Libraries are leading the way in engaging users, and not just with games and gadgets, makerspaces, websites, search interfaces, and digital literacy. They are achieving community goals with technology, developing real partnerships with other community leaders, applying technology for the common good and to meet the U.N.’s sustainable development goals for the world, collaborating with diverse groups and people, expanding learning roles and programs, and so much more. Computers in Libraries 2019 shares library successes and strategies with User Engagement in the Digital Age. It looks at our models, transformational technologies, creative processes, innovative practices and customer-delighting programs that are having strong and long-lasting impacts on our communities, the world, and the people in them.

Hear from excellent and innovative libraries, network and learn from leaders in the field, and definitely be an active participant in the 34th Computers in Libraries—the most comprehensive North American conference and exhibition concentrating on all aspects of library technology. The conference offers a multifaceted program designed to meet the needs of librarians, community and information managers, systems professionals, e-resource managers, researchers, webmasters and web managers, content curators, digital strategists, and information specialists. The focus of the conference is on emerging and leading-edge technology that allows us to engage with, and bring strategic value to, our user communities. It provides the latest information and practices for you to make informed choices for your community—whether it is an academic, corporate, nonprofit, public, or school library community.
PRECONFERENCE WORKSHOPS
WebSearch University presents Searchers Academy, a full-day workshop that looks at what is innovative, creative, and unexpected in advanced web search, research, and analysis. In addition, we have a wide range of half-day workshops, including such topics as Cybersecurity for Info Pros, Strategic Technology Planning, Fundraising & Fund Development; AI, Bots & Robots; UX Design; Makerspace 101; Optimizing for Mobile Devices; Data Management; Tech Trends; Information Architecture; AR & VR; and more. See pages 6–8.

INTERNET@SCHOOLS TRACK
Track E of Computers in Libraries on Tuesday, March 26 and Wednesday, March 27 features K-12 focused programming for educator librarians. Included with the Gold Pass and Full 3-Day Conference Pass, OR register separately for just $199 (when purchased by February 22).

MONDAY EVENING WELCOME & NETWORKING EVENT
Games, Gadgets, & Makerspaces
5:30 p.m. – 7:30 p.m.
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 with 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! Refreshments included.

LIBRARY LEADERS SUMMIT
Securing Success: Strategic Thinking & Actions
This 2-day summit is an intimate forum for library directors, CEOs, and CIOs of academic, public, government, and special libraries to problem-solve, discuss, reflect, and network with colleagues. See pages 10–11 for details.

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 libconf.com and the announcement of dine arounds in February! Follow and participate in digital conversations on Twitter #CILDC, Facebook, LinkedIn. Closer to the show visit cil.infotoday.com/dinearound for a listing of available Dine Around groups.

WEDNESDAY EVENING SESSION
Engaging Community Spaces: Architectural Insights & Ideas
7:30 p.m. - 9:00 p.m.
Francine Houben, Founder & Creative Director, Meccanoo
Our speaker, an award-winning architect with an insightful vision of the role of libraries in society and urban development, has created some amazing and inspiring libraries. Her work ranges from theaters, universities, office buildings and libraries to neighborhoods, housing, master plans, and parks. Each design is founded on an observation of people, location, culture, and climate. The analysis amounts to designs that respond to current needs, yet which are also prepared for (un)predictable change. Have a look at some of these creations and renovations; get some ideas for providing your community with more engaging and changeable spaces, whether it’s an academic campus, town, or corporate enterprise; and be ready to take some action in your community.

CYBERTOURS
Plan to pick up some quick tips, take a sneak peek at new products, and learn new skills at short, free Cybertours in the Computers in Libraries 2019 Exhibit Hall. Visit cil.infotoday.com for details.

EXHIBIT HALL GRAND OPENING RECEPTION
Tuesday, March 26 ................. 4:00 p.m. – 6:00 p.m.
Join us as we celebrate the grand opening of the 2019 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, document delivery services, and more.

EXHIBIT HOURS
Tuesday, March 26
Grand Opening Reception ...... 4:00 p.m. – 6:00 p.m.
Wednesday, March 27 .......... 9:45 a.m. – 4:00 p.m.
Thursday, March 28 ............. 9:45 a.m. – 1:45 p.m.
See the registration form (page 27) to sign up for your free Exhibit Hall pass.

CONNECT WITH US:
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#CILDC
TUESDAY, MARCH 26

COFFEE BREAK

TRACK D ● LEARNING FROM LEADERS

D101 Leadership: Influence, Expertise, & Courage

D102 Courage to Be Strategic

LUNCH BREAK

D103 Design, Smart Communities & Engagement!

D104 Digital Achievers

D105 Innovative Ideas From Other Countries

EXHIBIT HALL OPENING RECEPTION

WEDNESDAY, MARCH 27

COFFEE BREAK ● In the Exhibit Hall

TRACK D ● ARTIFICIAL INTELLIGENCE & LIBRARIES

D201 AI 101

D203 Bot Literacy: Building Twitter Bots

LUNCH BREAK

D205 Onboarding AI & Machine Learning

D206 Robots, AI, & Challenges (continued)

WEDNESDAY EVENING SESSION ● Engaging Community Spaces

THURSDAY, MARCH 28

COFFEE BREAK ● In the Exhibit Hall

TRACK D ● MANAGEMENT & METRICS

D301 Outcome-Driven Innovation

D302 Tech Tools to Transform Culture

LUNCH BREAK ● Last Chance to Visit the Exhibits (Exhibits close at 1:45 p.m.)

D303 Successful Strategies for Results: Ideas to Implementation

D304 Evaluation Matrix: Bibliometrics for Collection Development

D305 Hiring & Growing the Best People

TRACK E ● SMART COMMUNITIES & BLOCKCHAIN

E301 Smart Communities & Libraries

E302 Smart Communities & Libraries (continued)

E303 Will IoT & Our Citizens Make Our Communities Smarter?

E304 Blockchain & Opportunities for Libraries

E305 Blockchain & Opportunities for Libraries (continued)

NETWORKING EVENT

Games, Gadgets & Makerspaces

Monday, March 25 • 5:30 p.m. – 7:30 p.m.

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 with 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! Refreshments included.

CIL.INFOTODAY.COM

#CILDC
Now that our smartphones can not only 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 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 during this full-day workshop.

Interact with industry experts sharing their ideas and expertise during this full-day workshop.

You’ll come away with a new attitude and new resources and tools for more effective and strategic searching.

**PROGRAM DIRECTOR:** Marydee Ojala, Online Searcher

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

**W1 • Searchers Academy: User Engagement in the Digital Age—Powered by Search**

Mary Ellen Bates, Principal, Bates Information Services Inc., & Author, The Reluctant Entrepreneur
Tara Calishain, ResearchBuzz
Daniel Lee, Practice Lead, Toronto, ARC Business Solutions Inc.

Greg Notess, Faculty & Graduate Services Librarian, Montana State University
Marydee Ojala, Editor-in-Chief, Online Searcher
Gary Price, Co-Founder, INFOdocket & FullTextReports

Now that our smartphones can not only 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 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 during this full-day workshop.

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**MORNING WORKSHOPS**

9:00 a.m. – 12:00 p.m.

**W2 • Strategic Technology Planning**

Marshall Breeding, Independent Consultant, Library Technology 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 fulfilling 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 which best serve their organizations.

**W3 • Fundraising & Fund Development**

Maxine Bleiweis, Maxine Bleiweis & Associates, & Former Public Library Director
Kathleen Dilworth, CalPoly, & Co-Author, Successful Fundraising for the Academic Library
Patrick “PC” Sweeny, Political Director, EveryLibrary, & Author, Winning Elections and Influencing Politicians for Library Funding

What is between you and the money you need to raise to deliver the best library services? Explore this topic with our authors and experienced practitioners. Come away with experience in making “the ask” while learning what you have to do leading up to that important moment. The workshop includes strategies, techniques, and tips for all types of libraries. EveryLibrary has helped win or secure millions of dollars in library funding that directly benefits their communities. From Missouri to California, from Illinois and New York to Kentucky, Sweeney shares their wonderful successful case studies/stories and lessons learned. Dilworth shares stories and lessons learned from raising funds for academic institutions. Get all you need to move into the future with appropriate funds for your library!

**W4 • AI, Bots, & Robots to Engage Your Community!**

Daniel Lee, Practice Lead, Toronto, ARC Business Solutions Inc.
Gary Price, Co-Founder, INFOdocket & FullTextReports

Immerse yourself in the tech of the future. Understand what artificial intelligence is, what it means for our communities, and how we can use it to engage our members and customers. Hear about the challenges and opportunities as well as the resources you can check out to learn more and share with your colleagues.

**W5 • UX Design for Customer Engagement**

Nicole Forsythe, User Experience Architect, Critical Mass

Our UX designer focuses on strategy, research, and prototyping designs, but what she loves most is sitting down with users to understand their thoughts, feelings, and frustrations. Join this successful practitioner in a hands-on intensive skills-building experience, an opportunity to apply the skills you learn during the session. Gain an understanding of what user experience is, its value, and how it is applied across industries and communities. Get a foundational understanding of the UX process and key deliverables that UX designers create. Learn to evaluate and prioritize business and user requirements in the design process. Develop skills in the use and application of UX ac-
W6 • Cybersecurity for Info Pros
Frank Cervone, Executive Director, IT, School of Public Health, University of Illinois at 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, you 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!

W7 • Makerspace 101:
Tips, Tricks, & Strategies
Susan Considine, former Executive Director, Fayetteville Free Library (FFL), & CEO, Strategic Doing Consulting

Whether you already have a makerspace or are ready to start developing one, this workshop by a library makerspace pioneer is loaded with ideas and strategies to move you forward. Filled with tips and techniques, our experienced speaker gives you all you need to get started with a makerspace in your area and to move it into an engaging customer problem-solving and learning space! Building a STEM learning or entrepreneurship program alongside a makerspace to explore new community engagement possibilities is exciting and rewarding. Full of practical tips and tricks this workshop provides a road map for building or taking your makerspace to the next level. It also discusses the challenges such as dealing with tech and funding, presents real-world examples, and inspires you with the impact of their initiatives.

