INTERNET LIBRARIAN INTERNATIONAL
The Library Innovation Conference
16 & 17 October 2018
Olympia London, UK

Conference and
Sponsor & Supporter Showcase
16 & 17 October 2018

Workshops
15 October 2018

www.internet-librarian.com

Keynotes

Katherine Skinner,
Executive Director,
Educopia Institute, USA

Martin Hamilton,
Futurist,
Jisc, UK

Join the buzz
#ili2018
Networking

To help you get the most from your conference experience, ILI hosts a range of fun and informal social events over the 3 days.

SLA Europe Drinks
Monday 15 October, 18.30 – 21.30
SLA Europe invites all ILI colleagues to an informal drinks social at The Havelock Tavern, 57 Masbro Road, Brook Green, London W14 0LS, a few minutes’ walk from Olympia. Both members and non-members are welcome so join in if you’re already in town on Monday evening.

Delegate lunches
Included in your delegate fee, continue your learning experience over lunch with your library and information colleagues from around the world.

Dine-arounds
Looking for a fun evening in good company? If you would like to join other delegates for dinner, networking and discussion at a nearby restaurant please sign up at the conference registration desk. Discussion topics will include web search, user experience, content creativity and engagement.

View the venue options and sign up at www.internet-librarian.com/2018/Dinearounds

Conference Reception
Join ILI organisers, Information Today, to celebrate ILI’s 20th birthday at an informal drinks reception from 17.30-18.30 on Tuesday 16 October in the ILI Sponsor & Supporter Showcase.

Book signing
Authors Heather Hedden (The Accidental Taxonomist) and Dan Reamy (Deep Text) will be signing copies of their books during the drinks reception. Don’t miss this chance to meet the authors and grab a 30% discounted copy.

AIIP
The Association of Independent Information Professionals (AIIP) and AIIP President Cindy Shamel, who will be at ILI, invite fellow independent information professionals (members and non-members) to snacks, tapas and an evening of socialising immediately following ILI’s conference reception on Tuesday 16 October.

UKeiG Award announcement
Join UKeiG to hear the names of the winners of this year’s prestigious Jason Farradane Award on Wednesday 17 October at 12.15 in the Auditorium. The Tony Kent Strix Award will be presented at the Strix Annual Lecture in London on 23 October.

Follow the conference on social media
Join the conversation throughout the conference #ili2018

NOTE: The organisers and management of Internet Librarian International (ILI) reserve the right to make necessary changes to this programme. Every effort will be made to keep presentations and speakers as represented. However, unforeseen circumstances may result in substitution of a presentation topic and/or speaker. Information Today Inc/Ltd assume no liability for the acts of their suppliers nor for the safety of any Internet Librarian International (ILI) participant while in transit to or from this event. The total liability during the precise hours of the meeting will be limited to a refund of the delegate fee.
Welcome

Welcome to ILI 2018. We’re delighted that you have joined us this year to help celebrate ILI’s 20th birthday.

When ILI began in 1999, the first dot com bubble was in full swing and sci-fi film *The Matrix* was released. That year, SMS texting was just taking off, and ‘wifi’ was listed for the first time in the Oxford English Dictionary. Google and Amazon were not yet the global giants they are today. Social media, Wikipedia, smart phones and tablets were several years away, and open access was yet to become a reality.

With hindsight, the mid-aughts were remarkable: between 2004 and 2007 we saw the launch of YouTube, Twitter, the iPad, Kindle and iPhone – just in time for ILI’s 10th birthday in 2008.

All of those developments – and the impact they were having on the information landscape – were of course discussed at ILI. But ILI has never just been about the technology. The focus has always been on the many ways in which libraries and info pros from all sectors have created ground-breaking and imaginative services that deliver real impact to their organisations and their users. And that’s what we’ll be celebrating this year.

We encourage you to move freely between any of ILI’s six conference tracks:

- Future focus: the next-gen library, the next-gen librarian
- Understanding users, usage and UX
- Inclusion and inspiration: libraries making a difference
- Content, collections, collaborations
- Magical marketing
- New learning and new scholarly communications

Tech-led innovations feature in every track and the role of libraries in supporting inclusivity, diversity and community is celebrated throughout the programme.

In addition, there are informal activities for all at ILI Extra, including one hour mini-workshops on digital inductions and digital interactive writing, a pop-up ‘Glass Room’ workshop, an interactive treasure hunt, live podcasting, and an invitation-only workshop specially designed to give new info pros the chance to join in with the ILI experience.

So, while much has changed since the first ILI conference, it’s been incredibly exciting to see so many inspiring and transformative projects showcased at the conference over the years, and we look forward to ILI delegates sharing many more innovations this year, and into the future.

We want to ensure you get maximum impact from your participation. Take some time to review the programme in this Event Guide or online and plan your possible route through the conference (although be prepared to be flexible too – you may change your mind!).

If you have any questions, please come and visit us at the conference reception desk or speak to any of us on the conference floor.

*The ILI Team*

www.internet-librarian.com
# Conference at a glance

## Day 1  Tuesday 16 October

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<th>Time</th>
<th>Track A</th>
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<td>09.00 - 10.00</td>
<td>KEYNOTE</td>
<td>UNDERSTANDING USERS, USAGE AND UX</td>
<td>INCLUSION AND INSPIRATION: LIBRARIES MAKING A DIFFERENCE</td>
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<td>COFFEE BREAK – SPONSOR &amp; SUPPORTER SHOWCASE OPENS</td>
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<td>16.45 - 17.30</td>
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### Track A: Future Focus: The Next-Gen Library, The Next-Gen Librarian
1. **A101**
   - AI, robots, machine learning and libraries
   - *Page Runner 2045 – welcome, our robot overlords!*
2. **A102**
   - Future-focused innovation and inclusivity
   - *CASE STUDY Taking on a new leadership challenge: student-focused learning in Artificial Intelligence*
3. **A103**
   - The diverse workforce
   - PANEL: The diverse workforce

