p.m.
Meghan Kowalski, Head, Preservation, Catholic University of America
Jennifer Bruneau, Director, Boylston Public Library

Instagram is one of the hottest social media tools in use today. It’s a great way to both showcase your library’s story and connect with your users. Kowalski shows how to make the best use of your account through mobile photography tips, content ideas, and special projects that bring your online content into your library and to connect your patrons who use Instagram through social listening, geotagging, and building relationships with influencers. Bruneau illustrates how the Boylston Public Library increased user engagement with the addition of interactive screens, Apple TVs, and iPads. The library had an eight-screen system installed which incorporates BrightSign, Apple TV, and Blu-ray technology. Each screen can be used independently, or can be linked together to display one image. The result is an interactive display system that engages patrons and opens up limitless possibilities for library programming, displays, and fun.

**EXHIBIT HALL OPENING RECEPTION**
4:00 p.m. – 6:00 p.m. sponsored by Knight Foundation

**TRACK D • LEARNING FROM LEADERS**
Regency Ballroom E

This track is for those who want to move into the management of libraries. It features public, academic, and special library leaders who share the secrets of success, including aligning with communities, strategies, and influence; customer service; partnering with clients; dealing with change; and empowering staff.

**D101 • Strategy & Future Focus**
10:15 a.m. – 11:00 a.m.
Liz White, Head, Strategy Development, British Library

White shares her secrets in understanding the landscape, industry, and technology challenges, the needs of the library’s communities, the uncertainties of the future, and developing strategy.
TUESDAY, APRIL 17

**D102 • Changing & Evolving as a Community Library**
11:15 a.m. – 12:00 p.m.
Pilar Martinez, CEO, Edmonton Public Library (EPL)
Being a part of the community is critical for all libraries, but there are many facets to that for a public library, including the social side. As one of the first libraries to reach out to different communities in its area, EPL developed a community toolkit, aligned staff with the strategies, developed relationships, and won “Library of the Year” in 2014/2015 from Library Journal. Get strategies and tips to take back to your community!

**LUNCH BREAK • CASH CONCESSIONS IN THE BALLROOM FOYER**
12:00 p.m. – 1:15 p.m.

**D103 • Access, Opportunity, Connections: The Library’s Role in Toronto’s Smart City Strategy**
1:15 p.m. – 2:00 p.m.
Vickery Bowles, City Librarian, Toronto Public Library (TPL)
Public libraries are catalysts for smart cities. As one of the largest library systems in the world, TPL is undertaking significant transformational changes and innovations, working with private and public sector partners to build a smart city. Hear from its leader about the strategies, practices, and the library’s unique role in providing the necessary active ingredients to build a smart city.

**D104 • Successful Academic Direction & Influence**
2:15 p.m. – 3:00 p.m.
Jim Mullan, Dean of Libraries Emeritus, Purdue University
The world of higher education, like most other industries and facets of our society, is being challenged by many forces. Our experienced academic library leader addresses those challenges and shares some successful pathways to setting direction and influencing the future of academic libraries.

**D105 • Website Design Winners & Losers!**
3:15 p.m. – 4:00 p.m.
Jeff Wisniewski, Director, Web Services & Communications, University of Pittsburgh
David Lee King, Digital Services Director, Topeka & Shawnee County Public Library
Marshall Breeding, Independent Consultant, Library Technology Guides
We’ve all seen good and bad library websites, but these library leaders from academic and public libraries choose several of each type, critique them, and help you understand what the most important features and functions are for making your library website as successful as it can be!

**EXHIBIT HALL OPENING RECEPTION**
4:00 p.m. – 6:00 p.m. sponsored by Knight Foundation

**TRACK E • INTERNET@SCHOOLS**

**Washington Room**

**E101 • Creating an Award-Winning School Library Program**
10:15 a.m. – 11:00 a.m.
Fran Glick, Coordinator, Digital Learning, Baltimore County Public Schools
This presentation explains and explores the journey of Baltimore County Public Schools redefined school library program and its path to National School Library Program of the Year 2017 (AASL). Glick shares goals, strategies, leadership, and change management to provide support for other school libraries and school librarians looking to redefine and grow their programs and practices.

**E102 • You Have What It Takes to Be a Future-Ready Librarian!**
11:15 a.m. – 12:00 p.m.
Shannon Miller, Consultant
What does it mean to be a future-ready librarian? How will being a future-ready librarian affect my library, school, teachers, and especially my students? What can I do to become a future-ready librarian today? These questions are central to the Future Ready Librarians initiative and also what we ask ourselves every day as we embrace our roles within the library and school community. Miller explores the critical role that librarians play in the strategic work of schools and educational systems connected with educational technology leadership, empowering students as creators and learners, content curation, innovative instructional practices, collaboration, community connections, and more. She shares stories and inspires us to embrace the change we can bring through our roles as librarians. Leave this presentation knowing you have what it takes to be a future-ready librarian!

**LUNCH BREAK • CASH CONCESSIONS IN THE BALLROOM FOYER**
12:00 p.m. – 1:15 p.m.

**E103 • Student Research Gets Personal: Independent Research Seminars**
1:15 p.m. – 2:00 p.m.
Joquetta Johnson, Library Media Specialist, Baltimore County, Maryland
Kelly Ray, Library Media Programs, Office of Innovation & Digital Safety, Baltimore County Public Schools
The Independent Research Seminar is a unique, personalized learning experience for high school students who are motivated to engage in a rigorous research process for investigating a topic of their own choice. Facilitated by the library media specialist in collaboration with content teachers, students learn collaboratively and independently using resources in an online research framework. Students also have an opportunity to work with an expert mentor in the field of their research and present their research at an annual Student Research Symposium. Educators discover the benefits of this unique course model for a variety of students by hearing their stories and exploring our online research framework, course implementation resources, and Symposium highlights.

**E104 • “Dashing” to Code**
2:15 p.m. – 3:00 p.m.
Cynthia Cooksey, Librarian, Pablo Perez Elementary, McAllen, Texas
Participants learn the basics of creating a coding culture in their library through the use of Dash and Dot robotics, starting with basic blockly code and moving into intermediate skills where conditional statements and algorithms are utilized. Get tips and techniques to make coding happen in your community.

**E105 • Library of Things**
3:15 p.m. – 4:00 p.m.
Erica Thorsen & Monica Cabarcas, Library Media Specialists, Albemarle High School, Charlottesville, Va.
Intrigued by the trend of public libraries lending “things,” this library adapted the idea for the Albemarle High School community. Learn how the library planned, developed, implemented, and marketed its own “Library of Things.”

**Exhibit Hall Grand Opening Reception**

**TUESDAY, APRIL 17 • 4:00 p.m. – 6:00 p.m.**
Join us for tasty bites and drinks as we celebrate the opening of the Computers in Libraries 2018 Exhibition.
Grow your network as you meet with leading-edge companies offering visitors a choice of products in all aspects of library technology, including web-based products and services, integrated library and information systems, online services, and document delivery services.
of increased discoverability on the place of OA in scholarly research. Consider the role of libraries in promoting plugins to researchers, approaches to assessment, and coordinating the tools with existing library technologies.

**LUNCH BREAK** • CASH CONCESSIONS IN THE EXHIBIT HALL
12:30 p.m. – 1:45 p.m.

**A203 ● Librarians, Scholars, & Citizens Building Change**
1:45 p.m. – 2:30 p.m.
*Kenn Bicknell*, Digital Resources Librarian, Los Angeles County Metropolitan Transportation Authority
*Julian Aiken*, Assistant Director, Access & Faculty Services, Yale Law Library

Several cities are developing websites that create, promote, and capture scholarship related to their urban areas, with librarians as key players. Bicknell looks at how three U.S. cities have created evolving platforms which foster and showcase new research, with an eye toward librarians’ roles in organizing information and fostering public engagement. Atlanta, Kansas City, and others have taken different paths to success: unplanned alliances of separate projects, a library-managed city research portal, as well as an innovative lab leveraging crowdsourcing and community voices to surface collections and create new information and to share knowledge more broadly. Learn from the experiences of new collaboration models! Aiken discusses an open online open access repository containing almost all past and present Yale faculty legal scholarship. Hear how the library engaged use by students with a series of outreach events, exhibitions, and competitions centering on the repository, which culminated in the publication of a series of online and physical books featuring student creative writing, and which has launched the careers of two soon-to-be famous fiction writers.