W8 • Optimizing for Mobile Devices:
Step-by-Step Mobile UX
Shari Thurow, Founder & CEO Director, Omni Marketing Interactive; Co-Author, When Search Meets Web Usability & Search Engine Visibility

Schools, colleges, and universities face a common challenge: making their website content findable and available to mobile users. Learn how to create and maintain mobile-friendly user interfaces, regardless of how your content is accessed by both human users and mobile technology. Thurow reviews how mobile search engines and users view and analyze your website content to help you increase relevancy of page content; encourage user engagement; increase page views, user satisfaction, and other mobile metrics; and optimize mobile search listings (web, academic, and site search). Attendees learn to write for mobile content to include or update; create mobile-friendly navigation and accessibility; design for mobile interaction: touch, gestures, and voice; diagnose and fix mobile issues; and identify and measure significant UX metrics. Downloadable resources and materials are included as well as a Site Clinic to address your most pressing mobile questions.

W9 • 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, and “plan” to have fun!

W10 • Facilitation: Pictures & Problem Solving
M.J. D’Ella, Associate University Librarian, Academic (Acting), McLaughlin Library, University of Guelph

Getting things done in our fast paced and changing world is critical and facilitation skills are a “must have” for everyone. This interactive and fun half-day workshop demonstrates how to use visualization and drawing techniques to facilitate and communicate whether it’s in meetings, brainstorming, or problem solving sessions. Getting groups from Point A to B in decision making and change, or solving challenging issues requires facilitation and communication techniques to help them go smoothly. Our experienced and talented facilitator and learning expert shares his secrets and prepares you to facilitate decision making, solve problems, and more in your community or organization. Everyone needs these skills, so sign up, enjoy, and learn!

AFTERNOON WORKSHOPS

W11 • Implementing & Realizing Plans
Rebecca Jones, Managing Partner, Dysart & Jones Association

There are many models and techniques for planning, and we’ve all used a number of them. But how do we make those plans come alive? How do we get our staff and communities moving ahead to realize those plans? Implementation is where the rubber meets the road and is fraught with challenges. Our consultant has worked with many types of libraries to implement their plans. Get strategies, techniques, and lots of tips to push your plans along in your organization.

W12 • Trapped Data? Easy Data Management: Open Sesame!
Erik Arnold, GovWizely, & Barbie Keiser, Barbie E. Keiser, Inc.

Many organizations are unsure whether their data would be of interest to others and how to make data more accessible to those beyond their institution’s firewall, without compromising security. Increasingly, libraries are taking on new roles with respect to data management. If your agency/organization/institution/company has been struggling to find ways to increase collaboration or create new knowledge, this hands-on workshop is for you. This workshop helps participants discover

NETWORKING EVENT

Games, Gadgets & Makerspaces
Monday, March 25 • 5:30 p.m. – 7:30 p.m.
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 with 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! Refreshments included.
the valuable data that exists throughout their organizations, effortlessly transform the format/structure of the data to enable analysis, and make that data available to others within an ecosystem for collaboration. The future of data is greater openness, handled responsibly. Learn how providing Data as a Service (DaaS) can be a driver of relationships (e.g., partnering with you on grant projects), allowing others to do what you hadn’t even imagined. Providing wider access to your organization’s data can drive really interesting conversations, such as whether you are collecting the right data, what’s missing, and coming to a consensus as to what the data means. Participants use APIs to create an application designed to increase their organizations’ information reach/exposure across the web. These APIs are a way to serve your customers, allowing users to complete an action without leaving your website. Attendees also get all that’s needed to create a proposal for an open data project, practice with a dataset, and explore visualization options for their data. Participants are encouraged to bring a dataset from their own organization to work with during this hands-on session, though a selection of alternatives is available for participants to use during this session and beyond.

W13  Planning for the Near Future: Smart Library Spaces & Buildings
Jeff Wisniewski, 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
Susan Considine, former Executive Director, Fayetteville Free Library (FFL), & CEO, Strategic Doing Consulting

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.

W14  Actionable Ways to Boost User Website Engagement
Shari Throw, Founder & CEO Director, Omni Marketing Interactive; Co-Author, When Search Meets Web Usability & Search Engine Visibility

Looking for new and usability-tested ways to maximize your library website’s user engagement? Join our experienced information scientist and usability pro who has more than 20 years’ worth of qualitative and quantitative info from her professional usability studies. Grab actionable tips (with before-and-after examples) that you can apply to your library site right away! Get an in-depth look at creating effective visual hierarchies using color, fonts/typfaces, scan ability elements, placement, white space, and other proven ways to influence eye-tracking on web pages. This interactive workshop for all types of libraries and schools provides useful tools and handy checklists to help you keep users engaged with your website content without annoying them.

W15  Tech Trends for Libraries in 2019 & Beyond
David Lee King, Digital Services Director, Topeka & Shawnee County Public Library, & Publisher, davidleeking.com

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.

W16  Getting Started in Augmented & Virtual Reality (AR & VR)
Tod 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 identify opportunities to use these technologies in their communities.

W17  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, Gantt charts, timelines, and many other charts and diagrams.

W18  Information Architecture: Methods to Engage Users
Yu-Hui Chen, Education Librarian, & Carol Anne Germain, Information Science & Informatics Librarian, University at Albany, State University of New York

As a library’s web portal is the virtual gateway to its web-based resources and services, it is essential that libraries engage users in usability testing to ensure positive and productive experiences with the site. Successful information architecture, smooth site navigation, logical menu structure, and intuitive interface design all rely on knowing where users expect to find needed information. Card-sorting is a simple, user-centered, and powerful technique that can explore how user groups relate to content, and help web designers develop a usable website architecture and sensible navigation paths that better reflect user mental models. By applying think-aloud protocol, web practitioners can test the overall performance of a website structure. Through workshop exercises, attendees have an opportunity to develop and articulate usability initiatives engaging users at their respective institutions.
8:00 a.m. – 8:45 a.m.  
**CONTINENTAL BREAKFAST**

8:45 a.m. – 9:45 a.m.  
**KEYNOTE WITH CIL**

Engagement in the Digital Age
Phaedra Boinodiris, IBM Academy of Technology & Author, Serious Games for Business

Organizations can use game design techniques to fully engage customers, partners, and employees. When it is well-implemented, gamification can transform culture by cultivating deep emotional connections and high levels of active participation. Libraries can utilize strategy games, simulation games, and role-playing games as a means to teach, innovate and engage users in the digital age. Find out how to embrace social collaboration using playful design to reap tremendous value; grab tips and tools to extend your learning culture; and learn how to engage your community!

9:45 a.m. – 10:15 a.m.  
**COFFEE with Summit Colleagues**

10:15 a.m. – 10:30 a.m.  
**Welcome & Introductions**

10:30 a.m. – 11:00 a.m.  
**One-on-One with Keynote Phaedra Boinodiris**
A deep dive into Boinodiris’s presentation that isn’t possible with 800 people but it is with 40 people. Attendees get a chance to talk with her about what’s driving her research and her interpretations of the findings.

11:00 a.m. – 12:30 p.m.  
**Leader-to-Leader Panel: Strategies & Practices**

Sue Considine, Consultant, Strategic Doing LLC  
Mary Ann Mavrinac, Vice Provost and Andrew H. and Janet Dayton Neilly Dean, University of Rochester Libraries  
Rolf Napel, Professor of Practice, Distinguished Practitioner in Residence, Information School, University of Washington; Driving Force behind Dokk1, Aarhus, Denmark

This panel of leaders is made up of strategic thinkers and implementers. They are always looking at the changes in the world impacting their broader organizations, campuses, and communities. They share their practices and plans for crafting strategies and initiate the conversation among participants—leader to leader—for ways we can view and harness the energies shifting our various sectors, and what we can learn from others, as well as each other, about setting and implementing strategies.

12:30 p.m. – 1:30 p.m.  
**LUNCH & Discussion: Key Issues, Trends, & Actions**

1:30 p.m. – 2:45 p.m.  
**Content, Collections, & Curated Information Objects**

Doris Small Helfer, California State University–Northridge, FCS, and Social Sciences Librarian  
Katharine Dunn, Scholarly Communications Librarian, Scholarly Communications & Collections Strategy, MIT Libraries  
Richard Huffine, Chief, Library and Public Information Center, Federal Deposit Insurance Corp., Division of Administration

There is a deep interdependent relationship between library staff, services, and resources. The continually changing format and nature of these resources is challenging us on many fronts, including how we refer to them. Are they collections? Content? Information objects? Curated materials? We consider the factors, realities, and developments of digital, print, multimedia, open access, intellectual property, self-publishing, repositories, curating, pricing and financing, and ownership. Then we take a well-deserved break.

2:45 p.m. – 3:00 p.m.  
**COFFEE with Summit Colleagues**

3:00 p.m. – 4:00 p.m.  
**People & Talent Management**

Louise Reimer, Manager, HR, Toronto Public Library  
Amy Burke, Executive Director, SLA  
Jill Konieczko, Deputy Program Manager, NASA Goddard Library, & Cadence Group/Zimmerman Associates

With more than 65% of most library and information department budgets invested in people, libraries truly are people organizations. This discussion addresses the issues confronting library staffing and the incredible opportunities for talent management. What is the right balance of competency, capacity, and capabilities for today and the near future?

4:00 p.m. – 6:00 p.m.  
**EXHIBIT HALL OPENING RECEPTION**

Information Today, Inc. invites all Summit registrants to the Computers in Libraries Grand Opening Reception in the Exhibit Hall.

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**TUESDAY, MARCH 26**

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**LIBRARY LEADERS SUMMIT**

**MARCH 26-27, 2019**

**Hyatt Regency Crystal City**

**ARLINGTON, VA**

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**LibraryLeadersSummit.com**
SECURING SUCCESS: STRATEGIC THINKING AND ACTIONS

The future is a concern for all libraries, and yet few devote time to deeply consider the multiple issues. The flames of the day-to-day fires prevent leaders from stepping away to think about the big picture and libraries’ roles and positioning in an ever-changing technological and social world, where the sheer volume of information inundates us every day. The Summit is specifically designed for senior leadership to take time to think and talk strategy with industry leaders and colleagues, and draft actions to move forward with new insights to secure sustainable library success.