### Track B: Understanding Users, Usage and UX
1. **B101**
   - UX in the stacks
   - UX – rediscovering the normal
2. **B102**
   - Tech to enhance UX
   - Conversations in the library: using tech to enhance UX and create user-centred services
   - *CASE STUDY Using AR to enhance user experiences*
3. **B103**
   - Data-driven decisions
   - *CASE STUDY Analysing the overlap: data driven decision-making*
   - *CASE STUDY Barcoding bamboo and brass: cataloguing solutions for a materials library*
   - *CASE STUDY Using Google apps to improve data collection and analysis*

### Track C: Inclusion and Inspiration: Libraries Making a Difference
1. **C101**
   - Inclusion and participation
   - *CASE STUDY Reading Ahead: enhanced opportunities*
2. **C102**
   - Digital, diverse, open
   - Building digital libraries for all
3. **C103**
   - A place for all – encouraging a community of reading
   - *CASE STUDY Read more, talk more: inspiring grown up readers*
   - *CASE STUDY Tweet me: using Twitter to connect students globally*
   - *CASE STUDY Using Instagram to encourage reading*

## Conference Highlights

- **9.00 - 10.00** **KEYNOTE** (Auditorium)
  - Cultivating knowledge communities

- **10.00 - 10.30** **COFFEE BREAK – SPONSOR & SUPPORTER SHOWCASE OPENS**

- **10.30 - 11.00** **Track A**
  - **A101**: AI, robots, machine learning and libraries
  - **A102**: Future-focused innovation and inclusivity
  - **A103**: The diverse workforce

- **10.30 - 11.00** **Track B**
  - **B101**: UX in the stacks
  - **B102**: Tech to enhance UX

- **10.30 - 11.00** **Track C**
  - **C101**: Inclusion and participation
  - **C102**: Digital, diverse, open

## Breaks
- **13.15 - 14.30** **LUNCH BREAK AND VISIT THE SPONSOR & SUPPORTER SHOWCASE**

- **14.30 - 15.15** **Track A**
  - **A104**: Skills for the next-gen librarian

- **14.30 - 15.15** **Track B**
  - **B104**: User-driven initiatives

- **14.30 - 15.15** **Track C**
  - **C104**: Mentoring communities

- **15.30 - 16.15** **Track A**
  - **A105**: Research data management roles

- **15.30 - 16.15** **Track B**
  - **B105**: Demonstrating impact

- **15.30 - 16.15** **Track C**
  - **C105**: Ethics, privacy and fighting the fake

## Additional Events

- **16.15 - 16.45** **TEA BREAK IN THE SPONSOR & SUPPORTER SHOWCASE**

- **16.45 - 17.30** **Track A**
  - **A106**: Next-gen search skills

- **16.45 - 17.30** **Track B**
  - **B106**: Onboarding and engaging new students

- **16.45 - 17.30** **Track C**
  - **C106**: Inspiring participation

## Additional Activities

- **17.30 - 18.30** 20th birthday drinks reception
Day 2  Wednesday 17 October

09.00 - 09.45  •  KEYNOTE  (Auditorium)
Fantastic future? Predicting promise and peril

10.00 - 10.30  •  A201  
Curation, creation, collaboration
Opening up collections with digital interactive fiction and literary games

10.00 - 10.30  •  B201  
Live, love, librarian — the power of the podcast
CASE STUDY: Librarians with lives: the power of the podcast

10.00 - 10.30  •  C201  
Bluffer’s guide to blockchain technologies
CASE STUDY: Trustworthy technology: ARCHANGEL and the future of digital archives

11.00 - 12.00  •  A202  
Communities collaborating to create knowledge collections
CASE STUDY: Spoken traditions and digital resources: a Pacific island journey
CASE STUDY: A moving story of data: acting locally, thinking globally
QUICK WIN SESSION: Using LibAnswers to track SFX Broken link reports

11.00 - 12.00  •  B202  
Loud in the library: music, events and exhibitions
CASE STUDY: Live music in the library
CASE STUDY: Telling the story of a live music venue – a librarian-led research project
QUICK WIN SESSION: Amplifying your event: who, what, where, when, why and how

11.00 - 12.00  •  C202  
Resources for the 21st century scholar
CASE STUDY: Building a home for digital content
CASE STUDY: Resource access for the 21st century
QUICK WIN SESSION: Scholarly content in the flow – lean approaches to scholarly resources

12.15 - 13.00  •  A203  
National scale collaboration
CASE STUDY: Collaboration between libraries – a library support system
CASE STUDY: Community collaboration and the Jisc National Bibliographic Knowledgebase

12.15 - 13.00  •  B203  
Invisible or virtual — new ways to market the library
CASE STUDY: Welcome to the Invisible Library: is anybody here?
CASE STUDY: Virtual heritage on tour

12.15 - 13.00  •  C203  
Collaboration to support learners
CASE STUDY: Guiding learner journeys: the role of the humble reading list!
CASE STUDY: Collaborate to innovate: library makerspaces across the California State University system

13.00 - 14.15  •  LUNCH BREAK AND VISIT THE SPONSOR & SUPPORTER SHOWCASE

14.15 - 15.15  •  A204  
Panel session: The wonderful world of web archiving
Web archiving across borders
Web archiving collaboration in The Netherlands
Curating 12 million websites
PROMISE: Preserving Online Multiple Information: towards a Belgian strategy

14.15 - 15.15  •  B204  
Promoting the library and library services
CASE STUDY: activee: Promoting digital opportunities beyond the library
CASE STUDY: Framing the community: how a digital newspaper can benefit every type of library
CASE STUDY: Working with local culture: building and strengthening community-relations to the library and literature via local media

14.15 - 15.15  •  C204  
New models for scholarly engagement
CASE STUDY: Delivering a transnational service: connecting Scotland and Mauritius
CASE STUDY: The rise and fall of virtual community of scholars
Removing barriers to digital scholarship with a new Gale platform

15.15 - 15.30  •  TEA IN THE SPONSOR & SUPPORTER SHOWCASE

15.30 - 16.00  •  FINAL KEYNOTE AND CONFERENCE ROUND-UP
20 years in 20 minutes
**Workshops**  Monday 15 October

**W1 WORKSHOP 1**

**Search Skills Academy 2018**

Artificial intelligence, new and different algorithms, machine learning, mobile and voice interfaces, and innovative technologies alter how we create searches, find and evaluate material, and teach others to be better searchers.