**COFFEE BREAK** • IN THE EXHIBIT HALL (Independence Level)
2:30 p.m. – 3:30 p.m. sponsored by [Knight Foundation](#)

**A204/205 ● Tools for Opening Access & UX**
3:30 p.m. – 5:15 p.m.
*Jennifer Heise*, Reference Librarian & Coordinator of Digital Services, Drew University Library
*Roxanne Lafleur*, Library & Audiovisual Support Specialist, University of Ottawa Library
*Emily Spangler*, Library Services Specialist, & *Leah Rufus*, Graduate Assistant, Priddy Library, The Universities at Shady Grove

This double session looks at tools and practices for opening access and expanding customer experience. Heise discusses Shared Shelf, a web-based application for cataloging and managing digital collections. She shares how this tool enabled an institutional repository and image management initiative, coordinated through the library, to include student art projects, university PR photographs, art history faculty photos, digitized photos from library collections, realia collection images, and, soon, audio recordings and more. Lafleur discusses facilitating and collaborating on digital humanities projects for the past 3 years by providing digital tools, publishing platforms, know-how, and specialized training. Shared Shelf (ARTstor’s asset management system) is provided to catalog artifacts and other primary sources when a custom schema and controlled vocabularies are required. Lafleur focuses on three projects, sharing their merits and challenges: embedding library expertise in academic settings; becoming integral to the pedagogical approach of instructors; and being key partners to creating a rich learning environment. The last presentation discusses how creating a profile for your library with a distinct personality can be a challenge, especially in the current digital age, where social media and mobile platforms are patrons' main sources of interaction and information-gathering. Hear how one university library used Adobe Spark to upgrade its social media to engage with patrons at their level through the platforms they frequent the most, such as Instagram. By having a unique profile with a strong voice that attracts patrons, the library ups their digital marketing and engagement.

**COFFEE BREAK** • EXHIBIT HALL OPENS (Independence Level)
9:45 a.m. – 10:45 a.m. sponsored by [CIL.INFOTODAY.COM](#)

**A201 ● Open Access: State-of-the Global Landscape**
10:45 a.m. – 11:30 a.m.
*K. Jane Burpee*, Director, Libraries and Learning Centres, Centennial College

This session examines the three types of open access (green, gold, and the newest, platinum), describes the approaches of the movers and shakers, and highlights both exciting new initiatives and thought-provoking issues.

**A202 ● Plugged In: Identifying Open (Subscribed) Access**
11:45 a.m. – 12:30 p.m.
*MODERATOR: Athena Hoepner*, eResources Librarian, University of Central Florida
*Ben Kaube*, Co-Founder, Kopernio
*Aaron TAY Chee Hsien*, Library Analytics Manager, Singapore Management University, & Author,* Musing About Librarianship
*Jason Priem*, Co-Founder, Impactstory

Scholars have unprecedented access to subscription and open access (OA) content, yet figuring out how to discover and access legitimate versions of articles remains an aggravating experience for many researchers. They face authentication hoops, myriad vendor platforms with uncertain holdings, and mystifying an obscure OA source. Researchers that start with Google Scholar may bypass library authentication and face paywalls. Conversely, library discovery tools fail to expose and deliver much of the available OA content, and especially under-represent Green OA from repositories. Our panel discusses several approaches to improving access discovery by giving scholars tools to identify accessible content and using open access versions of articles, including oai2oai, and the plugins Unpaywall and Kopernio. The oai2oai system is a free, open-source database that tracks OA for 90 million scholarly articles. Unpaywall is a browser extension that helps readers find OA copies of scholarly articles as they browse. Kopernio is a browser extension that provides one-click access to the best PDF available to a user, either from library holdings or OA. Hear from each developer describing their plugin, how it works, and the underlying philosophy and aims, and future plans. Get additional approaches to revealing access, and explore the impact
on how to be aware of the big picture in your environment from this longtime practitioner! Hear how the program and services are evolving as they engage their community.

**B202 • ROI Truth to Power: Measuring & Talking About What Matters!**
11:45 a.m. – 12:30 p.m.
Mary Ellen Bates, Principal, Bates Information
Effectively communicating the true return on investment for information services means more than just counting hours saved or searches conducted. In order to convey the true ROI of your information center, you have to understand what matters most to the people who matter the most. Bates provides new approaches for identifying WHY you are doing what you do and what impact that has on your organization’s most important goals.

**LUNCH BREAK • CASH CONCESSIONS IN THE EXHIBIT HALL**
12:30 p.m. – 1:45 p.m.

**B203 • Connecting the Dots: The Research Library’s Tech Team**
1:45 p.m. – 2:30 p.m.
Jennifer Gilbert, Knowledge Analyst, Franz Osorio, Knowledge Analyst, & Yin Zhu, Knowledge Analyst, Federal Reserve Board
The Research Library at the Board of Governors of the Federal Reserve System recently formed a Technology Team to increase the library’s technology capacity. This cross-team collaboration brainstorms, coordinates, and manages technology-related projects for the library. Hear about the idea and origins, goals, benefits, accomplishments, and future proposals.

**COFFEE BREAK • IN THE EXHIBIT HALL (Independence Level)**
2:30 p.m. – 3:30 p.m. sponsored by Knight Foundation

**B204 • Demonstrating Value in Uncertain Times**
3:30 p.m. – 4:15 p.m.
James King, Branch Chief & Information Architect, National Institutes of Health (NIH)
Participants gain an understanding of how to build a vision and strategy for their organization, create an understanding of their customer segments, and experiment with some of the latest technologies being applied in library settings including, 3D printing, virtual/ augmented reality, data sciences, digital scholarship, and custom website development.

**B205 • Connecting With Clients: Communication Theory & Reference Interviews**
4:30 p.m. – 5:15 p.m.
Caryn Wesner-Early, Search Strategy Expert, ASRC-MS, & Laura Hjerpe, Senior Consultant, CGI Federal
This session looks at different aspects of the reference interview, both in person and in computer-mediated environments. Communication theory is discussed as it relates to reference interviews, including why they are needed. Topics include problems inherent in the interview process, goals, characteristics, how to communicate effectively, different techniques for interviews conducted in person vs. via telephone or computer, and tips for what to do if the patron is unhappy. This session will be useful for anyone who does reference interviews or collaborative research, or for anyone teaching/training library students or assistants.

**TRACK C • MAKERSPACES: TIPS & PRACTICES**
Regency Ballroom E
Makerspaces have developed quickly over the last 5 years in all types of organizations and libraries. If you are just starting on this journey, get a road map from the early pioneers. Get ideas from our practitioners in public libraries, schools, colleges, and universities. Share experiences and learn from each other!

Moderated by Chad Mairn, St. Petersburg College

**C201/202 • From Makerspace to Solve Space: A Road Map**
10:45 a.m. – 12:30 p.m.
Moderated by Tod Cologrove, Head, DeLaMare Library, University of Nevada, Reno
Mike Cimino, FFL Director of STEAM and Making, Fayetteville Free Library
Chad Mairn, Librarian, Innovation Lab Manager, St. Petersburg College
Peter Raymond, CEO/Founder, SolveOS
Brian Pichman, Director, Evolve Project
Whether you already have a makerspace or are ready to start developing one, this mini-workshop is filled with ideas and strategies to move forward. Filled with tips and techniques, our experienced speakers give you all you need to get started with a makerspace in your area and to move it into becoming a solve space! They share challenges such as dealing with tech and funding, present real-world examples, and inspire you with the impact of their initiatives.

**LUNCH BREAK • CASH CONCESSIONS IN THE EXHIBIT HALL**
12:30 p.m. – 1:45 p.m.

**C203 • Re-Creating the Makerspace & Taking It on the Road**
1:45 p.m. – 2:30 p.m.
Chris DeCristofaro, Technology Librarian, & Cara Perry, Teen Services Librarian, Sachem Public Library
Makerspaces have traditionally been located in a single, fixed location in the library that is available for patrons of all ages. Although the group of making all makerspace technology in one area has been successful, a fixed space can limit how many patrons can access the materials at any given time and limit programming capabilities. The Sachem Public Library has created The Studio makerspace, which encompasses areas in Adult, Teen and Children’s (Studio A, Studio T and Studio C, respectively). Studio A is located in a central, open area while Studio T and Studio C are in the Teen and Children’s departments. Studio technology such as the 3D printer, embroidery machine, robotics, digital art, video production with green screen technology, virtual reality systems, and other items are mobile and can be shared between departments or taken outside the building for outreach. This multi-departmental and mobile approach allows for independent development so technologies needed in each “Studio” can be age-specific, allowing for flexibility.