Panelists prompt discussion, provoke thinking, and identify what, for them, are the “prickly issues” leaders need to deliberate.

Hosted and facilitated by Rebecca Jones, Partner, Dysart & Jones Associates

(Participants will be contacted with preparatory work to ensure everyone is ready to fully engage.)

WEDNESDAY, MARCH 27

8:00 a.m. – 8:45 a.m.
CONTINENTAL BREAKFAST

8:45 a.m. – 9:45 a.m.
KEYNOTE WITH CIL
Optimizing the Digital Sharing Economy: Closing the Divide
Nicole Turner-Lee, Fellow, Brookings’ Center for Technology Innovation, & Contributor to TechTank; Author, Forthcoming book, Digitally Invisible: How the Internet Is Creating the New Underclass

Our speaker focuses on digital inclusion. Her work encompasses the digital divide, and she looks at how the next wave of internet innovation may make the digital divide grow larger. However, she also believes the internet can be an enabler for disadvantaged communities. Turner-Lee discusses the role of libraries in closing the digital divide and how emerging technologies are impacting them. The digital sharing economy and the availability of more robust information is affecting how libraries cater to disconnected audiences. Hear about the opportunities Turner-Lee sees for libraries at she looks at the future and what is needed to embolden community infrastructure to ensure that we leave no one behind in the digital age.

9:45 a.m. – 10:00 a.m.
COFFEE with Summit Colleagues

10:00 a.m. – 11:00 a.m.
Technologies: Strategic Implications
Paul Takala, Chief Librarian/CEO, Hamilton Public Library

What do leaders need to have on their radar as they determine long-term and near-term decisions? This session focuses on the technologies libraries need to be considering, as well as related developments and issues facing cities, communities, campuses and organizations. What are the implications for your community or campus strategies, and, in turn, for your library’s strategies?

11:15 a.m. – 12:30 p.m.
Prickly Topics

Throughout the Summit, panelists and practitioners have been identifying issues we find “prickly” and would prefer to avoid. This is the session in which we start confronting, beginning to scope various solutions and gaining insights for addressing tough issues and decisions.

12:30 p.m. – 1:30 p.m.
LUNCH & One-on-One With Morning Keynote

1:30 p.m. – 3:00 p.m.
Change Models
Michael Edison, Associate Director & Head of Digital, U.N. Live Museum for Humanity, & Former Director of Web and New Media Strategy, Smithsonian Institution
Mary Lee Kennedy, Executive Director, Association of Research Libraries

Change is a constant: How can we do it better? Learn from longtime practitioners in the museum and tech industries who share models, strategies and recommendations for creating dynamic organizations that can deal with, and master, change. Be inspired and plan some solid steps for moving your organization forward and engaging its community.

3:00 p.m. – 3:30 p.m.
COFFEE with Summit Colleagues

3:30 p.m. – 4:30 p.m.
Distinctive Positioning for the Future
Rolf Hopel, Professor of Practice, Distinguished Practitioner in Residence, Information School, University of Washington; driving force behind Døkk1, Aarhus, Denmark
Hannah Sommers, Associate University Librarian, George Washington University Library and Academic Innovation
Rebecca Jones, Partner, Dysart & Jones Associates

This session looks at how libraries must, and can, distinguish themselves within their communities, campuses or corporations—and how they can partner with other groups yet retain their distinctiveness. We question where the learning commons ends, the library starts, and where the museum ends and the library starts, and how they can collectively interact for their community’s benefit and their own organizational success. How does the magic happen? What is distinctive positioning? And does it matter?

4:30 p.m. – 5:15 p.m.
Next Step: Complete Framework

7:30 p.m. – 9:00 p.m.
WEDNESDAY EVENING SESSION
Engaging Community Spaces: Architectural Insights & Ideas
Francine Houben, Founder & Creative Director, Meccanoo

WEDNESDAY, MARCH 27

LIBRARYSUMMIT.COM #LIBRARYSUMMIT 11
Engagement in the Digital Age
8:45 a.m. – 9:45 a.m.
Phaedra Boinodiris, IBM Academy of Technology & Author, Serious Games for Business

Organizations can use game design techniques to fully engage customers, partners, and employees. When it is well-implemented, gamification can transform culture by cultivating deep emotional connections and high levels of active participation. Libraries can utilize strategy games, simulation games, and role-playing games as a means to teach, innovate, and engage users in the digital age. Find out how to embrace social collaboration using playful design to reap tremendous value; grab tips and tools to extend your learning culture; and learn how to engage your community!

COFFEE BREAK • 9:45 a.m. – 10:15 a.m.

TRACK A • DISCOVERY, NAVIGATION & SEARCH

Search and discovery are at the core of what libraries do and help others to do. Get the latest tips and strategies to deal with information overload, fake news, and focused research, as well as the new or unexplored features of search engines—all from our information industry experts! Also peek into the future to see what’s coming.

Moderated by Marydee Ojala, Online Searcher

A101 • Super Searcher Shares Tips!
10:15 a.m. – 11:00 a.m.
Mary Ellen Bates, Principal, Bates Information Services, Inc.

Our popular and knowledgeable speaker is always reinventing and transforming the world of search. Bates is a super searcher, an annual favorite who attendees flock to hear as she continues to surprise and impress with new strategies, techniques, and tips for getting the most out of web research. The host of Searchers Academy (where even more secrets are shared) provides an up-to-the minute and jam-packed-with-valuable-tools-and-tips talk that’s always a hit! Bates tells us she takes 2 days to research this session, so take advantage of her knowledge and gather tips and tools to share with others!

A102 • Search 8.0: Vocal, Graphical, & the Rise of AI
11:15 a.m. – 12:00 p.m.
Greg Notess, Faculty & Graduate Services Librarian, Montana State University

TinEye and other graphical search tools promise non-text search results display while ever more tools search by vocal commands. Alexa, Google, Siri, and more search on cellphones and smart speakers. Meanwhile artificial intelligence (AI) bots are doing some interesting mining/searching. What does the future look like for exciting new search tools? Which are easy to use and provide a great user experience? Notess looks at the landscape and projects into the future to please us, or scare us. Or challenge us!

LUNCH BREAK • 12:00 p.m. – 1:15 p.m.

A103 • Services, Tools, & Techniques for Discovery
1:15 p.m. – 2:00 p.m.
Gary Price, Co-Founder, InfoDOCKET & FullTextReports

Each day, Price curates thousands of news items and reports to publish online briefs 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!

A104/105 • Search & the Future
2:15 p.m. – 4:00 p.m.
Amy Affelt, Director, Database Research Worldwide, Compass Lexicon
Tara Calishain, ResearchBuzz
Richard Hulser, President, Richard P. Hulser Consulting
Marydee Ojala, Editor-in-Chief, Online Searcher

Will you be replaced by a robot? The headline is everywhere, but for librarians, everything old is new again. Affelt, our first speaker, a research director, has implemented AI algorithms all along; the challenge now lies in harnessing new features to help deliver more pinpointed content and provide better customer service. She looks at the cutting-edge technologies being incorporated into popular research sources and then brainstorms building the research robots of our dreams—what type of robot would be truly helpful at the reference desk? What would we like it to be able to do? How can AI be used to interpret initial search results and help us deliver highly relevant content to our requestors more quickly? Our next speaker, Calishain is an industry watcher and researcher who posts more than 7,000 tech resources, social media, search, and info bites per year on ResearchBuzz and Firehouse. Hear about her latest picks, including using bookmakerlets to predefine Google searches; Inurl a search syntax; focused Twitter searches and saving them as RSS feeds; tools for monitoring the internet; and more. Hulser discusses graphical presentation of online search results from its beginnings in the 1990s with tools such as Grokker. There was great promise, but then these offerings faded away. What is the status of graphical search results representation in the 21st century? Ojala discusses how intelligent technologies are transforming search, going beyond keyword matching to semantic search. Machine learning is dictating what our searches find for us and what is deemed uninteresting to us. Cognitive computing helps determine the intent of a search. Voice assistants and chatbots free us from the search query box. Searches routinely return results that include images, videos, and numeric data. How can information professionals capitalize on these transformational search technologies to bring value to our communities? Get the answers here.
Positive user experience (UX), especially in our digital world, is critical for all organizations and communities. In the competitive digital landscape, libraries need to be at the top of their game, from designing their web presence for the future, boosting engagement, learning from other's experience, to connecting with images and apps. Sonya Schryer Norris, Library Consultant, & 1:15 p.m. – 2:00 p.m.

It can be intimidating for a small library with a solo digital and info pro, shares 20+ years worth of qualitative and quantitative data, using color, fonts/ typefaces, scalability elements, placement and other ways to influence eye-tracking on web pages.

Miylo Sandlin, Research & Instructional Services Librarian, Fashion Institute of Technology

Step-by-Step Template for Redesign

11:15 a.m. – 12:00 p.m.

Marshall Breeding, Independent Consultant, Library Technology Guides

We've all seen good and bad 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 engaging for your audience and successful for your stakeholders!

Yours truly.

Jeff Wisniewski, Web Services Librarian, University of Pittsburgh

We've all seen good and bad 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 engaging for your audience and successful for your stakeholders!

Jill Konieczko, Zimmerman Associates

Robotics & AI in Libraries: It's Happening!

10:15 a.m. – 11:00 a.m.