Search tools are in a constant state of flux. Search engines add, change and remove search functionality on a regular basis, which makes it difficult to keep up to date, to teach good search practice and to remain on top of current practice.

To plan for the future, we must understand the present, both in terms of search and how this plays out for our clients, students, and colleagues in the real world.

Search Skills Academy focuses on the fundamental skills, the practical approaches to faster, better and more effective searching, and important and useful resources.

This workshop includes hands-on search exercises, with intriguing research questions and illustrative strategies, plus demonstrations and practical examples of search skills.

**About the workshop leaders**

**Karen Blakeman** provides training and consultancy on the use of the internet for business, social and collaborative web tools, and on accessing and managing information resources.

**Marydee Ojala** edits *Online Searcher* magazine, writes for information industry publications, and is a frequent speaker at international conferences.

**Arthur Weiss**’ company, AWARE, helps clients uncover the information they need for effective business decision making.

**W2 WORKSHOP 2**

**Marketing your library service: principles and actions**

This is a hands-on and interactive workshop which breaks library marketing down into manageable chunks, free of jargon and gimmicks. Above all the focus is on tying your library promotion together into effective marketing campaigns.

We’ll look first at communication types, and then work on segmenting your audience and tailoring messages for each group. We’ll cover Word of Mouth Marketing, feedback methods, and how to simplify key messages without dumbing down.

In the afternoon we’ll look at online publishing and social media, alongside marketing with video, before tying everything together in a strategic marketing plan. Delegates will get a template marketing campaign document to work on in the session and then take back to their own institutions to develop.

Everything in this workshop is designed to be applicable right away, whether you want to better communicate the value of a particular service, or to market your entire library.

**About the workshop leader**

**Ned Potter** is an Academic Liaison Librarian at the University of York, and a Trainer for various organisations including the Bodleian and the British Library in the UK, and PICS in Australasia. His book *The Library Marketing Toolkit* was published by Facet in 2012. Ned can be found online at ned-potter.com and on Twitter at @ned_potter.
UNLEASH THE POWER OF IMAGINATION

Gale Digital Scholar Lab is a NEW cloud-based research platform that allows users to apply natural language processing tools to raw text data (OCR) from Gale Primary Sources. As a research tool, the Lab removes key barriers to entry into digital scholarship, and delivers more value to your Gale Primary Source Collections.

gale.com/dsl

TO FIND OUT MORE, VISIT US AT OUR STAND
The URI AI Lab aims to break down traditional silos to bring inclusivity and future-focused innovation. Through close interdisciplinary collaboration, the efforts by setting up the AI Lab, the first of its kind in a library setting. The University of Rhode Island (URI) Libraries are taking on this challenge and leading courses in these subjects. The expectation that libraries should actively support student-focused learning in Artificial Intelligence (AI) is growing as more colleges and universities offer new education and skill building in data science and AI is already rolling out the welcome mat for our robot overlords? This session will explore Artificial Intelligence in general, and its potential impact on the library field.

**Cultivating knowledge communities**

Katherine Skinner, Executive Director, Educapia Institute, USA

Katherine Skinner is the Executive Director of the Educapia Institute, a US-based non-profit run by a small group of individuals with a passion for building communities, connecting like-minded people, and using collective action to advance libraries, archives, museums, and publishers. Katherine will share stories about how impact becomes magnified when institutions band together – and she’ll dare us all to align our actions to make system-level changes that favour knowledge and memory.

**UX in the stacks**

Moderator: Ken Bicknell, Los Angeles County Metropolitan Transportation Authority, USA

UX – rediscovering the normal

Bryony Ramsden, University of Huddersfield, UK

User experience research in libraries is finally becoming an accepted method of learning about patterns of usage, behaviours, and preferences. Like any research method, there are highs and lows when engaging with it. This session serves as an overview of the things that are wonderful and exciting about UX and the problems and pitfalls that can be encountered, as we all endeavour to redesign the normal of our library users.

**Tech to enhance UX**

Moderator: Bryony Ramsden, University of Huddersfield, UK

Conversations in the library: using tech to enhance UX and create user-centred services

Kate Lomax and Carlos Izsak, Artefacto, UK

CASE STUDY Using AR to enhance user experiences

Bruce Massis, Columbus State Community College, USA

How can we utilise new and emerging techniques to help give people a delightful and meaningful experience every time they visit the library? We’ll hear about conversational interfaces, bots, UX, touch displays, proximity tech and open data. At Columbus State Community College the library has used an AR app to showcase art exhibitions and poetry readings.

**Digital, diverse, open**

Moderator: Liz McGettigan, SOLUS, UK

Building digital libraries for all

Jesper Klein, National Library of Sweden/The DAISY Consortium, Sweden

James English, Library, USA

What are the impacts of digital transformation (open tech standards, user-centric design, open source etc.) on accessible reading – and what role can libraries play in this inclusive ecosystem? The Daisy Consortium works across the globe to improve accessibility and inclusivity – getting traction from big publishing corporations, tech giants and leading libraries. Hear how Library Simplified – initially developed at The New York Public Library with funding from the Federal Government’s Institute for Museum and Library Services – is being supported and implemented nationwide by a non-profit library service provider Lyrasis, to deliver benefits to users of hundreds of US public libraries.