**COFFEE BREAK • IN THE EXHIBIT HALL (Independence Level)**
2:30 p.m. – 3:30 p.m. sponsored by Knight Foundation

**C204 • Makerspace: Military College & Integrating VR**
3:30 p.m. – 4:15 p.m.
Deborah Turkewitz, Information Services Librarian, The Citadel
Chris Woodall, Technology Librarian, Salisbury University Libraries
In 2016, The Citadel began initial plans to develop a campus-wide makerspace, where students, faculty, and staff could explore interdisciplinary collaboration and emerging technologies in an accessible, dynamic environment. Turkewitz covers the challenges and creative solutions encountered when establishing the makerspace. Principled leadership is a core focus, and the makerspace was developed with these important pillars in mind: prepare, engage, serve, and lead. Decisions on the location, purpose, and mission of the makerspace emerged from this core focus and guided purchasing choices, service model, workshop plans, and outreach efforts to the campus and the Charleston community. Gain insights and ideas! Woodall discusses how the SU Libraries integrated virtual reality (VR) into its makerspace with an HTC Vive and offers suggestions for those looking to offer this exciting new technology to their own patrons. Whether you already have a makerspace or you are just starting to think about creating one, he gives you the tools you need to decide whether VR equipment will work for your space, what policies you should have to ensure your users and equipment stay safe, and how to set everything up so that it works reliably. You also hear about what didn’t work for the SU Libraries MakerLab, so you can avoid the same mistakes!

**C205 • School Library: Platform for Making & Creating**
4:30 p.m. – 5:15 p.m.
Mark Roquet, Librarian & History Teacher, Seven Hills School
Doug Uhmann, Head Librarian, John F. Gunnmere Library, William Penn Charter School
Many school libraries are interested in making the shift from passively providing reading and research material to actively facilitating in STEM skills development and student creativity.

**BREAKFAST, BREAKS & DINE AROUNDS**

**Continental Breakfast & Breaks** sponsored by Knight Foundation
A light continental breakfast will be served in the Ballroom Foyer starting at 8:00 a.m. each morning before the keynote. Check your program for additional break times and locations.

**Informal Dine Aroun**d
See the message board in the registration area for more information on how you can dine with colleagues at some of the best local restaurants.
These efforts involve everything from traditional arts and crafts to programming, robotics, and 3D printing. Roquet explains how his K–8 library launched a successful makerspace program that looks beyond buzzy educational toys and acts as a platform to support all kinds of student creativity and production using physical and digital media. This program seeks to support individual student interests while building skills that support 21st-century literacies and engaged citizenship—not just skills that lead to jobs in the technology sector. Ullmann discusses the process of needs assessment, program planning, purchasing equipment, reconfiguring a space, and program rollout and promotion for a digital memory lab makerspace in a school library environment.

**TRACK D  SYSTEMS & OPERATIONS**

**Regency Ballroom C**

This track begins with a look at library service platforms and automation trends. It looks at linked data, avoiding getting hacked, improving internet access, and making interfaces more intuitive.

Moderated by Richard Hulser, Natural History Museum of LA County

**D201  Library Services Platforms & Automation Perceptions**

10:45 a.m. – 11:30 a.m.

*Marshall Breeding, Independent Consultant, Library Technology Guides*

Breeding coined the term “library services platforms” to describe the new genre of products for the management of library collections and operations, which differ substantially from the long-standing category of integrated library systems. This session includes an updated view of the characteristics of library services platforms, how they differ from ILS, as well as the status of the current products and projects. It discusses hybrid models and those that partially incorporate the characteristics. Breeding shares his insights as to whether library services platforms have lived up to their promises. In addition, he shares results of his international survey highlighting library satisfaction with current automation systems and tracks trends such as interest in open source products and interest in moving to competing products.

**D202  Linked Data Reality Check**

11:45 a.m. – 12:30 p.m.

*Andrew K. Pace, Executive Director, Technical Research, OCLC*

Many libraries have been following Linked Data on the Gartner curve, from “hype” to the “trough of disillusionment.” What comes next? Join our expert as he tries to take things (not strings!) up the “slope of enlightenment.” If you’re not familiar with Linked Data, get a quick primer, view of the landscape and ideas for future application. And if you are familiar, then separate myth from reality, hear the latest triumphs and pitfalls faced by research libraries such as the LD4L (Linked Data For Libraries) and OCLC Research.

**LUNCH BREAK  CASH CONCESSIONS IN THE EXHIBIT HALL**

12:30 p.m. – 1:45 p.m.

**WEDNESDAY EVENING SESSION**

**Facts in the Digital Age: Coping in an Era of Total Noise!**

7:30 p.m. – 9:00 p.m.* Regency Ballroom C*

*Lee Rainie, Director, Internet, Science & Technology Research, Pew Research Center*

*TDI, The Washington Post, member of Santa Clara University’s Trust Project*

*Peter Raymond, CEO/Founder, SolveOS*

Over the years, Pew Research has consistently indicated that Americans trust libraries and librarians. In today’s digital environment, high-quality journalism can be difficult to distinguish from promotional content or even fakery. Santa Clara University’s Trust Project explores how journalism can stand out from the chaotic crowd and signal its trustworthiness. The project crafts tangible digital strategies to fulfill journalism’s basic pledge: to serve society with a truthful, intelligent, and comprehensive account of ideas and events. New technology, particularly artificial intelligence, is also making it difficult to determine facts and cope in this era of total noise. Our speakers address these areas and definitely give you lots to think about!

**D203  Privacy, the Dark Web, & Hacker Devices**

1:45 p.m. – 2:30 p.m.

*Brian Pichman, Director, Evolve Project*

Pichman walks through the tools that help provide anonymity and some ways to help mitigate the ease of being tracked. He goes beyond private VPNs and Tor Browsing to provide other tips and tricks. He gives an overview of some of the common devices, either hardware- or software-based, that are used by the Dark Side, and some easy-to-use defenses that you and your users can employ to protect yourselves from these attack vectors. Think of it as a Defense Against the Dark Arts class!

**GARLAND BREAK  IN THE EXHIBIT HALL (Independence Level)**

2:30 p.m. – 3:30 p.m.* sponsored by Knight Foundation*

**Regency Ballroom C**

**D204  Improving Internet Access in U.S. Libraries**

3:30 p.m. – 4:15 p.m.

*James Werle, Director, K20 Initiative, United States Community Anchor Network (U.S. UCAN), Internet2 & Carston Block, President, Carston Block Consulting Inc.*

**Joyce Johnston, English Professor, George Mason University**

While much worthy attention has been paid to improving “last-mile” connectivity for rural and tribal libraries, it’s the last 100 meters (the network inside the building) that is often overlooked and in need of improvement. The IMLS-funded Toward Gigabit Libraries project aims to address that problem through a self-service toolkit suitable for even the most novice of library workers. In straightforward, easy-to-understand language, the toolkit is designed to take lay people through technical concepts and tasks to create a Broadband Improvement Plan for each library. Fresh from the overwhelmingly successful pilot implementation of the toolkit in Kansas, Nebraska, Oklahoma, Texas, Washington, Alaska, Pennsylvania, and Connecticut, Werle and Carston share the results of the pilot, lessons learned, and how this free toolkit applies to libraries of all types and sizes. Johnston discusses how, between May and July 2017, 10.6 million Americans commented favorably on equal access to online information, yet the FCC is seriously considering revoking the 2015 act that protects it. She explains that the ALA has pointed out that readers with internet access only through dial-up services or through community resources are most at risk of receiving limited and/or biased information, as are schools and other nonprofits with limited budgets. If wealthy companies can pay to have their electronic content delivered first and fastest, then nonprofits, new authors, minorities, and public interest groups may lose their ability to reach citizens nationwide. Get some ideas and strategies for how librarians can promote access to all information, not just content that makes money.

**D205  SimpleE App: Implementing an Intuitive Interface**

4:30 p.m. – 5:15 p.m.

*Christine Peterson, Continuing Education Librarian, Technology, Amigos Library Services, & Michael Blackwell, Director, St. Mary’s County Library*

The SimpleE app provides an intuitive interface for public library patrons, creating a union catalog across major ebook aggregators, while hiding the aggravation of DRM behind a simple library card log in. An open source project, many organizations have worked with its primary developer, New York Public Library, to develop and implement this solution. Join two of the implementers as they discuss the app’s functionality, the implementation process, lessons learned, and the status of each of their projects.

**TRACK E  INTERNET@SCHOOLS**

**Washington Room**

**For Day 2, K–12-focused Internet@Schools track, the focus is on information literacy, search, curation, metrics, infographics and personas.**

Organized and moderated by Carolyn Foote, Westlake High School, Austin, Texas

**E201  Radical Information Literacy in School Libraries**

10:45 a.m. – 11:30 a.m.

