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

MARCH 26–28, 2019

HYATT REGENCY CRYSTAL CITY
Arlington, Virginia

Preconference Workshops

Monday, March 25

USER ENGAGEMENT IN THE DIGITAL AGE

FEATUREING
LEARNING PARTNER

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We are pleased to present the 34th annual Computers in Libraries—the most comprehensive North American conference and exhibition on all aspects of library and information delivery technology. Although the tools and technology available to libraries and information services have changed over the years, the excellent quality and range of both topics and speakers at Computers in Libraries 2019 remain the same.

INTERACTIVE NETWORKING EVENTS

MONDAY EVENING WELCOME & NETWORKING EVENT
Games, Gadgets, & Makerspaces: Bingo Night!
5:30 p.m. – 7:30 p.m. • Tidewater Room, 2nd Floor
Join our gamers and gadget lovers for an evening of fun, playing, learning, and networking. See how you can transform your thinking, your programs, and your spaces with the latest games, gadgets, and ideas! Share with a poster about what your library is doing with creative making and makerspaces. Play, make, and fill your bingo card for a chance to win a free registration to next year’s Computer in Libraries. Led by Brian Pichman & Tod Colegrove this event will start your conference experience with lots of learning and laughing! Refreshments included.

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

Exhibit Hall Grand Opening Reception
Tuesday, March 26 • 4:00 p.m. – 6:00 p.m.
Join us for tasty bites and drinks 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.

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

WI-FI
Complimentary Wi-Fi is available in all meeting rooms during conference hours. Select Wi-Fi Internet Access: @Hyatt_Meeting then enter the Access Code: cil2019 (case sensitive) on the splash page when prompted.

CONFERENCE PRESENTATIONS
Many speakers have made their presentations available for download at: cil.infotoday.com/2019/presentations.aspx.
If prompted enter Username/Password: CIL2019

FREE CYBERTOURS IN THE EXHIBIT HALL
Pick up some quick tips, take a sneak peek at new products, and learn new skills at the series of short, free Cybertours. Located in the Cyber Corner Theater in the Exhibit Hall. See pages 20–21 for details.

EXHIBIT HOURS
The Exhibit Hall is located on the Independence Level.
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.

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

WEDNESDAY EVENING SESSION
Engaging Community Spaces: Architectural Insights & Ideas
7:30 p.m. – 9:00 p.m. • Regency Ballroom C
Carmen Pereira, Associate Partner & Fedele Canosa, Associate Architect, Mecanoo
Our speakers, from an award-winning architectural firm with an insightful vision of the role of libraries in society and urban development, have created some amazing and inspiring libraries. Their ranges from theaters, universities, office buildings and libraries to neighborhoods, housing, masterplans, 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. Our speakers focus on work with the New York Public Library as well as the Martin Luther King Library in DC. Have a look at some of their 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. Lots of time for interaction and questions for our experienced speakers!

PROGRAM DIRECTOR
Jane I. Dysart, Dysart & Jones Associates

ORGANIZING/REVIEW COMMITTEE
Helene Blowers, OCLC
Richard Hulser, Richard P. Hulser Consulting
Marshall Breeding, Library Technology Guides
Rebecca Jones, Dysart & Jones Associates
Frank Cervone, University of Illinois
Dick Kaser, Executive Editor, Computers in Libraries
Darlene Fichter, University of Saskatchewan
Jill Konieczko, Zimmerman Associates Inc.
Donna Scheeder, Library Strategies International
Hannah Sommers, George Washington University