Katherine Skinner is the Executive Director of the Educapia Institute, a US-based non-profit run by a small group of individuals with a passion for building communities, connecting like-minded people, and using collective action to advance libraries, archives, museums, and publishers. Katherine will share stories about how impact becomes magnified when institutions band together – and she’ll dare us all to align our actions to make system-level changes that favour knowledge and memory.
13.15 - 14.30  •  LUNCH BREAK AND VISIT THE SPONSOR & SUPPORTER SHOWCASE

The diverse workforce
Moderator: Natasha Chowdory, University Hospitals Coventry and Warwickshire (UH&CW) NHS Trust, UK

PANEL: The diverse workforce
Marisol Moreno Ortiz, Oregon State University, USA
Natasha Howard, Aubrey Keep Library, North East London NHS Foundation Trust, UK
Joshua Sendall, Lancaster University, UK

Are we doing all we can to attract, support and nurture a diverse profession? This panel session includes ideas, experiences and practical suggestions for ensuring a rich and diverse workforce and includes a case study of the creation of a diversity scholar’s programme.

12.15 - 13.15  •  A103
The diverse workforce  

12.15 - 13.15  •  B103
Data-driven decisions
Moderator: Alison McNab, University of Huddersfield, UK

CASE STUDY Analysing the overlap: data driven decision-making
Trevor Hough, University of Leeds, UK

CASE STUDY Barcoding bamboo and brass: cataloguing solutions for a materials library
Amy Andres, Virginia Commonwealth University School of the Arts in Qatar, Qatar

CASE STUDY Using Google apps to improve data collection and analysis
Amy O’Donohoe, Royal Holloway University, UK Special Libraries Association, UK

Effective data collection and analysis helps librarians understand the needs of the user, develop relevant and useful services, manage costs and demonstrate effectiveness and value. Hear how a library reviewed its database usage to measure overlap and uniqueness. In a materials library, a new system to catalogue a collection of objects contributed to evidence-based decision-making and the ability to demonstrate institutional effectiveness and value. A university library used Google apps to create a goldmine of data that is actively used for service development.

14.30 - 15.15  •  A104
Skills for the next-gen librarian
Moderator: Marydey Ojala, Online Searcher magazine, USA

PANEL: Skills for the next-gen librarian
Pam McKinney, University of Sheffield, UK

The changes we’ve seen in libraries during the past 20 years have been remarkable and there’s no reason to think the next 20 won’t be equally so. Although no one’s crystal ball is infallible (weren’t we supposed to have flying cars by now?), this expert panel will take their best shot at predicting what skills, new roles, and different opportunities will be open to us in the future, both from the perspective of the practitioner and the educator.

15.30 - 16.15  •  A105
Research data management roles
Moderator: Alison McNab, University of Huddersfield, UK

CASE STUDY Research data management and Wikimedia commons
Nick Sheppard, University of Leeds, UK

CASE STUDY An open and integrated research data repository landscape in Canada
Peter Webster, Saint Mary’s University, Canada

Two librarians share stories of their forays into research data management. Nick Sheppard won the first ever data management engagement award. His project aims to link research data with the Wikimedia suite of tools via editathons involving several universities. In Canada a project aims to help users discover and use Canadian research data.

14.30 - 15.15  •  B104
User-driven initiatives
Moderator: Johan Tilstra, Lean Library BV, The Netherlands

CASE STUDY Using student-driven acquisition services
Amy Campbell, Leeds Beckett University, UK

CASE STUDY Using a student intern to embed UX research into library culture
Alison Sharmar, University of Huddersfield, UK

What happens when users are put in charge of change programmes? At Leeds Beckett University, the Beckett Books Extra acquisition service allows students to recommend individual library resources and is responsive to student needs. The University of Huddersfield experimented with hiring a student intern to help establish UX practices in the library. But did it work? Find out in this session.

15.30 - 16.15  •  B105
Demonstrating impact
Moderator: Catherine O’Donnell, Info, UK

CASE STUDY Sharing stories: measuring the impact of public library services
Louise Graham, Stirling Council Libraries, UK

CASE STUDY Visualising research impact
William H Mischo and Mary Schlembach, University of Illinois at Urbana-Champaign, USA

In this session we explore how we can measure and demonstrate the true impact of libraries and research. A tool was developed that allows library users to record how public libraries make a tangible difference. The next step is to roll it out over the whole of the UK. The Library at the University of Illinois at Urbana-Champaign has developed custom web-based visualisation tools that developed researcher productivity data.

12.15 - 13.15  •  C103
A place for all – encouraging a community of reading
Moderator: Genevieve Clarke, The Reading Agency, UK

CASE STUDY Read more, talk more: inspiring grown up readers
Rikka Utriainen, Espoo City Library, Finland

CASE STUDY Tweet me: using Twitter to connect students globally
Lucas Maxwell, Glenthaune High School, UK

CASE STUDY Encouraging reading using Instagram
Julia Wickholm, Espoo City Library, Finland

Three case studies showing how libraries are encouraging reading and a feeling of community and connection. In Finland the Helmet Reading Challenge not only encourages adults to read, but drives long lasting online engagement; and an Instagram page brings together an international community with a shared love of reading. In the UK a school book club brings new students to the library, encourages a love of reading and introduces them to amazing authors and new tech.

15.30 - 16.15  •  C104
Mentoring communities
Moderator: Katherine Skinner, Executive Director, Edupedia Institute, USA

CASE STUDY Full steam ahead: driving creative thinking and social entrepreneurship
Randolf Mariano, US Embassy in the Philippines, and Donna Lyn Labangon, De La Salle University, Philippines

CASE STUDY Microbits – encouraging learning via Code Clubs
Kerry Murray, Norfolk Library and Information Service, UK

In the Philippines an upcycling makerspace programme provided equal opportunities for diverse audiences to use cutting edge tech in a library setting, proving that a makerspace can help transform a community. In the UK a public library programme encourages young people to code and engage with digital tech.