*Mark Roquet, Librarian, Seven Hills School, Walnut Creek, Calif.*

School librarianship has seen renewed interest as a potential corrective to “fake news” and other recent (real and perceived) information literacy failures. The internet has weakened traditional journalism; altered the economics of academic publishing and content production; created new networks of bigotry and disinformation; and, at least in theory, empowered young people around the world with immediate access to information and yet taught to share their own knowledge and identities. But by largely hewing to traditional notions of bias, authority, and the nature of academic and civic engagement, school librarians may have reinforced existing inequalities and made themselves less relevant in the world our students will face. Can we transform information literacy instruction to help create the world
we want to live in? Join us to discuss disturbing the comfortable, what these changes might look like, and how we can implement them in school libraries.

**E202 • Ten (Or So) Secret Strategies for Serious Searchers**
11:45 a.m. – 12:30 p.m.
Joyce Valenza, Assistant Professor, Library Science, Rutgers University; Brenda Boyer, Librarian, Kutztown (Pa.) Senior High School, Information & Technology Resources Department Leader

Beyond Google tricks, Valenza and Boyer share strategies for transforming students (high school, college, and graduate) into thoughtful, playful, and creative researchers. Abraham Maslow tells us: “If the only tool you have is a hammer, treat everything as if it were a nail.” By promoting skills and naming and visualizing classic strategies, students address threshold concepts and assemble a toolkit—understanding when they need a hammer and when a wrench works best. Incorporating ACRL’s frame “Searching as Strategic Exploration,” and AASL’s Shared Foundation of Inquiry, speakers explore search as creative problem-solving and share strategies for moving novice searchers towards agility and expertise.

**LUNCH BREAK • CASH CONCESSIONS IN THE EXHIBIT HALL**
12:30 p.m. – 1:45 p.m.

**E203 • Personas & Jobs to Be Done**
1:45 p.m. – 2:30 p.m.
Deirdre Costello, Director, UX Research, EBSCO

EBSCO’s User Research team often builds tools based on their research to communicate with stakeholders and development teams. Recently, they’ve worked on a set of K–12 personas, as well as a tool getting more and more attention in the field of user experience. Get an in-depth look at the personas and new tools designed for them.

**COFFEE BREAK • IN THE EXHIBIT HALL (Independence Level)**
2:30 p.m. – 3:30 p.m. sponsored by Knight Foundation

**E204 • Designing Spaces: Person Centered Library Design**
3:30 p.m. – 4:15 p.m.
Carolyn Foote, District Librarian, Eanes ISD

As we focus increasingly on redesigning libraries as Future Ready spaces, how can we incorporate student voices into our planning and design? Learn strategies for gathering and incorporating student input using tech tools, design thinking strategies, focus groups, and more.

**E205 • Curation Strategies: Behind the Scenes**
4:30 p.m. – 5:15 p.m.
Gary Price, Co-Editor, INFOdocket

We most often use the web at the time of need and spend little time building or curating collections from the multitude of open web resources. Building a collection allows us to share potentially useful resources with users. What sources are we missing and how can we find them? Our expert not only shares some of the tools he uses each day to compile INFOdocket but describes the mindset needed to become an open web collector and curator, as well as strategies and tools for keeping track of what you are curating.
library-friendly, purpose-built methodology to deepen the relationships between libraries gleaned from working with more than 30 library systems while experimenting with a want information, they want actionable intelligence. Our speakers share the insights of a community and its economic development than the library—and users don’t just for digital transformation. Few public resources are as “switched on” to the heartbeat of a community as community crossroads for prosperity is a nascent area.

**Positioning today’s libraries as community crossroads for prosperity is a nascent area.**

**Brendan Howley & Daniel Lee, Co-Founders, Icebox Logic**

Learn about new tools and those emerging as well as how the tools are being used in your library community!

**COFFEE BREAK** • EXHIBIT HALL OPENS (Independence Level)
9:45 a.m. – 10:45 a.m. sponsored by Knight Foundation

**TRACK A** • DISCOVERY: PRACTICES & POSSIBLE FUTURE
Potomac Room

How do we and our clients get what they want with respect to information and resources? Get the latest about discovery tools and practices from our experience speakers and practitioners. Learn about new tools and those emerging as well as how the tools are being deployed to empower users.

Moderated by Donna Scheeder, Library Strategies International

**A301 • Discovery & Discoverability**
10:45 a.m. – 11:30 a.m.

**Marshall Breeding, Independent Consultant, Library Technology Guides**

Libraries make great investments in creating collections for the benefit of their communities. In order to get the most out of these investments, libraries also need to have effective strategies for discovery and access. Libraries can implement discovery systems to enable the patrons who visit their websites to search and gain access to materials. But it is also important to find ways to make their collections easily found in other contexts, such as through Google searches or course pages in learning management systems. Breeding reviews the current state of discovery products and the technologies and services available to make library collections more widely discoverable beyond the library-provided interfaces.

**A302 • Innovations in Discovery: Finding Knowledge & Ideas**
11:45 a.m. – 12:30 p.m.

**MODERATOR: Athena Koepenner, eResources Librarian, University of Central Florida Libraries**

**Sean R. McMahon, Founder & President, Knowtro, Inc.**

**Michelle Valiani, Channel Partner Manager, Yewno Inc.**

Libraries have a long record of creating and improving tools for content discovery, usually leveraging metadata to surface articles, books, and media content. But what if researchers had tools for discovering the knowledge within that content or for revealing novel ideas that warrant exploration? This panel explores two such tools: Knowtro and Yewno. Knowtro extracts findings from published content and helps researchers find, cite, and use scientific research findings in seconds. Yewno assesses meaning from published content and produces a graphical interface for exploring interrelationships between concepts. Speakers introduce their discovery service, what it does and how the technology works, and how it fills a need for researchers. They include a lively discussion of new approaches to discovery, how they relate to—and differ from—traditional content discovery, the role of libraries in evaluating and introducing the new tools to researchers, and coordinating the new technology with existing tools.

**LUNCH BREAK • CASH CONCESSIONS IN THE EXHIBIT HALL**
12:30 p.m. – 1:45 p.m.

**A303 • Services, Tools & Techniques for Discovery**
1:45 p.m. – 2:30 p.m.

**Gary Price, Co-Editor, INFOdocket**

Each day, Price curates thousands of news items and reports to publish online reports that thousands of people depend upon for reliable, usable information. He shares how to build an open web resources database that suits your clients. He elaborates on the tools and techniques he uses to build a timely collection and gives you a road map to build your own!

**A304 • Discovery Services for Local Collections**
2:45 p.m. – 3:30 p.m.

**Sharon Yang, Systems Librarian, & Patricia Dawson, Interlibrary Loan/Instruction Librarian, Rider University**

Web-scale discovery tools are the top-notch search engines. Most American academic libraries have deployed one or two web-scale discovery layers by now. Some libraries acquired discovery tools in the hope of boosting dwindling local borrowings. However, evidence from past research did not earmark an increased use of local collections in spite of a usage pattern change after the implementation of a discovery tool. An increase in the use of journal articles and electronic books has been detected, accompanied by a decrease in local print collections. Can we use discovery services to increase local circulation statistics? This presentation describes a project by two librarians to look into how local collections are presented to users in interface design and information retrieval. Only web-scale discovery tools with a unified index are being examined including EBSCO Discovery Service, Primo, Summon, and WorldCat Discovery Services. Up to now, most research on discovery tools focus on usability studies and the impact of discovery tools on reference and library instruction. No research exists on the presentation of local holdings in web-scale discovery tools. So the research discussed in this presentation intends to serve as a starting point to understand more about how discovery services function and could be improved.

**A305 • Empowering Users of Discovery Systems**
3:45 p.m. – 4:30 p.m.

**Minhao Jiang, Software Development Librarian, Wayne State University**

One of the important philosophies in information retrieval is try best not to fail users’ expectations, which were confirmed and reinforced by earlier user online behavior studies. This idea was made substantial as a box in the libraries’ Bento-Box style discovery system and/or interface. Triggering multiple pieces of technologies, the box can be shown as title match, database match, or best bet, just to name a few. Over time, additional features such as partial title match were also built into the system. Come to this presentation to hear the implementation strategies, and how the library let users empower its system and drive searches for themselves.