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<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tr>
<td>8:45 a.m. –</td>
<td><strong>WELCOME &amp; OPENING KEYNOTE</strong> • Regency Ballroom • Engagement in the Digital Age • Phaedra Boinodiris</td>
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<td><strong>COFFEE BREAK</strong> • In the Ballroom Foyer</td>
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<td><strong>TRACK A</strong> • Regency Ballroom C • DISCOVERY, NAVIGATION &amp; SEARCH</td>
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<td><strong>TRACK B</strong> • Regency Ballroom E • DIGITAL PRESENCE: WEB DESIGN &amp; UX</td>
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<td><strong>TRACK C</strong> • Regency Ballroom A • COMMUNITY ENGAGEMENT</td>
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<td><strong>WEDNESDAY EVENING SESSION</strong> • Engaging Community Spaces: Architectural Insights &amp; Ideas • Regency Ballroom C</td>
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<td>8:45 a.m. –</td>
<td><strong>KEYNOTE</strong> • Regency Ballroom • Optimizing the Digital Sharing Economy: Closing the Divide • Nicol Turner-Lee</td>
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TUESDAY, MARCH 26

COFFEE BREAK • In the Ballroom Foyer

TRACK D • Potomac Room
LEARNING FROM LEADERS

D102 D101
Leadership: Influence, Expertise, & Courage

D102 D104
Courage to Be Strategic

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

D103
Design, Smart Communities & Engagement!

D105
Digital Achievers

E105
Innovative Ideas From Other Countries

EXHIBIT HALL OPENING RECEPTION

WEDNESDAY, MARCH 27

COFFEE BREAK • In the Exhibit Hall (Independence Level)

TRACK D • Potomac Room
ARTIFICIAL INTELLIGENCE & LIBRARIES

D201
AI 101

D202
Bet Literacy: Teaching Librarians to Make Twitter Bots

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

D203
Onboarding AI & Machine Learning

E203
Bring the World into Your Library

COFFEE BREAK • In the Exhibit Hall (Independence Level)

D204
Robots, AI, & Challenges

D205
Robots, AI, & Challenges (continued)

E204
Munch ’n Make: Uniting Students & Staff Through Experimentation & Play

E205
Trending @ School Libraries

WEDNESDAY EVENING SESSION • Engaging Community Spaces • Regency Ballroom C

THURSDAY, MARCH 28

COFFEE BREAK • In the Exhibit Hall (Independence Level)

TRACK D • Regency Room C
MANAGEMENT & METRICS

D301 D302
Outcome-Driven Innovation

D303
Tech Tools to Transform Culture

LUNCH BREAK • Concessions will be available for purchase in the Exhibit Hall (Exhibits close at 1:45 p.m.)

D304 D305
Successful Strategies for Results: Ideas to Implementation

D306 D307
Evaluation Matrix: Bibliometrics for Collection Development

D308
Hiring & Growing the Best People

EXHIBIT HOURS

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Play, make, and fill your bingo card for a chance to win a free registration to next year’s Computer in Libraries. Led by Brian Pichman & Tod Colegrove this event will start your conference experience with lots of learning and laughing! Refreshments included.
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. Searches Academy allows you to interact with a series of industry experts who share their ideas and expertise in the field of research on the web and in social media. There’s always something new to be learned from these leading-edge info pros. Participants should have basic experience with web searching, but even searchers with an extensive searching background will come away with a new attitude and new resources and tools for more effective and strategic searching. Expect to have your assumptions challenged about effective search techniques, strategies, and approaches. Academy topics include the following:

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

**WORKSHOPS**

**MORNING WORKSHOPS**

**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.

**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**
Darlene Fichter, Librarian, University of Saskatchewan & Jeff Wieseniewski, Web Services Librarian, University of Pittsburgh
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 activities through a hands-on interactive exercise. BYOD (Bring Your Own Device), including your own laptop and sketching materials (sketchbook, notepad, pencil, pen, etc.).

**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!

**FULL-DAY WORKSHOP**

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

**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.

**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’Elia, 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 communicate and solve problems. Following the principles laid out in Dan Roam’s classic book, The Back of the Napkin, this workshop tackles how to clarify complex ideas with simple images. This kind of drawing is not about creating art, it is about thinking differently. The next time you are facing a challenging issue, you will have the skills and courage to pick up the marker, step up to the flip chart, and get drawing!
**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, & Barber Keiser, Barbie E. Keiser, Inc.