15.30 - 16.15  •  C105
Ethics, privacy and fighting the fake
Moderator: Brian Kelly, UK Web Focus, UK
Alistair Alexander, The Glass Room Experience/Tactical Tech, Germany
Emily Overton, Records Management Girl Consulting, UK
Arthur Robbins, Roche Products Limited, UK

In this round-table session, our panellists share their thoughts on the importance of making choices about our online lives, the ethical dimensions of content, and sharing these important issues with others in our communities. Case studies include a real-life story of helping scientists fight through the fake, and the creation of a portable exhibition designed to raise awareness of data and privacy issues.
Next-gen search skills
Tools, tips, techniques and tricks:
ways to stay ahead
Marydee Ojala, Online Searcher, USA
Martin White, Intranet Focus Ltd, UK
Information professionals have the phenomenal ability
to research any topic and provide accurate, relevant and
timely answers. But our search behaviours and skills need
to be continuously updated to accommodate innovations
in search technology occurring on the web, inside
organisations and with discovery systems that shift the
focus from simple information retrieval to visualisation,
prediction analysis and cognitive computing. Join long time
search experts Marydee and Martin to share their next-gen
search tips.

Onboarding and engaging new students
Moderator: David Peacock, University of Hertfordshire, UK
CASE STUDY Online resource lists: the journey to engaged users
Amy Rippon and Iona Preston, University of Roehampton, UK
CASE STUDY Online induction – triumph, disaster, lessons learned
Ray Harper, RN Group, UK
How do we entice and engage new students? The
University of Roehampton has conducted UX research with
two sets of stakeholders – students and academics - leading
to a better understanding of the user journey, and helping
promote the use of resource lists as a pedagogical tool with
libraries and the tech that can support their own learning.
A group of further education colleges share lessons learned
when they designed and built e-learning modules to
courage users to get the most out of their libraries.

Inspiring participation
Moderator: Liz McGettigan, SOLUS, UK
CASE STUDY School children and journalism – a project for a library educator
Tobias Larsson, Espoo City Library, Finland
CASE STUDY The digital competence of library staff – the development of a self-efficacy test
Sandra Spjuth, Regional Library of Örebro, Sweden
Eleanor Grenholm, Regional Library of Uppsala, Sweden
Linda Sävhammar, Regional Library of Dalarna, Sweden
In Finland's second city, the new role of library educator
inspires and enthuses people to use the library in new
and traditional ways. As part of a national competence
development project, libraries in Sweden worked together
to develop a process to test the digital competence of
library staff. The aim is to establish public libraries as a hub
for digital competencies across the country.

20th birthday drinks reception
Join Information Today for drinks to celebrate ILI's 20th birthday in the Sponsor & Supporter Showcase. All welcome.
As usual, we are encouraging our delegates, speakers and sponsors to celebrate the open and sharing nature of internet librarians. In parallel to the main conference we’re running a variety of informal sessions where you can share tips, swap ideas and discover new tools and inspiration.

**Tuesday 16 October**

**One-hour mini workshops running alongside the main conference**

- **10.15 - 11.15 • X101**
  Foyer
  **Tangible tools for digital inductions, with Adam Blackwood**
  There are many different ways of enticing and engaging students’ interest with new libraries and the technologies to support their own learning. This workshop provides a demonstration of a range of technology enhancements and ideas that could be used in any library to create smarter learning spaces, plus a hands-on space to explore ideas and create solutions. The session will provide attendees with hands-on kit, mock-up ideas, tools and links to everything shown and demonstrated.
  
  *Adam Blackwood, elearning Consultant, Adamsrsc, UK*

- **11.30 - 12.30 • X102**
  Foyer
  **Digital interactive writing and literary game making for libraries, with Gary ‘Ash’ Green and Stella Wisdom**
  Stella and Gary have instigated many creative digital collaborations and experiments; making apps, games and interactive fiction using digitised library collections. Come to this interactive session to find out more, play some literary games and create your own interactive fiction.
  You’ll learn what interactive fiction is, find out about free digital tools that you can use to create your own interactive works and discover how to share your stories with others online. You’ll also learn about the benefits and opportunities for library staff, collections and users.
  
  *Gary ‘Ash’ Green, Surrey Libraries, UK, and Stella Wisdom, British Library, UK*

- **14.30 - 15.30 • By invitation only**
  Room 305
  **How to be an information professional in the 21st century**
  In this one-hour, invitation only workshop, Liz McGettigan will be leading delegates through a series of exercises designed to help them:
  - Explore current trends in the profession – what types of skills are in demand?
  - Identify their transferable skills and how to develop them (e.g. project management; information architecture; writing; marketing; customer service; event planning; creativity etc)
  - Think about personal branding and self-promotion
  - Consider relevant roles and sectors

**Tuesday 16 & Wednesday 17 October**

**Informal interactive sessions taking place in the ILI Sponsor & Supporter Showcase Join in any time!**

- **ILI Glass Room Experience**
  A pop-up workshop on digital privacy, encouraging attendees to make informed choices about their online life and instil data literacy skills into colleagues and citizens. (Linked to session C105)

- **Librarians with Lives podcasting from ILI**
  The podcast will be recorded at ILI this year! (Linked to session B201).

- **ILI interactive treasure hunt**
  A fun, interactive adventure that lets you explore the ILI world while showcasing different interactive ways of having conversations with users. An experiment in storytelling using beacons, bots and books, follow the clues to unlock the story. (Linked to session B102).
Fantastic future? Predicting promise and peril
Martin Hamilton, Futurist, Jisc, UK

Martin Hamilton is resident futurist at Jisc, the organisation that provides digital solutions for UK education and research. His job is to keep an eye open for emerging trends and new technologies, and see what can be done to exploit and embrace them – or to mitigate against them. Martin will be taking an in-depth look at some of the major trends in digital technology - including AI, blockchain, data driven decision-making, and open research practice. How will they impact our customers, our organisations and the work we do? And what’s emerging from the research lab that will change how we work in the future?