**TRACK B • FUTURE & INNOVATION**

**Washington Room**

This series of sessions helps you gain a different perspective and thinking about doing some new and different things in your community. Hear how the LAM communities are partnering, get next-gen tools for Generation Z–Digital Natives, learn how beacons and the Blockchain can be used, and more.

**MODERATED BY: Frank Cervone, University of Illinois**

**B301 • Libraries, Archives, & Museums (LAM): Cross-Sector Collaboration**
10:45 a.m. – 11:30 a.m.

**Konn Bicknell, Digital Resources Librarian, Los Angeles County Metropolitan Transportation Authority**

**Jacqueline E. Chapman, Digital Collections Librarian, Smithsonian Libraries**

Several factors are blurring or sharpening the distinction between libraries, archives, and museums. For example, technological developments such as digitization help us share best practices or lessons learned, but divergent metadata standards pose a challenge
for potential cooperation or collaboration. And while LAM institutions all strive to increase accessibility and embrace diversity, their unique composition and relationships to users have them charting different paths. The speakers are librarians who participated in a year-long national research cohort exploring library, archives, and museum cultures. They share the group’s findings with an eye toward increased interdisciplinary collaboration, cross-sector continuing education, and professional development. Some compelling emergent models for cross-sector projects are highlighted, including blended LAM research events, single-focus projects, innovative research portals, super-regional research platforms and affinity networks, and emerging communities of practice.

**B302 • Gen Z Tech Disruption?**
11:45 a.m. – 12:30 p.m.

*Kerry Keegan, Training & Library Solutions Consultant, Atlas Systems*

It’s time to meet the new kids in town. While you were busy worrying over Millennials, the next generation has silently materialized to form the largest percentage of the United States population. Gen Z (b. 1995–present) has solidified many of the trends initiated by the “Facebook Generation,” but its members should not be simply dismissed as Gen Ys on steroids. Can libraries, notoriously resistant to change, rise to meet the challenges presented by consumers who expect immediacy as the rule, instead of the exception? This session provides an introduction to the first true Digital Natives and an overview of the consumers that our “next gen tools” should actually be targeting.

**LUNCH BREAK • CASH CONCESSIONS IN THE EXHIBIT HALL**
12:30 p.m. – 1:45 p.m.

**B303 • Interactive Campus With Bluetooth Beacons**
1:45 p.m. – 2:30 p.m.

*Laura Kohl, Associate Director, Library Services, & Hugh Hiers, Integration Architect, Bryant University*

In recent years, libraries of all types have become incubators and testing grounds for new technologies for their local communities and customers. Due to the changing nature of libraries, staff have honed the ability to identify innovative applications for new technologies, as well as the necessity to collaborate with a diverse group of stakeholders. Academic libraries see that handheld devices and mobile communication rule the day. Outside of the university, people are being exposed to The Internet of Things, near field communication, geolocation, and other types of interactive experiences, especially at specific points of interest. Institutions of higher education, and more specifically, libraries, can take advantage of this developing “new normal” by implementing low-stakes and low-cost initiatives that create mobile interactive experiences for their communities. Bluetooth beacons are one tool in the litany of mobile technologies with which libraries can easily experiment. At Bryant University, the library has partnered with web and integration services to become the first department on campus to test the application of Bluetooth beacon technology. Learn about the Bluetooth beacon landscape both broadly and relative to libraries and how beacons were implemented in the Bryant library. Strategies for business case generation, cross-departmental collaboration, and technological implementation are discussed as well as the successes and hurdles that Bryant staff experienced and how the library’s willingness to experiment allowed the university to expand this technology to other areas of campus.

**B304 • Blockchain & Possibilities for Libraries**
2:45 p.m. – 3:30 p.m.

*Frank Cervone, Executive Director of Information Technology, School of Public Health, University of Illinois at Chicago*

Cervone discusses Blockchain, a permanent record of transactions that’s transparent to all its users, how it is currently being used in many different ways, and how it might apply to library issues such as copyright and intellectual property.

**B305 • New Tools: Curation & Community Engagement**
3:45 p.m. – 4:30 p.m.

*Christopher Baker, Content Curator, Intellum
Ravi Singh, Executive Director, Demco Software*

This session provides an overview of several new free tools. Intellum is a technology company that provides learning and collaboration solutions to companies including Google, Facebook, and Pinterest. It found that all of its clients struggle with presenting fresh, modern learning content that keeps up with the expectations of their learners. So it hired a team of librarians and professional content curators to help build a solution for identifying and sharing the best of the freely available content on the web. This curriculum tool presents a powerful new approach for reference, patron training and staff training. See how librarians and content curators demonstrate features of the tool and share use cases for libraries of all types. Linked data, a powerful tool that can make all your library’s assets (events, programs, materials, databases and services) discoverable in local web searches, casting the widest net for library outreach is the focus of the second talk. The linking of separate data sources to create superior and more complete repositories of information boosts discoverability of content in search engines. Get a quick overview of Linked Data and the Bibliographic Framework Initiative (Bibframe), including the collecting and connecting of data from Google algorithms, geotagging MARC records, special collections, and calendar feeds. Learn strategies and best practices, especially to promote programs and events on the web to help your library become an increasingly relevant and necessary asset in your community.

**TRACK C • METRICS**

**Regency Ballroom C**

**C301 • Measure the Future: Next-Gen Metrics for Libraries**
10:45 a.m. – 11:30 a.m.

*Jason Griffey, Founder & Principal Consultant, Evenly Distributed LLC; & former Fellow, Berkman Center for Internet & Society at Harvard University; Knight Foundation Grant Recipient*

Imagine having a Google-Analytics-style dashboard for your library building: number of visits, what patrons browsed, what parts of the library were busy during which parts of the day, and more. Measure the Future, with a Knight Foundation grant, is working to make that happen by using open hardware-based sensors that can collect data about building usage that is now invisible. Making these invisible occurrences explicit will allow librarians to make strategic decisions that create more efficient and effective experiences for their patrons. Hear more from the librarian behind this initiative!

**C302 • Outcomes & Impact of Tech Services**
11:45 a.m. – 12:30 p.m.

*Elizabeth Glass, Director, Planning, Policy & Performance Management, & Carmen Ho, Planning Specialist, Toronto Public Library (TPL)*

Public libraries play an essential role in advancing digital inclusion and digital literacy. To date, the outcomes achieved by technology services in public libraries for Ontario residents and communities have not been measured. Funded by the government of Ontario, TPL worked with seven partner libraries to develop an Ontario-based technology service assessment toolkit for libraries to identify priorities for technology services based on evidence, benchmark technology service levels with similar-sized libraries, measure the outputs and outcomes achieved by technology services, and advocate for technology services that support provincial and municipal priorities. The session highlights the recent work in developing the toolkit and the findings from the pilot phases, the essential role of public libraries in advancing digital inclusion and digital literacy, and how this work supports and aligns with existing tools that measure outcomes of library services including ALA’s Project Outcome and Edge.

**LUNCH BREAK • CASH CONCESSIONS IN THE EXHIBIT HALL**
12:30 p.m. – 1:45 p.m.

**C303 • Measuring Research & Maximizing Impact Using Bibliometrics & Altmetrics**
1:45 p.m. – 2:30 p.m.

*Richard Hulser, Chief Librarian & Curator, Natural History Museum of Los Angeles County
Elaine Lasda, Associate Librarian, University at Albany*

Identifying the ways to measure scholarly influence and research impact remains a vital skill for those who work with researchers. This session provides an overview of advances in bibliometrics and altmetrics to enhance understanding of research impact including in the online environment. Bibliometrics, based on citations in scholarly, peer-reviewed literature, remain essential to describing the influence of scholarly output from entities ranging from individuals, journals, institutions, even nations. Newer citation metrics tools and altmetrics measure much more than “who cited whom.” These tools allow for more nuanced understanding of scholarly influence and capture of metrics in days or weeks instead of years. Case study examples show how these tools help provide data analysis and value of research to senior executives at institutions, potential funders and the general public. Attendees from many sectors, including academic, cultural, government, and corporate institutions involved with research, should find this of value.
C304 • Projects, Data, Outcomes: Support for Strategic Planning  
2:45 p.m. – 3:30 p.m.  
Grant Halter, Data Analyst, Oak Park Public Library  
Christa Werle, Public Services Project Manager, Sno-Isle Libraries

As libraries become increasingly data-driven, the need for usable data that demonstrates outcomes in our strategic planning expands. Learn how Oak Park Public Library and Sno-Isle Libraries are creating and navigating data and project processes to inform decisions and measure organizational and community impact. Attendees will also learn about how our roles in data analysis and project management help service managers to implement and operationalize our strategic plan. Our lessons learned are applicable to libraries of all sizes and geographic distribution. Please join the discussion and help our learning too!