M. Ryan Hess, Digital Initiatives Manager, & Dan Lou, Senior Librarian for IT, Palo Alto City Library

Michael Hibben, Manager, Roanoke County Public Library

Libraries in Silicon Valley and the Blue Ridge Mountains are taking the lead in applying nascent robot technologies to library programs, particularly in regard to coding and AI. Palo Alto City Library has used its NAO robot to teach basic coding concepts to the community. It has also used the NAO robot for story times and in community events to engage the public. Roanoke County Public Library is using Pepper as a host; to support programming; and for teaching coding, AI, and robotics. Come learn how the libraries found each other, and how they hope to share information and work together moving forward. As an added bonus, you’ll get to meet NAO and Pepper!
C102 ● Customers Discover, Attend, & Respond to Programs
11:15 a.m. – 12:00 p.m.
Sarah Sawicki, Planning & Projects Director, Richland Library

It’s time to start checking in with your customers. Supported by a grant from the Knight Foundation, Richland Library (S.C.) teamed with Aten Design Group to create Intercept, a groundbreaking web experience that helps customers discover, attend, and respond to library programs. This open-source events calendar and room reservation system pairs events and circulation metadata with individual customer feedback to give personalized suggestions to customers looking for programs. This interactive demonstration showcases the nuts and bolts of Intercept, showing how Richland Library is using its data to highlight programs and make informed decisions about the programs it offers. See how customers scan in at events and take a look at the feature-rich My Account. Intercept is available for any library to use, with a variety of implementation options for your particular community.

LUNCH BREAK ● 12:00 p.m. – 1:15 p.m.

C103 ● Success With Social Media: Impact & Reach
1:15 p.m. – 2:00 p.m.
Nick Tanzi, Assistant Director, South Huntington Public Library, & Sara Roys, Public Relations Specialist, Mastics-Moniches-Shirley Community Library

Libraries have embraced social media as a means of connecting with their patrons and keeping them informed of programs and services. Unfortunately, many engage in hard-selling, a form of content that platforms such as Facebook now punish with reduced audience size. This talk demonstrates how to leverage Facebook’s algorithm and increase your library’s social media reach through the creation of engaging content. Speakers discuss “created” versus “curated content,” giving library-specific examples of both. High-engagement posts are dissected to reveal what made them work. Learn how your organization can boost engagement with its patrons and achieve social media success!

C104/105 ● Collections, Partnerships, & Engagement: Tips & Ideas!
2:15 p.m. – 4:00 p.m.
Nancy Howe, Public Relations/Outreach Librarian, Baldwinsville Public Library (BPL)
Sam Passey, Director, Unlth County’s Library & Museum Services, & Daniel Mauchley, Director, Duchesne County Library
Lauren Alger & Meghan Ferriller, Senior Innovative Specialists, Digital Innovation Lab, Library of Congress (LC)

BPL has begun creating online scavenger hunts using Library Trek by TrekSolver, Inc. In addition to hunts within BPL, several community-based hunts have also been made. For example, there is a hunt for people who visit the weekly Farmers’ Market, which engages them with the vendors. The Lock 24 Hunt, based on historical information about the Erie Canal, was created for two summer community events, and the library recently launched a hunt which takes players on a historic walking tour of Baldwinsville. Howe discusses how the library partnered with other organizations to create these hunts, how the hunts are publicized, and future plans for this ongoing project. Our next speakers discuss creating a digital community archival repository service. Learn how Uintah Basin Library Consortium in Northeast Utah utilizes the right mix of open and proprietary software to support the emerging needs of its partner libraries. Explore the process of starting a community digital repository service, and get the good, the bad, and what they wish they knew before they began this venture. The third presentation describes user-centered digital collections, specifically, Make Your Mark, a new initiative at the LC that expands crowdsourcing capacity by inviting public participation in the collective development of cultural memory through exploration, transcription, and tagging of digitized collections. The project engages the public, lifelong learners, and students to contribute in ways that help the LC make digital collections more accessible. It’s user-centered and has a central goal of engaging the public where they are—physically, skill level, and knowledge—in ways that evoke trust and approachability. It fulfills the LC’s digital strategy goals of creating a user-centered library and actively engaging learners of all ages with digital library collections. The project builds on the skills and technologies in use and developed at LC, but also shares these technologies back to the public and wider library and cultural heritage community via the open source code base for the underlying application—Concordia—hosted in GitHub. Speakers share the agile process of creating and improving Concordia and explain the communication channels and technologies developed to support the program of engagement.

EXHIBIT HALL OPENING RECEPTION
4:00 p.m. – 6:00 p.m.

TRACK D ● LEARNING FROM LEADERS
This track is for those who want to move into management of libraries. It features library leaders from different types of libraries and information environments who share their career paths, secrets to success, strategies for moving ahead, creating smart and dynamic communities, and more.
Moderated by Daniel Lee, ARC Business Solutions

D101 ● Leadership: Influence, Expertise, & Courage
10:15 a.m. – 11:00 a.m.
Marshall Breeding, Independent Consultant, Library Technology Guides & The Accidental Technologist
Donna Scheeder, Library Strategies International
Steve Coffman, VP, LSSI

Many different paths can lead to a career in libraries. In addition to librarians who have graduate degrees in library science, other academic disciplines and practical experience can lead to other professional positions in library organizations. It also takes courage to use library skills in other types or organizations. Breeding has been fortunate to serve the library profession nationally and internationally in a career focused on exploring technology and innovation. His path has been nontraditional, launched through many fortunate opportunities. Hear his professional story, along with some reflections on personal branding, career development strategies, building technical skills, making the move to your business, mentoring, and library advocacy. Coffman, who has worked for many years with a supplier to libraries, has another interesting story to tell. Scheeder has worked in politics, the Congressional Research Service and numerous library associations, most recently as president of the International Federation of Library Associations (IFLA). She shares leadership tips on influence and getting things done.

D102 ● Courage to Be Strategic
11:15 a.m. – 12:00 p.m.
Mary Lee Kennedy, Executive Director, Association of Research Libraries

Our speaker has a range of experiences, having worked for the New York Public Library and Harvard University libraries, and Microsoft. She addresses a tough topic: making the best choices for the users even when the library implications appear to be challenging. Libraries have to continually change to keep up with their changing communities, and sometimes making
tough strategic decisions is what it takes to be successful. Get insights and courage to make the right decisions in your environment.

**LUNCH BREAK** • 12:00 p.m. – 1:15 p.m.

**D103** Design, Smart Communities & Engagement!
1:15 p.m. – 2:00 p.m.
Rolf Hapel, Distinguished Practitioner in Residence, Information School, University of Washington, & Driving Force Behind Dokk1, Aarhus, Denmark
An internationally recognized leader in public libraries, our speaker shares what he has learned serving as director of Citizens’ Services and Libraries in Aarhus, a city of approximately 340,000 people in central Denmark as well as with four Danish cities as a librarian, deputy manager and director of public services. Hapel has been described as a library visionary who brings design thinking to the library world. He was instrumental in the development of Dokk1, a 300,000-square-foot structure inaugurated in 2015 that is the largest public library in Scandinavia. The innovative library and cultural center brought in citizens and organizations to participate in the design process, and is paired with municipal public services, theaters and businesses. Get lots of ideas and insights, especially about citizen enlightenment and engagement!

**D104** Digital Achievers
2:15 p.m. – 3:00 p.m.
Nicole Forsythe, User Experience Architect, Critical Mass
Michael Sauera, Director, Technology, Do Space
Chad Mairn, Librarian, Innovation Lab Manager, St. Petersburg College
How do they make it happen? Our digital achievers have transformed their libraries, organizations, or customers’ worlds and share their stories—insights, getting buy-in, bringing everyone along, impact, and more!

**D105** Innovative Ideas From Other Countries
3:15 p.m. – 4:00 p.m.
Steve Coffman, VP, LSSI
Lata Suresh, Director, Knowledge Resource Centre, Indian Institute of Corporate Affairs
Coffman shares a different model for public libraries used in Japan. Our second speaker discusses the changes occurring in Indian libraries due to emerging trends and technologies in the digital age. Be inspired by these different ideas, and rethink your own environment.

**EXHIBIT HALL OPENING RECEPTION**
4:00 p.m. – 6:00 p.m.

**TRACK E** INTERNET@SCHOOLS
Day 1 of the K-12 focused Internet@Schools track features tips on researching and creating with tech, getting tech, unlocking history with the National Archives, and creating with tech, getting tech, unlocking history with the National Archives, as well as new tools to engage your students.
Organized and moderated by Carolyn Foote, Westlake High School, Austin, Texas

**E101** Researching & Creating With Tech for Under 10
10:15 a.m. – 11:00 a.m.
Jennifer Sturgeon, Teacher Specialist for School Libraries, Calvert County Public Schools
From kindergarten through the end of elementary school, students are using technology to research, cite their sources, and create presentations while learning invaluable skills in the school library. Hear about ISTE and AASL standards with young learners and how to utilize a research model with grades K–5 and scaffold the model for success. Best practices for technology integration with research projects in the school library are shared as well as interactive ideas and strategies for student-created presentations. Leave with a full research project that can be incorporated into the primary grades.

**E102** E-Portfolio Development & Tools
11:15 a.m. – 12:00 p.m.
Kimberly Moore, Upper School Librarian, All Saints Episcopal School
E-portfolios have become popular in education and have even moved to the collegiate level as a requirement for graduation. At All Saints, high school students choose a meaningful topic to research all semester and create a beautiful e-portfolio of work. Along this journey, students utilize web tools for remembering, understanding, applying, analyzing, evaluating, and creating. Learn e-portfolio tool selection guidelines, how to evaluate and measure student learning using e-portfolios, and how the artifact of e-portfolios provide a powerful and comprehensive digital resume of the multiple intelligences of an individual as a linguist, a reflective learner, and a self-learner.

**LUNCH BREAK** • 12:00 p.m. – 1:15 p.m.

**E103** Hands on History: Unlocking National Archives Records
1:15 p.m. – 2:00 p.m.
Suzanne Isaacs & Meredith Doviak, National Archives & Records Administration
Learn how to bring millions of digitized historical records into your school. In this how-to mini workshop, the National Archives Catalog Community Managers will demonstrate how you can use the National Archives Catalog to access primary sources. They will also demonstrate how students can unlock history through transcription of historical records. Participants will learn how the Citizen Archivist program works, how to create lists of records for your students to transcribe and strategies on how to use this program in the classroom. Activities can be adjusted for a range of grade levels and abilities.

**E104** Power of Interlibrary Collaboration
2:15 p.m. – 3:00 p.m.
Carolyn Foote, District Librarian, Eanes ISD, & Melinda Darrow, Art History Teacher, Westlake High School
Learn how a librarian and art history teacher collaborated with Smithsonian librarians to travel from Texas to bring a group of independent study students to use the Smithsonian Libraries and Library of Congress. Learn the logistics and benefits of this cross-library collaboration and how the local community library contributed as well.