A201
10.00 - 10.30
Curation, creation, collaboration
Moderator: Marydeé Ojala, Online Searcher magazine, USA

Opening up collections with digital interactive fiction and literary games
Gary Sok Green, Surrey Libraries, UK
Stella Wisdom, The British Library, UK

Interactive fiction and literary games encourage writers and readers to explore new ways of interacting with stories and narratives; developing collections; and forging collaborations with local and international library and non-library communities. Easy to use tools offer new ways to curate and tell stories beyond the printed book and the spoken word. Gary and Stella will also be offering a one-hour hands on experience in Il Extra.

B201
10.30 - 10.45
Live, love, librarian – the power of the podcast
Moderator: Kenn Bicknell, Los Angeles County Metropolitan Transportation Authority, USA

CASE STUDY Librarians with lives: the power of the podcast
Jo Wood, Children & Family Court Advisory and Support Service, UK

Using easily accessible online tools, Jo Wood runs a CPD podcast called Librarians with Lives (Lwl). She shares her experiences, hints and tips, and celebrates the power of the podcast to bring librarians together irrespective of their sector, location and role. Jo will also be recording the podcast at ILI this year. Watch out for Lwl LIVE at ILI.

A202
11.00 - 11.15
Bluffer’s guide to blockchain technologies
Moderator: Alison McNab, University of Huddersfield, UK

CASE STUDY Trustworthy technology: ARCHANGEL and the future of digital archives
Alex Green, The National Archives, UK

Blockchain is at the peak of the hype cycle – but it has the potential to transform the exchange and stewardship of information. The National Archives ARCHANGEL project is exploring how tamper-resistant and decentralised blockchain technology might be used to ensure that digital records are verifiable, and can be trusted as authentic – so that no individual institution could attempt to rewrite history.

C202
11.30 - 11.45
Resources for the 21st century scholar
Moderator: Bethan Ruddock, Jisc, UK

CASE STUDY Building a home for digital content
Stephanie Taylor and Julie Allison, CoSector, University of London, UK

CASE STUDY Resource access for the 21st century
Richard Northover, Elyvier, UK

Librarians deliver tools, platforms and processes to support researchers. Hear about an initiative designed to facilitate a seamless user experience for creators and consumers of scientific communication, solving challenges in network security, user privacy and the use of collaborative digital research platforms. A system alone isn’t enough for digital content to become a useful part of a collection. This session shares practical ideas for creating a ‘home’ environment for digital content which engages users, and reflects the organisation’s core values and activities.

Quick win session: Scholarly content in the flow – lean approaches to scholarly resources
Johan Tilstra, Leen Library BV, The Netherlands

Rethinking the role of the library as the starting point for the discovery of scholarly materials led to the hunch that patrons might appreciate a plugin in their browsers that offers context bound, ‘just in time’ and ‘just in place’ library services.
Two ambitious projects highlighting the value of wide-scale collaboration. In Denmark all public libraries and some academic libraries moved to one library system. In the UK Jisc’s NBK project wants to bring together the catalogues of more than 200 higher education and research libraries. Have these projects succeeded in improving collaboration, enhancing resource discovery, improving collection management, and more, on a national scale?

Auditorium

12.15 - 13.00 • A203

National scale collaboration
Moderator: Marydee Ojala, Online Searcher magazine, USA

CASE STUDY Collaboration between libraries – a library support system
Helle Lauridsen, Consultant, Denmark
Dina Raabjerg, Systematic, Denmark

CASE STUDY Community collaboration and the Jisc National Bibliographic Knowledgebase
Bethan Ruddock, Jisc, UK

Two ambitious projects highlighting the value of wide-scale collaboration. In Denmark all public libraries and some academic libraries moved to one library system. In the UK Jisc’s NBK project wants to bring together the catalogues of more than 200 higher education and research libraries. Have these projects succeeded in improving collaboration, enhancing resource discovery, improving collection management, and more, on a national scale?

Conference Room 1

12.15 - 13.00 • B203

Invisible or virtual – new ways to market the library
Moderator: Alison Shanman, University of Huddersfield, UK

CASE STUDY Welcome to the Invisible Library: is anybody here?
Charlotte Stock, Holycroft London International School, UK

CASE STUDY Virtual heritage on tour
Ann Östman and Anna-Karin Fern, Region Gävleborg, Sweden

Two case studies explore new ways to reach out to communities. In Sweden libraries are at the forefront of opening up the UNESCO heritage listed decorated farmhouses of Hålsingland by using immersive VR and enhanced marketing techniques. What does a library look or sound like when traditional ideas and experiences are stripped away? Hear how a school library is thriving, despite having no printed resources, no study space and no bookshelves.

Conference Room 2

12.15 - 13.00 • C203

Collaboration to support learners
Moderator: Gary Horrocks, elucidate, UK

CASE STUDY Guiding learner journeys: the role of the humble reading list!
David Peacock, University of Hertfordshire, UK

CASE STUDY Collaborate to innovate: library makerspaces across the California State University system
Jonathan Smith, Sonoma State University, USA

A reading list solution forms part of a new Virtual Learning Environment (VLE), designed to give students a bigger picture of all their learning activities. The project has involved extensive change management processes and has seen the library work with academic and support services colleagues across the university. Sonoma State University Library collaborated with disciplinary faculty to create a makerspace open to all university students and faculty and has taken a lead role in facilitating the maker community across 23 universities in California.

13.00 - 14.15 • LUNCH BREAK AND VISIT THE SPONSOR & SUPPORTER SHOWCASE

14.15 - 15.15 • A204

The wonderful world of web archiving
Moderator: Peter Webster, Webstar Research & Consulting Ltd, UK

Web archiving across borders
Olga Holowina, IRPC, UK

Web archiving collaboration in The Netherlands
Arnoud Goos, Netherlands Institute for Sound & Vision, The Netherlands

Curating 12 million websites
Helena Byrne, The British Library, UK

PROMISE: Preserving Online Multiple Information: towards a Belgian strategy
Eveline Vlassenroot, Ghent University, Belgium

In this panel session we hear four web archiving case studies from around the world, focusing on collaboration, outreach and the global exchange of ideas and practices.