Many organizations are unsure whether their data would be of interest to others and how to make that 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 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 Throum, Founder & CEO, 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/typefaces, 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, Division Administrator, Nevada State Library, Archives & Public Records  
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 help you group related concepts together, 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.

**MONDAY NETWORKING EVENT**

**Games, Gadgets & Makerspaces: Bingo Night!**

Tidewater Room, 2nd Floor

Join our gamers and gadget lovers for an evening of fun, playing, learning, and networking. See how you can transform your thinking, your programs, and your spaces with the latest games, gadgets, and ideas! Share with a poster about what your library is doing with creative making and makerspaces. Play, make, and fill your bingo card for a chance to win a free registration to next year’s Computer in Libraries. Led by Brian Pichman & Tod Colegrove this event will start your conference experience with lots of learning and laughing! Refreshments included.
Engagement in the Digital Age
8:45 a.m. – 9:45 a.m. • Regency Ballroom
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 • IN THE BALLROOM FOYER
9:45 a.m. – 10:15 a.m.

TRACK A • DISCOVERY, NAVIGATION & SEARCH
Regency Ballroom C

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 attends flocks 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 even 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. 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 • CASH CONCESSIONS IN THE BALLROOM FOYER
12:00 p.m. – 1:15 p.m.
unique journey into redesigning its library website, but we all share the same goal: a better, more engaging experience for our users. Two librarians from different colleges compared their individual journeys and looked at commonalities to create a step-by-step universal template that can benefit anyone approaching the intimidating task of redoing a library website. Hindsight is 20/20, so learn from their mistakes and successes. They discuss their experiences collaborating with IT departments, incorporating analytics and usability data, and prototyping techniques and share their personal list of UX resources.

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

**B103 ● UX Lessons Learned**
1:15 p.m. – 2:00 p.m.

*Sonya Schrayer Norris, Library Consultant, & Kathy Kosinski, Library Services Analyst, Library of Michigan*

Between 2015 and 2018, the Library of Michigan and the Midwest Collaborative for Library Services collaborated on three rounds of user testing on the MeLCat discovery layer. The goal was to develop a better search interface for MeLCat, the statewide, patron-initiated, resource-sharing software powered by a product called Encore, a service of Innovative Interfaces and the EBSCO Discovery Services. The organizations were determined to enhance database discovery, making improvements on their end, and worked with the vendor at every step. In this talk, our speakers focus on two important parts of UX: They discuss their findings and implementing and testing the results (the power of reiterative UX), and they share tips for “managing up” to convey results to leadership teams with different priorities.

**B104 ● Images, Apps & More**
2:15 p.m. – 3:00 p.m.

*David Lee King, Digital Services Director, Topeka & Shawnee County Public Library*

*Kate Meyer, Library Consultant, LAC Group*

*Rob Bruno, Systems Librarian, Levy Library, Icahn School of Medicine, Mount Sinai*

*Instagram, Snapchat, Facebook Pics—how do you connect to customers using nothing but a photograph? King shares best practices for taking and using photos on social media and how to make connections, grow engagement, and get people to your website and your library services using a camera. Rey discusses workflow solutions to manage image and metadata submission, migration to Python, site redesign and the relaunch of NOAA Photo Library. Bruno discusses how one library built a mobile app using Demco’s DiscoverMobile platform. He discusses vendor selection, configuration, testing, API and RSS integrations, testing, and lessons learned. Get lots of tips on how to build a mobile app for your library!*

**B105 ● Website Design Winners & Losers!**
3:15 p.m. – 4:00 p.m.

*David Lee King, Digital Services Director, Topeka & Shawnee County Public Library*

*Marshall Breeding, Independent Consultant, Library Technology Guides*

*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 to your audience and successful for your stakeholders!”

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

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

This track explores innovative ways to connect with your community, from robots to social media, partnerships and technology. Get lots of ideas and insights from our experienced and engaging speakers.