**E105** Tools for Everyday Use
3:15 p.m. – 4:00 p.m.
Gary Price, Co-Founder, INFDocket & FullTextReports
Our experienced and popular speaker shares his top tools and favorite tools. He always amazes with the range and value of the apps and tools he shares.

**EXHIBIT HALL OPENING RECEPTION**
4:00 p.m. – 6:00 p.m.
Authentication provides inadequate security and limits the ability due to workflow or location issues. Further, this form of authentication may throw up obstacles before the journey even begins. Presenting users with a simple, single sign-on solution for accessing library resources is therefore of critical importance. At the same time, library administrators need an authentication service which is robust, easy to manage, and, perhaps most importantly, secure. Implementing such a system can provide tangible benefits for both administrators and users and ensures users a seamless entryway into their research experience. This session explores the early stages in the path of ensuring easy, quick, and secure access to resources. Speakers discuss their user environment, evaluation process, and implementation of single sign-on authentication using OpenAthens.

**A203 • R21: New Access Paradigm for Subscribed Content**
1:45 p.m. – 2:30 p.m.
Ann Gabriel, VP, Global Strategic Networks, Elsevier, & R21 STM NSO Committee
Robert Kelshian, Director, Access Services, Library, American University
Tim Lloyd, CEO, LibLynx
Libraries, publishers, and vendors share a commitment to providing a frictionless environment for users and patrons to access content. In 2016, the International Association of STM Publishers (STM) and the National Information Standards Organization (NISO) announced the Resource Access for the 21st Century initiative (R21) to streamline the user experience for access to subscribed content outside institutional IP domains. Frequently, the user experience with IP access is not seamless due to workflow or location issues. Further, this form of authentication provides inadequate security and limits the ability of librarians and publishers to understand patterns of usage and respond with greater customization. These issues not only impact subscription content, but also delivery of greater customization around open access services. Two years on, the R21 team is ready to unveil the results of collaboration with libraries, industry associations, publishers, and standards organizations. Hear report results including updates and developments in four key areas: pilots and what’s next, user experience (UX), input and feedback from the R21 “Security and Privacy” report, future governance and next phase framework.

**COFFEE BREAK • IN THE EXHIBIT HALL**
2:30 p.m. – 3:30 p.m.

**A204/205 • Collections: Georeferencing, Audio, Ebooks, & Tech**
3:30 p.m. – 5:15 p.m.
Christina Moyer, Metadata Librarian, & Jessica Forthman, GIS Specialist, National Geospatial-Intelligence Agency
Michael LaMagna, Erica Danowitz, & Andrea Rodgers, Reference Librarians, Delaware County Community College
Neil Ordinario, IT Analyst, Library, San Jose State University
Through digitization, many historic map collections are now available online to the public. Georeferencing opens up these map collection even more to users, allowing users to interact with the map in GIS software. The georeferencing process takes an image of a map and embeds it with coordinate information. The process can include shifting, rotating, scaling, skewing, and in some cases warping, rubber sheeting, or orthorectifying the data. Don’t know what that means? Speakers explain how georeferencing works and how it benefits users. Learn how even beginners can use QGIS, a free open-source GIS software, to georeference historic maps. Learn also about the standardized georeferencing processes implemented at the National Geospatial-Intelligence Agency, where many employ-
They discuss OCLC’s recent experiments with linked data and is focusing on productionizing linked data services in libraries. Manually assigning metadata to audio collections is time-consuming while a fully accurate (and human-edited and researched) transcript can surface the same metadata, but these transcripts can be prohibitively expensive. The third presentation focuses on ebook acquisition models as libraries continue to invest in ebooks to ensure access to content in a range of formats. Models include patron-driven acquisition, one-time purchase, focused subscription, or large-scale subscriptions; it is important to better understand how users engage with this content. Speakers have experimented with a range of ebook access models and through usage data provide practical insights into ebook acquisition and how access models influence use. Since academic libraries are increasingly focused on the acquisition and expansion of circulating technology collections, the last talk focuses on collection development strategies. Tech collections are often governed by auxiliary library services such as access services or IT departments, not considered as part of the general collection; technology purchases are typically made with one-time-use funds, and replacement is an ad-hoc process depending on budget availability; users are rarely consulted regarding new purchases; and systematic analysis of usage is lacking. As laptops, tablets, and other technologies become integral to a library’s circulated resources, the library needs to apply current and emerging collection development strategies, such as demand driven acquisition, to these collections and center users as the decision makers in technology collection growth by continually assessing users’ needs and evaluating collections based on those needs. Hear how one library is trying to unify tech purchasing with other collection management strategies and policies.

**TRACK B ● OPERATIONS & SYSTEMS**

This track begins with a look at the current library technology scene, linked data platforms, library technology vendor evaluation, ILS migration and then examines the library tech environment from the viewpoint of a library CEO.

**Moderated by Jim Tchobanoff, Tchobanoff Research & Consulting**

**B201 ● Library Technology Update**

10:45 a.m. – 11:30 a.m.

Marshall Breeding, Co-Founder, Library Technology Guides

Breeding has authored the “Library Systems Report” since 2002, which provides information and analysis regarding the strategic technology systems used by libraries for the management of their collections and automation of their operations. This presentation shares the trends in the latest 2018 report. Recent events in the library technology industry have important ramifications for libraries. Come hear an expert’s insights on these unfolding events and his perspective on how they will impact libraries.

**B202 ● Linked Data in Libraries: From Prototypes to Production**

11:45 a.m. – 12:30 p.m.

Sara DeSmidt, Senior Product Analyst, OCLC

Our speakers share a future vision of what linked data cataloging could mean for library workers and end users. They will provide an update on what’s happening at OCLC and the Mellon-funded Linked Data for Production (LD4P) effort which is focusing on productionizing linked data services in libraries. They discuss OCLC’s recent experiments with linked data and Wikidata and how that work with 16 academic, research, public, and national institutions prototyped services for libraries to conduct what Kenning Arlitsch has called “new knowledge work.”

**LUNCH BREAK ● 12:30 p.m. – 1:45 p.m.**

**B203 ● Practicing CEO Tech Perspective**

1:45 p.m. – 2:30 p.m.

Paul Takala, Chief Librarian/CEO, Hamilton Public Library

Our experienced, community-focused, and forward-thinking CEO shares his tech thoughts, points out areas he’s looking at for the future of his library, and discusses areas for further attention.

**COFFEE BREAK ● IN THE EXHIBIT HALL**

2:30 p.m. – 3:30 p.m.

**B204 ● ILS Migrations**

3:30 p.m. – 4:15 p.m.

John DeLooper, Co-Founder, Web Services/Online Learning Librarian, Lehman College

Devlyn Courtier, Library Associate, & Lotta Sanchez, Library Technology Associate, Hudson County Community College

An ILS migration is one of the most complicated challenges a library can face, but it also provides great opportunities for evaluating library services and improving workflows. Speakers discuss a community college library’s experience migrating ILSs from a proprietary vendor to an open source solution and what lessons were learned from this transition.

**B205 ● Crowd-Sourced Vendor Evaluations**

4:30 p.m. – 5:15 p.m.


Our speaker shares his secrets after conducting the “International Library Automation Perceptions” survey for more than 10 years. The survey gauges library satisfaction with their current automation systems and tracks trends such as interest in open source products and moving to competitive products. Libraries often look to this survey as staff evaluate automation products. Vendors likewise use survey results as one way to gauge their customer service performance and to make any needed adjustments. Breeding relates the results of the latest edition of the survey and provides his perspective on how these results can be interpreted and utilized to make better decisions for your library.

**TRACK C ● ENTERPRISE: TOOLS, TECH, & NEW ROLES**

From the evolution of Microsoft Library, adapting to KM and agile techniques, and managing and visualizing data, our speakers share their enterprise strategies, practices and insights.

**Moderated by Doris Helfer, California State University–Northridge**

**C201 ● Moving to Cloud-Based Knowledge Services**

10:45 a.m. – 11:30 a.m.

Ben Hope, Information Architect, FDA Library


Faced with continued downsizing of collection, space, and staff, it was clear that traditional library services were not being valued and a new focus was necessary for library survival. An outside assessment of the library recommended an expansion of knowledge management services but KM was not clearly defined. The speakers conducted interviews with key stakeholders and knowledge management experts within the agency and

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found there was a desperate need for a centralized approach to providing knowledge services and resources. We then set out to develop a cloud-based architecture that would serve as the "KM thread," integrating the various silos of knowledge and information across the agency, engaging users and providing a platform for collaboration and information sharing. This session discusses how this organization implemented an innovative, cloud-based architecture, the benefits realized to date, and plans for future growth.

C202 • Presenting & Visualizing Data: SOS @ NOAA
11:45 a.m. – 12:30 p.m.

Jan Thomas, Librarian, LAC Group for the National Oceanic and Atmospheric Administration (NOAA)

Science on a Sphere (SOS) is a tool that was developed by NOAA to better visualize satellite and climate data in three dimensions instead of two. The NOAA Center of Weather and Climate Prediction (NCWCP) had an SOS installed in the fall of 2017 preceding its inaugural open house. It has become a valuable tool for presenting and visualizing data while promoting interdisciplinary communication among library users. While not a traditional setting or tool for a library, SOS has been adopted to become another library service provided to the community. There are a number of benefits and challenges of housing the SOS in a government library. This presentation focuses on how it is being used to bridge the gap of connecting NOAA scientists with the library, but also with each other and the general public.

LUNCH BREAK • 12:30 p.m. – 1:45 p.m.

C203 • ROI & Value: Measuring & Talking About What Matters!
1:45 p.m. – 2:30 p.m.

Mary Ellen Bates, Principal, Bates Information Services, Inc.

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.

COFFEE BREAK • IN THE EXHIBIT HALL
2:30 p.m. – 3:30 p.m.

C204 • Agile & Info Management for Success
3:30 p.m. – 4:15 p.m.