14.15 - 15.15 • B204

Promoting the library and library services
Moderator: Ko-Ming Pang, University of Roehampton, UK

CASE STUDY activeE: Promoting digital opportunities beyond the library
Iain Robertson, South Lanarkshire Leisure and Culture, UK

CASE STUDY Framing the community: how a digital newspaper can benefit every type of library
Kenn Bicknell, Los Angeles County Metropolitan Transportation Authority, USA

CASE STUDY Working with local culture: building and strengthening community-relations to the library and literature via local media
Øjvind Fritjof Amfrod, Vejen Kommunes Biblioteker, Denmark

Libraries are using a range of techniques and tools to promote services, increase footfall, raise profiles, challenge stereotypes, and increase engagement. Hear how librarians are hosting roadshow and tech support sessions, becoming local newspaper columnists, and even publishing their own newspaper.

14.15 - 15.15 • C204

New models for scholarly engagement
Moderator: Alison McNab, University of Huddersfield, UK

CASE STUDY Delivering a transnational service: connecting Scotland and Mauritius
Heather Marshall, Glasgow Caledonian University, UK

CASE STUDY The rise and fall of virtual community of scholars
Olga Kaz, Kennedaw State University, USA

Removing barriers to digital scholarship with a new Gale platform
Amy Simpson and Chris Houghton, Gale, a Cengage Company, UK

The library played a key role in developing a partnership between Glasgow Caledonian University and the African Leadership College in Mauritius – what were the challenges and opportunities? Hear how a community of scholars in Georgia was supported by a librarian, a researcher, a mediator and a content curator (one person!) using face-to-face, social media, and collaborative digital research tools. Discover how Gale is working to transform digital humanities research with Gale Digital Scholar Lab – a platform combining Gale Primary Sources with OCR Text to add even more value to a library’s collection.

15.15 - 16.00 • FINAL KEYNOTE AND CONFERENCE ROUND-UP

20 years in 20 minutes
Moderator: Brian Kelly, UK Web Focus, UK
Presenter: Phil Bradley, Information Specialist and Independent Consultant, UK

In this light-hearted quick-fire round-up of this year’s anniversary conference, ILI Co-Chair Phil Bradley reflects on the key themes, ideas and innovations that have emerged over the past two days, surveys some of the innovations we have encountered over 20 years of ILI, and looks ahead to future challenges and opportunities for libraries and information professionals.
Speaker Directory

A
Alistair Alexander
Project Lead, The Glass Room Experience/Tactical Tech, Germany

Amy Andris
Director of Libraries, Virginia Commonwealth University School of the Arts in Qatar, Qatar

Øjvind Fritjof Arnfred
Librarian, Vejen Kommunes Biblioteker, Denmark

B
Kenn Bicknell
Digital Resources Librarian, Los Angeles County Metropolitan Transportation Authority, USA

C
Adam Blackwood
eLearning Consultant, Adamsrsc, UK

Amy Campbell
Information Services Librarian, Leeds Beckett University, UK

Natasha Chowdory
University Hospitals Coventry and Warwickshire (UHCW) NHS Trust, UK

Genevieve Clarke
Programme Manager, The Reading Agency, UK

Catherine Dhanjal
Head of Product, Jinfo, UK

James English
Product Development Strategist, Lyrisys, USA

Anna-Karin Ferm
Cultural Developer, World Heritage, Region Gävleborg, Sweden

D
Arnould Goos
Ingest Coordinator, Netherlands Institute for Sound & Vision, The Netherlands

Louise Graham
Digital Services Librarian, Stirling Council Libraries, UK

Alex Green
Digital Preservation Services Manager, The National Archives, UK

Gary ‘Ash’ Green
Digital Services Lead, Surrey Libraries, UK

E
Eleonor Grenholm
Regional Library Development Manager, Regional Library of Uppsala, Sweden

F
Martin Hamilton
Futurist, Jisc, UK

Gary ‘Ash’ Green
Digital Learning Librarian, RNN Group, UK

Olga Holownia
Programme and Communication Officer, IIPC, UK

G
Gary Horrocks
Editor, eLucidate, UK

Trevor Hough
Service and Support Coordinator, University of Leeds, UK

Chris Houghton
Head of Digital Scholarship, Gale, a Cengage Company, UK

H
Natasha Howard
Library Manager, Aubrey Keep Library, North East London NHS Foundation Trust, UK

Terence Huwe
Library Director (Emeritus), Institute for Research on Labor & Employment, University of California, USA

I
Carlos Izak
Maker Education Lead, Artefacto, UK

J
Brian Kelly
Director, UK Web Focus, UK

K
Bohyun Kim
Chief Technology Officer/Associate Professor, University of Rhode Island, USA

L
Hal Kirkwood
Bodleian Business Librarian, Said Business School, University of Oxford, UK

Jesper Klein
Chief Innovation Officer / Reviewer / President, National Library of Sweden, The DAISY Consortium, Sweden

Olga Koz
Graduate Education Librarian, Kennesaw State University, USA

M
Donna Lyn Labangon
Public Programs Librarian, De La Salle University, Philippines

Tobias Larsson
Library Educator, Espoo City Library, Finland

Heather Marshall
Senior Librarian, Glasgow Caledonian University, UK

Bruce Massis
Director of Libraries, Accreditation Liaison Officer, Columbus State Community College, USA

Lucas Maxwell
School Librarian, Glenkhorne High School, UK

Liz McGeechan
President CILIP Scotland, SOLUS, UK

Pam McKinney
Lecturer, Information School, University of Sheffield, UK

Alison McNab
Academic Librarian (Research Support), University of Huddersfield, UK

William Mischo
Head, Grainger Engineering Library Information Center, University of Illinois at Urbana-Champaign, USA
Marisol Moreno Ortiz
College Access Corp Coordinator, Oregon State University, USA

Kerry Murray
Locality Manager, Norfolk Library and Information Service, UK

Richard Northover
Product Director of Identity, Elsevier, UK

Martin O’Connor
Administrative Assistant, University College Cork, Ireland

Amy O’Donohoe
Customer Care (Collections) Coordinator, Royal Holloway University, UK