*Moderated by Taryn Huwe, University of California, Berkeley*

**C101 ● 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, & Amanda Reed, Main & Branch Support, 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 ● CASH CONCESSIONS IN THE BALLROOM FOYER**
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 Roye, Public Relations Specialist, Mastics-Moriches-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-sell, 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, Uintah County’s Library & Museum Services, & Daniel Mauchley, Director, Duchesne County Library*

*Lauren Alger & Victoria Van Hyning, 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, by The People, 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 at crowd.loc.gov. 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
Potomac Room
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.

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 – CASH CONCESSIONS IN THE BALLROOM FOYER
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 540,000 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.
Michael Sauers, 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
Washington Room
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, as well as new tools to engage your students.

E101 – Researching & Creating With Tech for Under 10
10:15 a.m. – 11:00 a.m.
Jennifer Sturge, 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 guide student learning using e-portfolios, and how the artifacts 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 – CASH CONCESSIONS IN THE BALLROOM FOYER
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, INFODocket & 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.

INTERACTIVE NETWORKING OPPORTUNITIES

MONDAY EVENING WELCOME & NETWORKING EVENT
Games, Gadgets, & Makerspaces: Bingo Night!
5:30 p.m. – 7:30 p.m. • Tidewater Room, 2nd Floor
Join our gamers and gadget lovers for an evening of fun, playing, learning, and networking. Refreshments included.

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

Exhibit Hall Grand Opening Reception
Tuesday, March 26 • 4:00 p.m. – 6:00 p.m.

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

Conference Conversations
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. Follow and participate in digital conversations on Twitter #CILDC, Facebook, LinkedIn, and more.

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Come visit us at Booth 415
Our speaker focuses on digital inclusion. Her work encompasses the digital divide and how 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.

COFFEE BREAK  ●  EXHIBIT HALL OPENS
9:45 a.m. – 10:45 a.m.

TRACK A  ●  OPEN ACCESS & COLLECTIONS
Regency Ballroom E

Knowledge flows around the world are moving at a faster and faster pace, but there are still some walls holding us back. This track focuses on opening up pathways by looking at the current practices, new tools, creative communities and possible future.

Moderated by Frank Cervone, University of Chicago

A201  ●  Open Access: Latest in the Landscape
10:45 a.m. – 11:30 a.m.

Katharine Dunn, Scholarly Communications Librarian, MIT Libraries

Open access may have begun because the web allowed for easy sharing, but it has evolved into a complex movement with political, social, and economic dimensions. And things are changing rapidly; nearly every week, there’s a big announcement about OA—from the University of California’s “call to action” to embed the system of journal subscriptions, to the bold “Plan S” initiative out of Europe, which will require researchers to publish articles in fully OA journals or OA platforms. In this talk, MIT’s Dunn shares the latest in OA developments in the U.S. and in Europe and explores how these affect U.S. libraries and institutions.

A202  ●  Open Athens: Simplifying Authentication
11:45 a.m. – 12:30 p.m.

Sarah Kochelnik, Head, Resource Access, James Madison University Libraries
David Black, Outreach & research Librarian, Mary Baldwin University

The research process is a long and tortuous road, and a complicated authentication method can 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.
B201 ● Library Technology Update
10:45 a.m. – 11:30 a.m.
Marshall Breeding, Co-Founder, Library Technology Guides
B 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.
Barbara Bushman, Cataloging & Metadata Management Section, National Library of Medicine
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 with 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.”

B203 ● Practicing CEO Tech Perspective
1:45 p.m. – 2:30 p.m.
Paul Talaka, 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.

B204 ● ILS Migrations
3:30 p.m. – 4:15 p.m.
John DeLooper, Web Services/Online Learning Librarian, Lehman College
Mei Xie, Technical Services Librarian, Hudson County Community College
Devlyn Courtier, Library Technology 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.