Richard Hulser, President, Richard P. Hulser Consulting

Technological advances are creating increasingly sophisticated information for consumers and users and challenging traditional information services and management techniques. Sophisticated search engines incorporating artificial intelligence, combined with tools such as Unpaywall to efficiently find and linked data. This has further resulted in creating streamlined procedures within not only the library but throughout all of NOAA, and has provided renewed focus on accessibility of research results to the greater scientific community and the general public.

TRACK C • TECHNOLOGY & ROBOTICS

C205 • Institutional Repository & Cultural Change
4:30 p.m. – 5:15 p.m.

Jennifer Fagan-Fry, Institutional Repository Manager, National Oceanic Atmospheric Administration (NOAA)

Since its beginnings, NOAA has operated under a Silos of Excellence model, where research was published on disparate platforms, including office-specific databases and program websites. But with the implementation of a White House OSTP-mandated institutional publications repository, the NOAA Central Library is playing a role in the way NOAA approaches scholarly communications that is beginning to break down silos. The NOAA IR is becoming a unified home for NOAA publications, spanning all offices and subjects with standardized metadata and linked data. This has further resulted in creating streamlined procedures within not only the library but throughout all of NOAA, and has provided renewed focus on accessibility of research results to the greater scientific community and the general public.

CHECK cil.infotoday.com for conference updates.
operate at optimal efficiency? Machines need to learn to be effective, whether it’s Siri, Alexa, or Watson. And people have to adapt to the machines. Join us and learn more!

COFFEE BREAK • IN THE EXHIBIT HALL
2:30 p.m. – 3:30 p.m.

D204/205 • Robots, AI, & Challenges
3:30 p.m. – 5:15 p.m.
M. Ryan Hess, Digital Initiatives Manager, &
Dan Lou, Senior Librarian for IT, Palo Alto City Library
Michael Hibben, Manager, Roanoke County Public Library
Bonnie L. Roalsen, Library Director, Dedham Public Library
Jason Griffey, Founder & Principal Consultant, Evenly Distributed
LLC & Affiliate at metaLAB (at) Harvard

Our experienced practitioners share their challenges and learnings dealing with robots and AI applications. Learn their secrets before you move ahead with your AI and robotic plans! Hear their thinking about implications for the future too.

TRACK E • INTERNET@SCHOOLS
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 • Fake News/Post Truth: News Digital Literacy in Digital World
10:45 a.m. – 11:30 a.m.
Kimberly Moore, Head Librarian/Digital Literacy & 3D Teacher, All Saints’ Episcopal School

We are bombarded by news media in multiple formats—print, broadcast, internet, and social. The volume, velocity, and variety of information is growing exponentially. News literacy skills are essential to distinguish between fact and opinion in this ocean of data. How do you tell if a news story is true or false? If adults have trouble deciphering what is true and what is not, then how do our students fare? Moore shares teaching strategies she uses with her Digital Literacy class on information literacy, search, curation, metrics, infographics and personas.

E202 • Preparing Students for Academic Success: Gamified Strategy!
11:45 a.m. – 12:30 p.m.
Brenda Boyer, School Librarian & Instructor, &
Joyce Valenza, Assistant Professor, Rutgers University

School librarians strive to prepare students for academic success. But what does this look like? How do we make the leap from AASL Standards to the ACRL Frames? Our experienced speakers discuss practical and engaging strategies to differentiate and personalize learning to ensure success at the university level. To scale these practices for learner preparedness, they are using a gamified strategy to bridge the divide and are developing a 23 Things-style prototype. Get a peek and share your input—join the conversation!

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

E203 • Bring the World into Your Library
1:45 p.m. – 2:30 p.m.
Maya Berry, Library Media Specialist, Carlisle Public School

Technology is a powerful tool to break down the barrier of distance. With the click of a button and an internet connection, we can bring the world into our libraries, connecting our students with others across the country and around the world. Learn about a variety of free opportunities for building connections with other teachers and students, as well as means of connecting with educational programs. Berry discusses events such as Dot Day and the Global Read Aloud and explores resources such as Google Groups, Skype a Scientist, Skype in the Classroom, Mystery Skypes, virtual field trips, as well as freemium resources such as Padlet, Seesaw, Hangouts, Skype, and Flipgrid, and explains how to facilitate their connections.

COFFEE BREAK • IN THE EXHIBIT HALL
2:30 p.m. – 3:30 p.m.

E204 • Munch ‘n’ Make: Uniting Students & Staff Through Experimentation & Play
3:30 p.m. – 4:15 p.m.
Nichole Ashford, Librarian &
Lindsay Sutton, Information Technology, Stafford HS

Last year, Stafford High School piloted a lunch program based on the makerspace movement. We wanted to change the culture of our school by fostering a relaxed, highly inclusive library program. We felt that many of our staff and students weren’t fully aware of the range of skills, talents, and equipment we have to support them. Come see how this problem-solving program is opening up opportunities for collaboration throughout our school community and building supportive relationships.

E205 • Trending @ School Libraries
4:30 p.m. – 5:15 p.m.
Brian Pichman, Director, Evolve Project

Our experienced and popular “Games & Gadgets” guy explores the tools, tech, gadgets and robotics that are trending for school libraries.

WEDNESDAY EVENING SESSION

Engaging Community Spaces: Architectural Insights & Ideas
Francine Houben, Founder & Creative Director, Meccanoo

Our speaker, an award-winning architect with an insightful vision of the role of libraries in society and urban development, has created some amazing and inspiring libraries. Her work ranges from theaters, universities, office buildings and libraries to neighborhoods, housing, masterplans, and Each design is founded on an observation of people, location, culture, and climate. The analysis amounts to designs that respond to current predictable change. Have a look at some of these creations and reno-community with more engaging and changeable spaces, whether it’s an academic campus, town, or corporate enterprise; and be ready to take some action in your community.
8:45 a.m. – 9:45 a.m.
Lee Rainie, Director, Internet & Technology Research, Pew Research Center
Our popular and knowledgeable speaker covers the latest Pew Research Center findings about the stresses on three pillars of modern life. He describes how the erosion of trust in institutions and people has affected the way facts are created and challenged, and how that affects people’s attitudes about the essence of democratic institutions and norms. Librarians are at the heart of this story. Join our entertaining and inspiring storyteller!

9:45 a.m. – 10:45 a.m.
A301 • Library Publishing 2019
10:45 a.m. – 11:30 a.m.
Terence Huwe, Library Director Emeritus, Institute of Research for Labor & Employment, University of California, Berkeley
In recent years, librarians have been shouldering their way into a new digital publishing role that now includes academic and commercial ventures, upsetting the status quo in the industry at large. It is clear that our publishing mandate is here to stay and is well on its way to becoming a new core competency for the profession. Huwe posits that with a strong foundation in open scholarship as well as public service, we are already creating all-new digital strategies without the burden of long operational histories, mandates to make profits, or outdated preconceptions that originated in print publishing. He compares library publishing ventures with the digital initiatives of legacy publishers, describing the values we share as well as the many ways in which we differ. We are a profession of collaborators, and new partnerships and alliances are open to us as we establish our publishing identity. Hear about the key strategic decisions we will make in the near future.

11:45 a.m. – 12:30 p.m.
Chijioke Nwogu, CEO, GameFeLLC
The gaming revolution is here to stay. Recent studies show that 72% of U.S. teenagers play video games, and this continues into adulthood: The average gamer is 34 years old and 72% are 18 or older. The age of data science is also here to stay. In 2013, IBM assessed that 90% of the world’s data has been created in the past 2 years, but individuals who have strong data skills are lacking. Games provide the perfect learning platform due to a high level of engagement and repetition. When middle school students share why they enjoy gaming, the most common response is the autonomy games provide to improve their skill levels through repetitious action. The idea of learning games is certainly not new, although many traditional learning games are more often glorified quizzes that emphasize drilling information. Get tips and techniques on how to focus more on entertainment and creating meaningful experiences while incorporating learning into game mechanics and strategy.

12:30 p.m. – 1:45 p.m.
LUNCH BREAK • LAST CHANCE TO VISIT EXHIBITS

1:45 p.m. – 2:30 p.m.
Richard Huffman, Chief, Library & Information Center, Federal Deposit Insurance Corp.
Collection development is becoming an increasingly challenging task for libraries of all types today. Identifying relevant content and working with vendors, aggregators, platform providers, integrators, and resellers can lead to unintentional gaps, duplicate purchases, and incompatible solutions to the real requirements of end users. Huffman suggests strategies for solving some of these issues and working with a diverse community of providers to support your users’ needs where and when they look to you for information.

2:45 p.m. – 4:30 p.m.
Toby Greenwalt, Director, Digital Strategy, Carnegie Library of Pittsburgh
Paul Kelly, Digital Curation Librarian, DC Public Library
Jacquelyn Oshman, Senior Reference Librarian, New Brunswick PL
Agatha Monahan, Local History Librarian, West Hartford Public Library
Mary Haberle, Web Archivist, Internet Archive
Stephen Abram, Executive Director, Federation of Ontario PLs
Public and academic libraries alike have a unique role to play in their local civic data ecosystems. Whether acting as community connectors, parsing hyperlocal applications for open datasets, or creating data tools of their own, libraries can function as both hubs and driving engines of civic-minded data activity. This double session features three different projects. Greenwalt provides an overview of the library role in open data partnerships as seen through the perspective of the Civic Switchboard Project—an Institute of Museum and Library Services (IMLS)-supported effort geared toward catalyzing academic and public libraries as players in civic data ecosystems. Partnerships between libraries and local data intermediaries as a means to better serve data users, further democratize data, and support equitable access to information need to increase. Hear about the guide and toolkit being created to help libraries getting started in this work, and the stories from members already doing it around the country. Participants in another IMLS-funded national project, Community Webs: Empowering Public Librarians to Create Community History Web Archives, explore project management, professional development, and outreach in the context of preserving 50 terabytes of community web archives. Hear how the Internet Archive is training a national cohort how to web archive using Archive-it while creating an online curriculum for broader dissemination, and how several public libraries approached the technical, curatorial, and outreach challenges related to building special collections representative of their local communities.
The third presentation shares how public libraries in Ontario are enabling their communities using social media dashboards.