Marydee Ojala
Editor-in-Chief, Online Searcher magazine, USA

Ann Östman
Library Consultant, Region Gävleborg, Sweden

Emily Overton
Principal Consultant, Records Management Girl Consulting, UK

Ka-Ming Pang
Website and Promotions Librarian, University of Roehampton, UK

Stewart Parsons
Project Manager, Loud in Libraries, UK

David Peacock
Content & Collections Manager, University of Hertfordshire, UK

Ned Potter
Academic Liaison Librarian, University of York, UK

Iona Preston
Academic Engagement Librarian, University of Roehampton, UK

Dina Raabjerg
Senior Manager Business Development, Systematic, Denmark

Bryony Ramsden
Subject Librarian, University of Huddersfield, UK

Amy Rippon
Academic Engagement Librarian, University of Roehampton, UK

Arthur Robbins
Library & Information Centre Specialist, Roche Products Ltd, UK

Iain Robertson
Development Officer (Libraries), South Lanarkshire Leisure & Culture, UK

Bethan Ruddock
Content Development & Project Manager, Jisc, UK

Linda Sävhammar
Regional Library Development Manager, Regional Library of Dalarna, Sweden

Mary Schlembach
Chemistry & Physical Sciences Librarian, University of Illinois at Urbana-Champaign, USA

Joshua Sendall
Research Data Manager, Lancaster University, UK

Alison Sharman
Academic Librarian, University of Huddersfield, UK

Steven Shelton
Digital Development Librarian, University of Tennessee at Chattanooga, USA

Nick Sheppard
Research Data Management Advisor, University of Leeds, UK

Amy Simpson
South East & London, Field Sales Executive – South East, Gale, a Cengage Company, UK

Angus Sinclair
e-Resources & Journals Supervisor, Goldsmiths University of London, UK

Katherine Skinner
Executive Director, Educopia Institute, USA

Jonathan Smith
Director, Sonoma State University, USA

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Johan Tilstra
CEO, founder, Lean Library BV, The Netherlands

Rikki Utriainen
Library Pedagogue, Espoo City Library, Finland

Eveline Vlassenroot
Researcher, Ghent University, Belgium

Peter Webster
University Librarian (Acting), Saint Mary’s University, Canada

Peter Webster
Managing Director, Webster Research & Consulting Ltd, UK

Arthur Weiss
Managing Director, AWARE, UK

Martin White
Managing Director, Intranet Focus Ltd, UK

Julia Wickholm
Instruction Librarian, Espoo City Library, Finland

Stella Wisdom
Digital Curator, The British Library, UK

Jo Wood
Library and Information Service Manager Children & Family Court Advisory & Support Service, UK
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BIALL
BIALL is the leading professional body in the UK and Ireland for information professionals working within legal information. Set up in 1969 BIALL is a self-supporting association which draws its income primarily from membership subscriptions. biall.org.uk

Bibliotekarforbundet
(BDanish Union of Librarians)
BF is the Danish Union of Librarians. BF acts both as a trade union, negotiating wage rates, employment and working conditions etc, as well as having a guild function. But we also cover the profession and are concerned with the training of librarians, taking interest in their development, procuring education and in-service training, unemployment and more. In summary, the major aims of the union are to strengthen future work in the professional field, to enforce educational work, and make a special effort to secure employment of librarians. BF has around 4,400 members, working in the public libraries, research and special libraries and in the private sector. www.bf.dk
Computers in Libraries Magazine

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

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CLSIG
CLSIG (Commercial, Legal & Scientific Information Group) is one of the oldest special interest groups of CILIP. CLSIG supports and promotes the professional interests of members in commercial, legal and scientific workplace libraries & information services. This is facilitated by providing professional development training, networking opportunities for members, and representing their interests. www.clsig.org.uk

INFORUM
Founded in 1995, the INFORUM conference in Prague has become one of the most important events of its kind in Central Europe. It is focused on electronic information resources and its professional use in science, research, education and business. www.inforum.cz/en/

Library Association of Ireland
The Library Association of Ireland (LAI) was founded in 1928 as the professional body representing libraries and librarianship in Ireland. Its objectives are to promote and develop high standards of librarianship and of library and information services in Ireland, to encourage greater cooperation between libraries, and to promote the professional interests of its members. www.libraryassociation.ie

Multimedia Information and Technology Group
The Multimedia Information and Technology Group is a lively group which unites CILIP members and standalone members of our Group who are engaged in, or interested in, multimedia information and technology developments in library & information science as well as arts, education and museums across all sectors from schools to public and special libraries, museums and galleries. mmitblog.wordpress.com

KNVI
The KNVI is the platform in The Netherlands for professionals in information management, information technology and information services. The KNVI allows every professional in these disciplines to feel at home. This professional association is known for its independence, integrity, professionalism and attention to the development of professional disciplines. www.knvi.nl

SLA Europe
SLA Europe is a thriving network of information professionals: individuals and organisations across Europe come together to benefit from each others’ knowledge and experience. SLA Europe is a chapter of SLA, the Special Libraries Association. www.sla-europe.org

Swedish Association for Information Specialists (SFIS)
The Swedish Association for Information Specialists (SFIS) is for those working professionally with information management, world surveillance and knowledge sharing in Sweden. Our members include libraries, information architects, world analysts and more. www.sfis.nu

UKeiG
UKeiG is a respected and well-established forum for all information professionals, users and developers of electronic information resources. We promote and advance the effective exploitation and management of electronic information and offer a wide range of resources including seminars and workshops. Access is also available to our e-journal elucidate, our Publications and our popular series of Factsheets. www.cilip.org.uk/members/group.aspx?id=201314

Helpful links:

- CLSIG www.clsig.org.uk
- Library Association of Ireland www.libraryassociation.ie
- KNVI www.knvi.nl
- SLA Europe www.sla-europe.org
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