C305 • Algorithmic Accountability, AI, Transparency, & Text Analysis Assessment  
3:45 p.m. – 4:30 p.m.  
Laura Gordon-Murnane, Research Tools & Technology Librarian Analyst, Bloomberg BNA  
Alexander Justice, Reference & Instruction Librarian, &  
Susan Archambault, Head, Reference & Instruction, Loyola Marymount University

Today’s headlines boldly proclaim both the beneficial and threatening aspects of artificial intelligence (AI). Leaving aside the hype and the fear-mongering, there is an important aspect of AI that is gaining more and more attention. The issue: How can AI tools be made more transparent? Governments, organizations, and corporate entities are all calling for greater transparency, accountability, and a right to an explanation when AI techniques are used in decision making that can determine if you get a mortgage, go to college, get a job, or get out of jail. Our first speaker explores the issue of algorithmic accountability and transparency, discusses whether governments should regulate AI, corporations set their own standards, and more. Then hear about the tools one library used to assess their virtual reference service with text analysis research by using 6 semesters of 10,000 chat transcripts. They used Voyant and Lexos software to extract words and phrases from the chat transcripts and establish word counts and frequencies, then compared the vocabularies of librarians vs. students in chat reference interviews to improve communication between librarians and their user base; findings are being applied to reference tools and resources. They used the Topic Modeling Tool, adapted from the original Mallet tool, to trace related clusters of words and perform a content analysis on the chat FAQs. Finally, a sentiment analysis using The Subjectivity Lexicon compared student and librarian sentiment. Procedures for all the text analysis techniques are presented, along with key findings and applications.

TRACK D • MANAGEMENT TIPS & PRACTICES  
Regency Ballroom E

D301 • What Our Library Stopped Doing!  
10:45 a.m. – 11:30 a.m.  
Rebecca Jones, Managing Partner, Dysart & Jones Associates  
Laura Soto-Barra, RAD Chief - Research, Archives & Data Strategy, NPR RAD

Every service a library offers, and every task staff perform is an investment for the library. A library’s service and content portfolios must be managed in the same way that a healthy financial portfolio is managed: divest in one area to invest in another. Jones describes a simple “portfolio management tool” that can help libraries identify what services, tasks and content purchases can be stopped, started or continued, and how public and academic libraries have stopped doing things to make way for higher valued efforts. Soto-Barra presents the incredible changes and achievements for NPR’s RAD since they stopped doing “this” to turn their attention to “that.”

D302 • Ruthless Prioritization  
11:45 a.m. – 12:30 p.m.  
Rebecca Jones, Managing Partner, Dysart & Jones Associates

“Prioritization means doing the things that are most important first. If you build products, it means doing the things that create the most customer value first.” Brandon Chu, product director @ Shopify, caught Jones’ attention with this definition and, most importantly, with his framework for prioritizing projects. Come learn the framework and how to use it to ruthlessly focus your and your library’s attention and resources. If we aren’t ruthless, we’ll be redundant.

LUNCH BREAK • CASH CONCESSIONS IN THE EXHIBIT HALL  
12:30 p.m. – 1:45 p.m.

D303 • Supporting Staff With New Tech Implementation  
1:45 p.m. – 2:30 p.m.  
Elizabeth LaRosee, Assistant Director/Emerging Tech Librarian, &  
Meaghan James, Director, Turner Free Library

Implementing new technology and staying abreast of emerging trends are increasingly important for libraries. The first step in supporting your community through new technology is adequately supporting your staff. The session discusses encouraging staff buy-in, effective communication methods, fostering and legitimizing staff concerns, teaching opportunities, and simple tools to empower staff. The entire staff may never all be on board, but this is the time to identify the leaders of your organization, and they might not all be management. Get tips and communication methods for engaging multigenerational and multicultural staff, from Google Hangouts and web forums to Post-its. Gain insights for developing an environment in which staff feel safe to fail or not understand and are willing to ask for help and learn. Using marketing, analytics, and social media to prove an ROI to staff is one of the best ways to create buy-in when it comes to implementing new technology, so these important tools are highlighted.

D304/305 • Failing & Making Tough Decisions  
2:45 p.m. – 4:30 p.m.  
Thomas Hemstock, Electronic Resources Librarian, University of New Hampshire School of Law  
Lenna Bower, Digital Strategies Manager, Montgomery County Public Libraries  
Colleen Harris, Digital & Data Services Librarian, California State University–Channel Islands

In difficult times, incremental change is often not the answer to challenges facing a library. Sometimes, deep and bold changes are needed to innovate and improve the library despite the risks. Hemstock focuses on three bold changes that his law library recently made: shifting hosting and design of its independent website to the larger university, rebuiliding a for-credit research course to include focuses on social justice and other student interests, and moving ebook collection development in new directions. Each of these changes required “crossing the Rubicon” moments and had unexpected complications, but resulted in increased student engagement and satisfaction, a more efficient website, and enhanced usage of ebooks. Hear how! Bower discusses how one public library with 400 staff members spread across 21 branch and multiple office locations helped bring together the staff for collaborative learning and projects. She shares how they used SharePoint Online to build an interactive intranet, the tools staff built, lessons learned during the project, and how these lessons can be applied to intranet or internal communications projects at your library, regardless of size or the specific platform being used. Harris focuses on a flexible approach for building a new data services model, using three pilot projects to illustrate the process: research that faculty conduct with students developing digital humanities journals and community-engaged research repositories and research data management needs for accreditation. She discusses having clear expectations and an understanding of what “pilot-tested services” means by all parties, taking a community-building approach to developing new services and integrating with existing services across campus.

TRACK E • TECH TOOLS  
Regency Ballroom A

E301 • Internet of Things (IoT) & Libraries: What’s the Big Deal?  
10:45 a.m. – 11:30 a.m.  
Paulette Hasier, Chief, Geography & Map Division, Library of Congress

The competition for the hearts and the minds of the information user is fierce. Libraries are struggling to keep up with not only the latest in technology, but the growing amount of data being collected by these technologies. According to a recent study by the publisher IHS, 75.4 billion devices will be connected online by 2025. These devices will create drastic changes in the way that people and organizations obtain information, do business, and transform the use of library space. As librarians plan for their role in this world, where pervasive portable electronics and wearable devices converge with Big Data, how do we create innovative ways to leverage these devices and provide practical applications and new ways of engagement to reach creative solutions? The possibilities of the Internet of Things and for libraries to apply data collected in the future are many-fold. Mass amount of data (Big Data) is being collected; the trends and patterns that emerge from these metrics can help in space planning and determining where and when people are visiting, and as
guides to help shape and push external content about library collections and services and exhibits. Explore current and future examples showing how libraries are embracing this convergence, where you can use a location-based app to explore the library collections, take a virtual tour in the life of books, and simplify your public programs by modeling your use of space and engaging users in exhibits and library programming.

**E302 • Free Online Tools You Didn’t Know You Needed!**
11:45 a.m. – 12:30 p.m.  
Laura Solomon, Library Services Manager, Ohio Public Library Information Network

Ever wondered if there’s a better way to do something? Chances are that someone else has wondered the same thing and had a brilliant idea for a freely available online service. This session is full of tools and services that make you go “AHA!” The web is filled with tools vying for your attention, but some of the best lie waiting under the radar. Learn about these online gems, which you can use to improve your productivity, your work or home life, or share with your friends and colleagues. Discover a plethora of online tools that you probably haven’t heard of but will be glad that (now) you have.

**LUNCH BREAK • CASH CONCESSIONS IN THE EXHIBIT HALL**
12:30 p.m. – 1:45 p.m.

**E303 • Using Video Tools to Connect With Your Customers**
1:45 p.m. – 2:30 p.m.  
David Lee King, Digital Services Director, Topeka & Shawnee County Public Library

You have made video and dumped it to YouTube. But have you “gone live”? This presentation explores the emerging and easy-to-use live streaming tools available to today’s librarian. We examine Facebook Live, YouTube Live, live streaming on Instagram, and Periscope, which allows you to go live on Twitter. Introductions to each will be given, and suggestions for use in a library setting will be provided. We might even “go live”!

**E304 • Appy Times! Virtual Tours & Tangible Communities**
2:45 p.m. – 3:30 p.m.  
Jed Phillips, Head of Technology & User Experience, Ames Free Library  
Oleg Boyarsky, CTO, & Val Boyarsky, COO, Library Automation Technologies Inc.