**TRACK B • TECH TOOLS**

From new and exciting apps, to perspectives of future tech, to AR & VR there are many tech tools we can use in our communities. Get energized by our speakers and their thoughts and experiences.

Moderated by Hannah Summers, George Washington University

**B301 • Computers in Libraries Magazine’s Tech Forum**

10:45 a.m. – 11:30 a.m.

Dick Kaser, Executive Editor, Computers in Libraries, & former VP, Content, Information Today, Inc.

Terence Huse, Library Director Emeritus, Institute of Research for Labor & Employment, University of California, Berkeley

Marshall Breeding, Founder, Library Technology Guides & CIL columnist

Jan Zastrow, Certified Archivist, Librarian and Information Professional

This panel of industry thought leaders and Computers in Libraries magazine columnists reflects on technology issues, libtech challenges, top trends and foreseeable developments affecting all libraries—public, academic, and special—museums, and archives. Bring your own issues and challenges to this sure-to-be lively, interactive forum.

**B302 • There’s an App for That!**

11:45 a.m. – 12:30 p.m.

Katlin Seagraves, Digital Literacy Associate, Tulsa City-County Library

Looking for some new tech? Join this session for a brief introduction to 30 apps, software, and web tools in 60 minutes. We look at tools for graphic design, game development, information literacy, and more! Whether you’re looking for a tool to use in your own work or to introduce to your patrons, there is something for everyone.

**LUNCH BREAK • LAST CHANCE TO VISIT EXHIBITS**

12:30 p.m. – 1:45 p.m.

**B303 • Augmented & Virtual Reality in Libraries**

1:45 p.m. – 2:30 p.m.

Janine Pino, Catalog/Reference Librarian, & Will Buck, Blount County Campus Librarian, Pellissippi State Community College

Molly McManus, Chief, Information Science & Knowledge Management Branch, US Army Engineer Research & Development Center Information Technology Laboratory

In fall 2017, one community college developed a plan to transform library instruction with virtual and augmented reality. Pino and Buck share the journey up the mountain of faculty engagement, through the valley of resource assessment, and to the shores of instructional design and development. Fellow travelers gain new insight into this emerging technology, a list of vetted resources for academic engagement, and information literacy, and more! Whether you’re looking for a tool to use in your own work or to introduce to your patrons, there is something for everyone.

**B304 • Tech & ROI in Rural Libraries**

2:45 p.m. – 3:30 p.m.

Sherry Fathm, Director, Digital Technology & Communication, Sukh Jatana, Manager of Digital Technology Infrastructure, & DaWna Work, Director, Public Services, Branches, Hamilton PL

Learn how a public library has been able to increase rural branch use through incorporating new open+ technology at two of its rural branch locations. Combining technology and an innovative combination of local and remote staffing, access to branch library resources have increased from at least 17 to 60 hours per week thereby improving the library’s role as a community hub. Come and learn about the extended access service model, lessons learned and applied, the benefits of leveraging technology, and the outcomes from first location in Canada to implement this technology.

**B305 • Educational Tips, Apps, & More**

3:45 p.m. – 4:30 p.m.

Ericka Hill, Teen Librarian, Durham Public Library

Stacy Vincent, Library Consultant, Technology & Innovation, Utah State Library Division

Hill discusses iThink Tech Savvy, an interactive exploration technology application workshop that provides librarians, teachers, and educators with information about the latest free and cost-friendly apps like Photomath, Evernote, StudyBlue, and various others. These apps can be useful in the classroom, library, for fun, or as assistance to teens and tweens for homework and assignments. Vincent, a former computer teacher, shares tips for teaching tech to others. Bring your tablets, iPads, or phone to join this interactive learning session.

**TRACK C • MARKETING & ENGAGING COMMUNITIES**

The presenters in this track share marketing techniques and strategies to engage communities with stories, track needs using Google, find funds to support libraries, and more.

Moderated by Ben Bizzle, Library Market

**C301 • Engaging With Impact Stories**

10:45 a.m. – 11:30 a.m.

Sue Considine, CEO, Strategic Doing Consulting

Ben Bizzle, CEO, Library Market & Co-Author, Start a Revolution: Stop Acting Like a Library

Working in a library can be tough, rewarding, and inspiring. We all need a little reminder of our impact and value every now and then to help us keep moving forward with our good work. In anticipation of their new book, It’s All About the Story, please join our popular and experienced speakers in an interactive storytelling session about the impact libraries have on the lives of the people we serve. They share stories from their book and invite you to share your inspirational library stories as well.

**C302 • Strategic Thinking: Model, Case & Tips**

11:45 a.m. – 12:30 p.m.

M.J. D’Elia, Associate University Librarian, Academic (Acting), McLaughlin Library, University of Guelph

Strategic thinking is something that we all need and that is often taught now in elementary school. Our experience learning master has used Lego and pictures to help groups make decisions and move things forward. Here, he shares a strategic thinking model that can work in a number of different strategic scenarios—from institutional strategic planning, to individual strategic opportunities. Then he illustrates it’s potential with a lively case study. Get some tips for facilitating strategic conversations in your library or organization.

**LUNCH BREAK • LAST CHANCE TO VISIT EXHIBITS**

12:30 p.m. – 1:45 p.m.

**C303 • Preparing Libraries for the Digital Future**

1:45 p.m. – 2:30 p.m.

Peter Volkonja, Head, Research, Koios LLC

Beverly Sutherland, EdTechnologyFunds

As the world continues to move toward a digital economy, libraries play a vital role in preparing communities for the opportunities and challenges ahead. Libraries offer patrons a space to access free Wi-Fi, learn coding and other digital skills, and gain experience
with emerging technologies through new library programming; all of which require a strong network infrastructure and fast Wi-Fi connectivity. Velikonja discusses how Google searches may yield surprises about patron needs. He shares how he used Google’s API with themed key phrases in 3,000 library service areas and the results confirmed some assumptions and brought some new ideas forward. Use this info to inform your marketing efforts and help your administrators with resource management and planning. Sutherland discusses how libraries nationwide can meet patron needs by leveraging E-rate Category 2 funding to purchase necessary equipment and related services. She takes an in-depth look at a few library systems that have implemented new Wi-Fi infrastructures using E-rate funding and the programs that were improved upon with the technology upgrades. Though established in 1996 to ensure that schools and libraries have the resources necessary to upgrade their network infrastructures, most of the E-rate funding still goes to schools. In 2016, libraries were awarded just under $75M of the more than $1.6B committed. Get strategies to help your library overcome obstacles such as limited IT support, establishing and maintaining OPA compliance, creating timelines that enable board approvals, and identifying matching funds.

**C304 • Spaces, Final Frontier?**
2:45 p.m. – 3:30 p.m.
Roy Degler, Digital Services Librarian, & Damith Mahapatabendig & Gautham Ponnaganti, Research Professionals, Oklahoma State University Libraries

I don’t want to use my creative energy on somebody else’s user interface. Jeff Bezos’ booking study rooms online is a highly valued and utilized service at our library. LibCal’s room booking software was instrumental in that success. When planning to move to the new Spaces, we surveyed our students. The students expressed how they greatly valued the service and offered features they would like to see added. Spaces’ new API gave us the freedom to develop a highly customized interface/app to enhance student experience by incorporating their suggestions. We are developing apps and a web interface to include a number of features not found in Space’s interface: VR views of the rooms, notification of room reservation to multiple services. Utilizing diverse technology tools, a number of large community environments.

**C305 • Engaging & Delighting Global Communities**
3:45 p.m. – 4:30 p.m.
Alka Bhatnagar, Retired Regional Engagement Specialist/Diplomat, Department of State

Get an overview on how the Worldwide American Libraries of the 1990s transformed to the current, vibrant, 650-plus American Spaces (AS) in 141 countries and delighted nearly 58 million visitors in 2017. Through the sharing of Bhatnagar’s personal work in 27 countries managing 125 AS, learn what it took to envision, develop, and execute outcome-based programming to engage the strategically determined communities using physical and, more importantly, digital platforms to maximize reach. Citing best practice from a transformed American Space in Kenya, learn how using “digital hub and spoke system,” continuous tracking program outcomes through data analysis, utilizing customer survey methodologies, and focus group feedbacks resulted in improved quality, quantity, and visibility of AS programs, leading to a recorded 430% rise in the number of programs in 2016, with visitor count in other AS across Kenya tripling.

**TRACK D • MANAGEMENT & METRICS**
Filled with tips, techniques, practices, and tools, our speakers inspire and share methods, models, and metrics for improving customer experiences with great staff, processes, and community environments.

**D301 • Outcome-Driven Innovation**
10:45 a.m. – 11:30 a.m.
Christa Werle, Public Services Project Manager, Sno-Isle Libraries

Nonprofits are becoming increasingly sophisticated in data-driven decision making and service planning. How can the social sector adopt outcome-drive or “needs first” innovation into their strategy? Follow a simple case study of how a public library can leverage front-line staff experience to meet community needs with measurable outcomes in their strategic plan.

**D302 • Tech Tools to Transform Culture**
11:45 a.m. – 12:30 p.m.
Vickie Drake, Health Sciences & Faculty Services Librarian, & Christine Tracey, Campus Library Manager, Montgomery College

Experts say that culture change takes 8 years to achieve. Yet, in this fast-paced world, organizations do not have the luxury to spend 8 years engaged in the processes of shifting culture. Libraries in particular are not able to spend that kind of time due to the innovative and energetic pace of changes in the profession and their need to keep current in order to remain relevant. Find out how the library at Montgomery College, the largest community college in Maryland, continues to make incremental changes to combat the 8-year myth. By challenging employees to make small improvements, the library system was able to encourage the transformation of traditional library services. Utilizing diverse technology tools, a number of large initiatives are being realized within a 3-year period of time, including launching a single service point, creating consistent student employee training and onboarding, and establishing

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**EXHIBITOR LIST (as of 11/30/18)**

American Psychiatric Association Publishing
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Comprise Technologies
D-Tech International
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EBSCO
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library employee competencies in the areas of information seeking, access services, and technology use. This presentation provides a road map and best practices for implementing transformative changes in your library’s culture.

LUNCH BREAK ● LAST CHANCE TO VISIT EXHIBITS
12:30 p.m. – 1:45 p.m.

D303 ● Successful Strategies for Results: Ideas to Implementation
1:45 p.m. – 2:30 p.m.
Rex Krajewski, Director, Library & Learning Resource Services, North Shore Community College

Regardless of rank or role, all staff members may identify innovations that can improve workflows, services, and resource offerings. But how does a good idea find its way to consideration and implementation? This talk explores how ideas are born and what challenges can impede their development. It cites real-world examples of organizations successfully mitigating these challenges so that ideas are shared, heard, considered, approved, developed, and implemented. Based on the assumption that good ideas can come from anywhere within an organization and that the realization that success requires participation, collaboration, and buy-in on many levels, this innovation process is addressed through the perspective of multiple organizational roles. Participants come away with practical strategies on how to successfully encourage, contribute to, cultivate, implement, and innovate solutions and improvements.

D304 ● Evaluation Matrix: Bibliometrics for Collection Development
2:45 p.m. – 3:30 p.m.
Sarah Davis, Senior Bibliometrics Librarian, LAC Group, NOAA Central Library

Data is invaluable in streamlining the potentially arduous task of selecting materials for acquisition but is too often limited to usage statistics and cost per use. Examining usage, along with cost-per-use metrics and interlibrary loan statistics, citation rates, and publication metrics, provides a more complete picture of the value of individual titles and our collection as a whole. Staff have developed a methodology to analyze the data from the library’s metrics and bibliometrics programs that gives insight into how patrons use materials and the impact of those materials. The resulting analysis identifies relevant and emerging research areas and is used to build an evaluation matrix that informs decisions for collection development.

D305 ● Hiring & Growing the Best People
3:45 p.m. – 4:30 p.m.
Maxine Bleiweis, Maxine Bleiweis & Associates, & Former Public Library Director
Meghan Kowalski, Outreach & Reference Librarian, University of the District of Columbia

Is the pool drying up just when you need to hire the best? Need some tips on hiring the best even when they aren’t applying for the job? When is the last time you overhauled your hiring process? Is your applicant pool diminishing while your needs are expanding? Join this session to ponder why that is, come up with a game plan for rethinking your approach, and leave with a list of action steps from recruitment to interview techniques to on-boarding. Also consider your job description and the phrase “and other duties as assigned,” which can be seen as an opportunity, not a burden. Kowalski discusses how to best use the flexibility of your position to both help your institution and your own career, how to develop passion projects, grow your skill set, and explore opportunities beyond your job description while maintaining productivity and standards.

TRACK E ● SMART COMMUNITIES & BLOCKCHAIN

Our future is uncertain, but we do know that there will be more new technology, the integrating of artificial intelligence, and the building of strong interconnected communities. Our speakers focus on what’s happening now, opportunities and what we might expect in the future.

Moderated by Donna Scheeder, Library Strategies International

E301/302 ● Smart Communities & Libraries
10:45 a.m. – 12:30 p.m.
Vickery Bowles, City Librarian, Toronto Public Library
Peter Raymond, CEO/Founder, SolveOS

The Smart City phenomenon has gained momentum in regions, cities, and neighborhoods all over the world. Public and private entities are working together and navigating emerging opportunities that are now available with increased technological capabilities, hoping to make their communities both safe and efficient for citizens and the environment. Hear how public libraries are part of their City’s Smart City initiatives, how one academic library is designing a smart campus, and how the Smart City agenda is an opportunity for libraries to add value and raise their profile as leaders in digital inclusion and digital literacy.

LUNCH BREAK ● LAST CHANCE TO VISIT EXHIBITS
12:30 p.m. – 1:45 p.m.

E303 ● Will IoT & Our Citizens Make Our Communities Smarter?
1:45 p.m. – 2:30 p.m.
Peter Raymond, CEO/Founder, SolveOS
Elizabeth MacDonald, Program Scientist, SMD/Heliophysics, NASA HQ & Geospace Physics Laboratory, NASA Goddard

The Internet of Things including smart sensors for firefighters, Tai Kwon Do students, medical patients, citizen scientists and libraries is growing. Here from speakers who weigh in on our future as smart communities and share their thoughts of how libraries can be front and center in the process!

E304/305 ● Blockchain & Opportunities for Libraries
2:45 p.m. – 4:30 p.m.
Jason Griffey, Founder & Principal Consultant, Evenly Distributed LLC & Affiliate at metalAB at Harvard
Peter Raymond, CEO/Founder, SolveOS
M. Ryan Hess, Digital Initiatives Manager, Palo Alto City Library
Sue Alman, Lecturer, School of Information, San Jose State University

Libraries are just beginning to explore blockchain, the technology behind cryptocurrencies such as Bitcoin. But the opportunities for libraries go beyond digital money. Blockchain is being explored as the backbone of a more free and open internet, as well as a means for authentication and for privacy and security. This mini-workshop discusses the possibilities for blockchain technology, including smart contracts, illustrates various ways the technology is being used today, and explores how libraries might apply blockchain to deal with intellectual property, scholarly publishing, and copying as well as managing users, ensuring patron privacy, expanding collections beyond our walls, and even helping to build the internet of the future. It shares research being done at San Jose State University along with their top picks for using this technology in and for libraries.

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• Exhibit Hall Grand Opening Reception on Tuesday evening
• Monday Evening Networking Event and Wednesday Evening Session
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Attendees are responsible for their own travel arrangements and hotel accommodations.

EXHIBIT HOURS
The exhibits will be located on the Independence Level of the Hyatt Regency Crystal City.

Tuesday, March 26
Grand Opening Reception .................. 4:00 p.m. – 6:00 p.m.
Wednesday, March 27 ...................... 9:45 a.m. – 4:00 p.m.
Thursday, March 28......................... 9:45 a.m. – 1:45 p.m.

REGISTRATION DESK HOURS
Registration will take place on the Independence Level of the Hyatt Regency Crystal City.

Monday, March 25 ......................... 8:00 a.m. – 4:30 p.m.
Tuesday, March 26 ......................... 7:30 a.m. – 6:00 p.m.
Wednesday, March 27 ..................... 8:00 a.m. – 5:00 p.m.
Thursday, March 28 ....................... 8:00 a.m. – 4:00 p.m.

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Cancellations will be accepted if received in writing no later than February 22, 2019. Full refunds minus a $50 processing fee will be issued. No refunds will be given after this date. Substitutions for the same amount of fees may be made through February 22, 2019. Please indicate the name and the title of the person who will be replacing the original registrant.

DISCOUNTS
Organizations sending more than one registrant can benefit greatly from the following rates: $359 for a 3-Day Pass, $629 for a Gold Pass, and $599 for a Library Leaders Summit Pass. Rates go up by $10 (3-Day) and $20 (Gold and Summit) after February 22, 2019. All registrations for group discounts must be submitted at the same time. Please contact the registrar at 609-654-6266 for more information.

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10 EResources/Web Services Librarian  
11 Director/Administrator  
12 Other (please specify) ____________________________  

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**REGISTRATION FEES**

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<tbody>
<tr>
<td>Preconference Workshops <strong>MONDAY, MARCH 25</strong> (Lunch is included when you register for a Full-Day or AM &amp; PM workshops.)</td>
<td>$329</td>
<td>$349</td>
</tr>
<tr>
<td>FULL □ 1 WebSearch University presents Searchers Academy.................................................................</td>
<td>$199</td>
<td>$219</td>
</tr>
<tr>
<td>AM □ 2 □ 3 □ 4 □ 5 □ 6 □ 7 □ 8 □ 9 □ 10 .................................................................</td>
<td>$199</td>
<td>$219</td>
</tr>
<tr>
<td>PM □ 11 □ 12 □ 13 □ 14 □ 15 □ 16 □ 17 □ 18 .................................................................</td>
<td>$199</td>
<td>$219</td>
</tr>
<tr>
<td>□ Gold Pass <strong>MARCH 25–28</strong> Includes access to all Computers in Libraries AND Internet@Schools conference sessions, keynotes, coffee breaks, networking events, and the Exhibit Hall PLUS one full-day or two half-day workshops.</td>
<td>$799</td>
<td>$819</td>
</tr>
<tr>
<td>□ Full 3-Day Conference <strong>MARCH 26–28</strong> Includes access to all Computers in Libraries AND Internet@Schools conference sessions, keynotes, coffee breaks, networking events, and the Exhibit Hall. Does not include workshops.</td>
<td>$499</td>
<td>$519</td>
</tr>
<tr>
<td>□ One Day Conference Pass Includes access to ONE complete day of Computers in Libraries conference sessions only, keynotes, coffee breaks, networking events, and the Exhibit Hall. Does not include workshops. <strong>TUESDAY, MARCH 26</strong></td>
<td>$299</td>
<td>$319</td>
</tr>
<tr>
<td>□ Internet@Schools Track <strong>MARCH 26–27</strong> Includes access to Internet@Schools Track, keynotes, coffee breaks, networking events, and the Exhibit Hall.</td>
<td>$199</td>
<td>$219</td>
</tr>
<tr>
<td>□ Library Leaders Summit <strong>MARCH 26–27</strong> Includes access to 2-day Summit PLUS Computers in Libraries conference sessions, keynotes, coffee breaks, networking events, and the Exhibit Hall. Does NOT include workshops.</td>
<td>$699</td>
<td>$719</td>
</tr>
<tr>
<td>□ Exhibition Only <strong>MARCH 26–28</strong> Access to Exhibit Hall including the CyberTour Theater (Included with all pass options above)</td>
<td>FREE</td>
<td>$25</td>
</tr>
</tbody>
</table>

Email confirmation will be sent automatically. Printed confirmation sent by request.

**TOTAL**  

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computers in libraries 2019
The Leading Technology Conference and Exhibition for Librarians and Information Managers

MARCH 26–28, 2019

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Arlington, Virginia

Preconference Workshops

Monday, March 25

USER ENGAGEMENT IN THE DIGITAL AGE

- Over 150 Speakers
- 5 Simultaneous Tracks
- Over 100 In-depth Sessions
- Internet@Schools Track
- Library Leaders Summit
- 18 Workshops
- Free Cybertours
- Exhibit Hall

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