A simple audio-video tour app, used innovatively, has engaged a little community in a profound way. Phillips presents the low-cost and high-impact process by which his community was granted the power to explore its historic 1883 library through streaming mobile content. With a single download, digital immigrants and natives alike have anytime access to GPS-triggered guided tours and virtual visits of their library architecture, its collections, its Italianate gardens and statuary, and greater community history. Practical information on the various resources and steps necessary to replicate this hugely successful project are outlined. The next presenters examine the most popular digital signage tools and strategies, discuss what is a truly “state-of-the-art” approach, and share real-life case studies.

**E305 • OpenRefine: Cleaning & Standardizing Data**
3:45 p.m. – 4:30 p.m.  
Jerry Waller, Systems Librarian, Carol Grotnes Belk Library

Working with semi-structured or malformed data requires skills that cross disciplines. Fortunately there are tools that make cleaning and standardizing data easier. Waller provides an introduction to OpenRefine: basic strategies for its use; necessary technology and software and the Chrome browser, or its open-source sibling, Chromium, which are needed for full compatibility with OpenRefine’s user interface. He also shares how he used SAS and OpenRefine to make the data sparkle and ensure a successful migration.

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**EXHIBIT HOURS**

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<tr>
<th>Date</th>
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<tr>
<td>Tuesday, April 17</td>
<td>4:00 p.m. – 6:00 p.m.</td>
<td>Grand Opening Reception</td>
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<td>Wednesday, April 18</td>
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Check your email or power up your laptop or other mobile device at the Power Lounge, a special area located in the Exhibit Hall. (Device chargers not provided.)

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**An Essential Guide for the Taxonomist!**

*The Accidental Taxonomist* is the most comprehensive guide available on the art and science of building information taxonomies. Heather Hedden—a leading taxonomy expert and instructor—walks readers through the process, displaying her trademark ability to present highly technical information in straightforward, comprehensible English.

In this fully revised second edition, Hedden provides updates on taxonomy standards, development techniques, and career opportunities for taxonomists. She presents fresh survey data and offers new and expanded coverage of such critical topics as taxonomy testing, metadata, linked data, and SharePoint. Drawing on numerous real-world examples, she explains how to create terms and relationships, select taxonomy management software, design taxonomies for human versus automated indexing, manage enterprise taxonomy projects, adapt taxonomies to various user interfaces, and more.

ISBN 978-157387-528-8 • 496 pp/softbound • $39.50 • ebook also available

Heather Hedden will be signing copies of *The Accidental Taxonomist, Second Edition* at the Information Today, Inc. Booth on Tuesday, April 17, 5:00–6:00 P.M.
Listen and learn at a series of free Cybertours and information sessions for all Computers in Libraries 2018 Exhibit Hall visitors. Taking place at the CyberCorner in the Exhibit Hall, these Cybertours cover a range of topics and subject areas. They are open to all and add value to your visit. Space is limited so it’s first-come, first-served. Join our net-savvy web experts for a look at their favorite sites and topics! There is no need to register, simply pick the Cybertour of interest to you and arrive at our CyberCorner within the Computers in Libraries 2018 Exhibit Hall at the appropriate time.

WEDNESDAY, APRIL 18

Create Once Publish Everywhere (COPE)
11:00 a.m. – 11:15 a.m.
Roy Degler, Associate Professor, Digital Library Services, Digital Resources and Discovery Services, Ohio State University
Explore how to adapt NPR’s Create Once Publish Everywhere (COPE) model to a library’s website(s) and resources. Degler covers coping strategies to alleviate the frustration of editing or correcting out-of-date and conflicting content across a variety of online resources. Example approaches include syncing navigation menus, repurposing content, and abstracted URLs across the library’s websites, resources, LibGuides, and discovery platform. Get lots of tips and tricks to use in your environment!

Transitioning to Open Source
11:30 a.m. – 11:45 a.m.
Michael W. Kucskak, Assistant Dean & Chief of Staff, Virginia Tech University Libraries
Nathan Curulla, Owner, CRO, ByWater Solutions LLC Koha Global Community
Virginia Polytechnic Institute and State University is transitioning to open source as their next Library Management System of the library’s 1.5 million plus holdings. They are also creating a unified catalog allowing students to easily find all of the resources needed in one interface. Hear how the decision was made by The Virginia Tech University Libraries for this large scale academic library adoption, their challenges and experiences.

Doing Online Research & Ordering a Salad: Similar?
12:00 p.m. – 12:15 p.m.
Adam Blackwell, ProQuest
If you’re in a hurry and just need to eat, then pretty much any salad will satisfy you. But if you’re training for an iron man and observing a strict ketogenic diet, you’ll likely have strong and specific preferences about what goes into your salad. Research is not so different. When you use online databases, what constitutes an optimal experience is almost entirely a function of what you’re trying to achieve. Learn how the development of highly responsive and adaptive platforms can help researchers achieve their objectives far more efficiently than ever before.

Improving Customer Digital Experience: Research
12:30 p.m. – 12:45 p.m.
David Folmar, Emerging Technology Librarian, MLIS and Communication Consultant, University of Maryland & Author, Game It Up! Using Gamification to Incentivize Your Library
A federally-funded project led by Univ. of Maryland’s Schooll will be implementing a new auto-personalization system in several test libraries 2018-19. Library patrons can use the system to choose and automatically store their preferred settings in the cloud, which instantly change the computers in libraries, schools, work, and home to a form that is easier for them to understand and use. This will improve the digital experience for people with diverse abilities, skills and interests, including those experiencing barriers to computer use because of disabilities, aging, or low digital literacy. Hear more from our speaker.

Marketing Tips from Award-Winning Libraries
1:00 p.m. – 1:15 p.m.
Jill Konieczko, Zimmerman Associates, Inc.
Looking for new and novel ways to increase your library’s traffic and maximize your outreach efforts? Join this Cybertour for marketing ideas from three award-winning federal libraries, staffed by Zimmerman Associates, Inc.

Leveraging Data & Learning Outcomes: Tech Toolkit
1:30 p.m. – 1:45 p.m.
Marianne Giltrud, Faculty Librarian Instruction, Prince George’s Community College
Get tips on doing an assessment of information literacy instruction and mapping it to student learning outcomes, ACRL Framework and the AACU rubric for learning. Hear how this library used LibWizard to create the pre-and post-test, embedded in a private LibGuide and then deployed in selected classes using NetSupport Tutor or Blackboard Learning Management System. With a baseline of learning outcomes, results were analyzed using the LibWizard reports as well as Voyant Tools to analyze free text comments. Hear the results and get some info on the tech tools they used.

Customer-Focused Thesauri
2:00 p.m. – 2:15 p.m.
Heather Hedden, Senior Vocabulary Editor, Gale/Cengage Learning
Thesauri support consistent indexing, and high precision and recall in retrieval in research databases, but on the customer end, thesauri are often overlooked in user interfaces which promote a simplified search experience. Hear about the features and benefits of a thesaurus, how the “hidden” thesaurus can be found, and see through subscription database demos and screenshots. As editor of the Gale subject thesaurus, our speaker hopes to encourage librarians to guide, train, and/or provide documentation to users to encourage them to find and make use of a database’s thesaurus to get the most accurate results.

Dealing with Link Rot & Reference Rot
2:30 p.m. – 2:45 p.m.
Laura Gordon-Murnane, Emerging Technologies Librarian, Library, Bloomberg BNA
Experienced the problem of dead links and getting the dreaded 404 page not found notice? Link Rot affects scholarship, legal opinions, and scientific research. An even more troubling problem is reference rot where the links still work but the content is altered in such a way that it no longer reflects the original text. Recent studies point out that both link rot and reference rot are eroding the accessibility and reliability of Supreme Court opinions, legal scholarship, and scientific research. Hear more about the problem and various solutions being offered to prevent the loss of important scholarly, scientific, and cultural content.

Sustainable 3D Printing
3:30 p.m. – 3:45 p.m.
Nick Tanzi, Assistant Director, Technology Services, Mastics Moriches Shirley Community Library
Thinking of purchasing your first 3D printer but not sure where to start? Already own one but feel it’s underutilized? This talk is dedicated to ensuring that 3D printing at your library is successful and sustainable! Learn how to train staff, develop programs and services for the public, market your library’s 3D printer and communicate value to stakeholders.

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Using the Crossref REST API within Scholarly Workflows

11:00 a.m. – 11:15 a.m.

Patricia Feeney, Head, Metadata, Crossref

The Crossref REST API lets anyone search, filter, facet and sample Crossref metadata related to over 90 million content items with unique Digital Object Identifiers (DOIs). It’s free to use, the code is publicly available and end-users can do whatever they want with the data. In exposing the authoritative cross-publisher metadata to the community in this way, it becomes more accessible, functional and much simpler to integrate with third party systems and services (from the publisher and the end-user side). Smoother workflows and increased discoverability using existing publisher processes—what’s not to like? Hear how third parties can, and do use the API to integrate publisher metadata into their own products and services, e.g. Coko Foundation’s Pubsweet ‘science blogger’ alpha, Kudos, Authorea, Open Tree of Life, JournalHub, Impactstory. Also hear about the potential of this API in helping streamline OA workflows within academic institutions.

Usable & Helpful Tutorials for International Students

11:30 a.m. – 11:45 a.m.

Yu-Hui Chen, Subject Librarian for Education & East Asian Studies, State University of New York
Carol Anne Germain, Information Literacy Librarian, University at Albany

Hear about tests for usability and effectiveness for a suite of tutorials created for international students. The testing asked students to think aloud during the process of performing the tasks and going through the tutorial. These sessions were recorded through audio, video, and note-taking, and a brief exit survey. Tests showed that prior to taking the tutorial the majority of the participants did not use the library online catalog as their starting point, instead opting for the Google-like e-Discover search engine. After taking the tutorial, most participants began their searches with the library online catalog. Get tips and useful guidelines for developing usable and helpful tutorials.

Negotiating Successfully with Vendors

12:00 p.m. – 12:15 p.m.

Richard Husler, Chief Librarian and Curator, Natural History Museum of Los Angeles County

According to Outsell, the Information Industry generates over $700 billion in revenue to the vendors servicing the library community. Academic Libraries spend $7 billion per year. $4 billion of this on acquisition of products and technology to serve users. Libraries deal with hundreds, even thousands of unique vendors every year. And budgets are generally flat or constraining. Husler discusses the negotiation process and how the drivers impact negotiations between vendors and libraries. Be better prepared for your next negotiation.

Guide to GIF

12:30 p.m. – 12:45 p.m.

Meghan Kowalski, Head of Preservation, Mullen Library, The Catholic University of America
Kirsten Mentzer, Technology Specialist, Northern Virginia Community College’s Medical Education Campus

GIFs are everywhere, but how do you make the most of them? GIFs can be a valuable tool for emotionally engaging your social media followers particularly those in younger generations. This Cybertour discusses best practices for using GIFs including how to find the right GIF, the types of GIFs available, and GIF management. It looks at the way GIFs are used to denote irony, humor and sarcasm, and emotional reaction as well as the power of GIFs in regards to racial emotional labor, contextual implications, and directive emotional impacts. Hear how GIFs can be made more accessible to your users.

Podcasting “How To” A-Z

1:00 p.m. – 1:15 p.m.

Chris DeCristofaro, Technology Librarian, Sachem Public Library
Robert Johnson, Manager of Information and Technology Services, Emma S. Clark Memorial Library, Suffolk County Library Association

Podcasting is a growing form of entertainment and information. Whether connected to a maker space or on its own, podcasting can be a valuable addition to any library. This talk demonstrates what it takes to set up a podcast for a library and for patrons starting with the concept to hardware, software, hosting and launch.
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**SPEAKER DIRECTORY**

**CONFERENCE CONVERSATIONS & DINE AROUNDS**

Computers in Libraries is all about conversations. In addition to the ones you’ll find in the session rooms, hallways, and exhibit hall; remember to check out the conference blog at libconff.com. Follow and participate in digital conversations on Twitter @CILDC, Facebook, LinkedIn, and more. See the message board in the registration area for more information on how you can dine with colleagues at some of the best local restaurants.
The following is a list of exhibitors and a map of the Exhibit Hall at Computers in Libraries 2018. The industry’s most important companies are exhibiting at the 2018 conference, giving attendees an extraordinary opportunity to sample the latest in library automation and technology.

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American Psychiatric Association Publishing
800 Maine Avenue, S.W., Suite 900
Washington, DC 20024
www.psychiatryonline.org

Booth No. 219
American Psychiatric Association Publishing is the world’s premier publisher of books, journals, and online products designed to advance the science of psychiatry and all mental health professions.

Association for Computing Machinery
2 Penn Plaza
New York, NY 10121
dl.acm.org

Booth No. 106
ACM is the world’s largest educational and scientific computing society, and delivers resources that advance computing as a science and a profession. ACM provides the computing field’s premier digital library and serves its members and the computing profession with leading-edge publications, conferences, and career resources.

Atiz Innovation, Inc.
2442 S Western Avenue
San Pedro, CA 90732
www.atiz.com

Booth No. 416
The BookDrive is a V-shaped cradle scanner used by more than 4,000 institutions around the world since 2006. When bound content cannot be destroyed and must be preserved for future generations, a BookDrive is the preferred method of digitization. Our prices start at $6,500. Please stop by our booth for a free demo.

AtoZdatabases
11211 John Galt Blvd.
Omaha, NE 68137
atozdatabases.com

Booth No. 104
AtoZdatabases.com is the premier provider of reference databases for libraries and government institutions. AtoZ offers free job search—more than 7 million jobs available, background/criminal search, business profiles, people finder and mailing lists/sales leads on more than 30 million businesses and 240 million consumers. Plus… a free 30-day trial!

BiblioCommons
119 Spadina Avenue, Suite 1000
Toronto, ON M5V 2L1
www.biblicommons.com

Booth No. 420
BiblioCommons provides the only complete digital experience platform for public libraries, featuring intuitive search, community engagement, and seamless integration of services. The BiblioCore catalog is fully mobile-friendly and works with all major ILSs. BiblioWeb is a complete website solution that aims to change the way your library engages patrons online.

Brainfuse
271 Madison Avenue
New York, NY 10016
www.brainfuse.com

Booth No. 518
Brainfuse, America’s premier online tutoring and job coaching service, provides patrons of all ages live tutoring, writing lab support, test prep, and career/resume assistance. Learn more at our website.

ByWater Solutions, LLC
P.O. Box 1346
Santa Barbara, CA 93102
www.bywatersolutions.com

Booth No. 317
ByWater Solutions provides implementation, hosting, support, training and custom development for the first web based and open source library management system, Koha. With more than 8 years of experience and more than 1,000 libraries supported, ByWater and Koha are quickly becoming industry leaders in high-quality support services for your LMS needs.

Communico
750 East Main Street
Stamford, CT 06902
www.communico.co

Booth No. 220
Communico helps libraries increase their usage via a suite of integrated, cloud-based applications. Some of the cloud-based applications include CMS, website, widget builder, calendar, event management, room booking, asset management, interactive digital signage, iOS, Android patron apps, the catalog reinvented, integrated self-check, and mobile staff devices.

Comprise Technologies
1041 Route 36
P.O. Box 425
Navesink, NJ 07752
www.comprisetechnologies.com

Booth No. 412
Comprise offers the only PCI-compliant payment system encompassing point of sale, online, and in-library self-service transactions with a full portfolio of consolidated reports. Every day, libraries use our revolutionary system to process tens of thousands of dollars in payments for print services, fines, fees, and donations—most of it without staff involvement! Our unified payment system is compatible with all leading ILSs. We work directly with our customers and are committed to their satisfaction 24/7. Learn how your library can begin building a unified payment system and offer convenience to your patrons at the same time!

D-Tech International
251 Ranger Road, Unit 1
Rio Grande, NJ 08242
www.d-techinternational.com

Booth No. 315
Leaders in library IT self-service solutions. ComputeIT offers a cost-effective solution to secure and dispense Laptops, iPad, and Macs whilst fully charging and monitoring devices, giving your patrons an enhanced and positive experience of your facility.

Demco Software
4810 Forest Run Road
Madison, WI 53704
www.demcosoftware.com

Booth No. 314
Get ready to reach more people and boost your community connections. The Demco Discover Software Suite makes it easier to do everything—from creating and promoting popular programs to sharing insights and measurable outcomes—so you can drive your library’s mission forward.

DLSG at Image Access
543 NW 77th Street
Boca Raton, FL 33487
www.dlsg.com

Booth No. 320

EBSCO
10 Eustes Street
Ipswich, MA 01938
www.ebsco.com

Booth No. 217
EBSCO provides discovery services, online research content (databases, archives, ebooks, ejournals and epackages) and subscription management services for all types of libraries. For more information, visit the EBSCO website. EBSCO Information Services is a division of EBSCO Industries Inc., a family owned company since 1944.

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