WEDNESDAY EVENING SESSION ● Regency Ballroom C

Engaging Community Spaces: Architectural Insights & Ideas
Carmen Pereira, Associate Partner & Fedele Canosa, Associate Architect, Mecanoo
Our speakers, from an award-winning architectural firm with an insightful vision of the role of libraries in society and urban development, have created some amazing and inspiring libraries. Their ranges from theaters, universities, office buildings and libraries to neighborhoods, housing, masterplans, 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 unpredictable change. Our speakers focus on work with the New York Public Library as well as the Martin Luther King Library in DC. Have a look at some of their 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. Lots of time for interaction and questions for our experienced speakers!
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 link to free content, are enabling faster, more effective access to online content. How does the experienced information professional take advantage of this while also trying to stay relevant to senior management? Using “The Five Trademarks of Agile Organizations,” as outlined by McKinsey and Co. and others, this session shares ideas on how an information professional can integrate Agile and Scrum principals into information services management style for success.

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.

TRACK D • ARTIFICIAL INTELLIGENCE & LIBRARIES

D201 • AI 101
10:45 a.m. – 11:30 a.m.
Peter Raymond, CEO/Founder, SolveOS
Our speaker, an entrepreneur who has been working in the AI field for many years, provides an introduction to artificial intelligence—what it is, what it is not, how it fits with cognitive computing, chatbots, and machine learning. He addresses some of the current uses in libraries and other industries, as well as how libraries and information environments might use it in the future.
D202 • Bot Literacy: Teaching Librarians to Make Twitter Bots  
11:45 a.m. – 12:30 p.m.  
Mark Eaton, Reader Services Librarian, Kingsborough Community College, City University of New York  
Robin Camille Davis, Emerging Technologies & Online Learning Librarian, John Jay College of Criminal Justice, City University of New York  
“Bot literacy,” or the ability to understand how bots work, is a useful and contemporary skill. Bots work behind the scenes of the web, from Twitter to Wikipedia to Forbes. Taking a peek beneath the hood of some bots can reveal how automation is changing information production. The speakers will discuss a series of workshops in which they introduced librarians to bots and coding in the context of the library. Their scaffolded code samples allowed workshop participants the opportunity to “change stuff and see what happens.” This step-by-step pedagogical approach sparked interesting discussions about how code works, and how to work with code. This presentation will describe these journeys toward bot literacy.

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

D203 • Onboarding AI & Machine Learning  
1:45 p.m. – 2:30 p.m.  
Brian Pichman, Director, Evolve Program  
What do you need to think about before bringing advanced technology into your community, library or organization? How do you introduce it to staff? Will they worry about being replaced or losing their jobs? And how do you get machines to 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. Roaasen, Library Director, Dedham Public Library  
Jason Griffey, Founder & Principal Consultant, Evenly Distributed LLC & Affiliate at metLAB (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  
Washington Room  
For Day 2, K–12-focused Internet@Schools track, the focus is on information literacy, search, curation, metrics, infographics and personas. Organized and moderated by Carolyn Foote, Westlake High School, Austin, Texas

E201 • Fake News/Post Truth: Digital Literacy in a 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 critical-thinking skills for analyzing and judging the reliability of news and information, differentiating among facts, opinions and assertions in the media we consume, create and distribute.

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 • CASH CONCESSIONS 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 Bery, 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. Bery 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 Ashwood, Librarian & Susan Whitel, 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.
Trust, Facts & Democracy: How Libraries Fit into the Biggest Issues of These Times

8:45 a.m. – 9:45 a.m.  •  Regency Ballroom
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!

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

A303 • Collection Development: Strategies for Anticipating Needs
1:45 p.m. – 2:30 p.m.
Richard Huffine, 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. Huffine 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.

A304/305 • Connecting Libraries & Community Info Networks
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 Osborn, Senior Reference Librarian, New Brunswick PL
Agatha Monahan, Local History Librarian, West Hartford Public Library
Karl-Rainer Blumenthal, 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.

CONFERENCE CONVERSATIONS
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. Follow and participate in digital conversations on Twitter #CILDC, Facebook, LinkedIn, and more.
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 • Our Immersive Future: Spatial Computing & Mixed Reality**
11:45 a.m. – 12:30 p.m.
Alex Haber, Head, Magic Leap Education & Chad Mairn, Librarian & Manager, Innovation Lab, St. Petersburg College
Spatial computing is a new form of computing that combines computer vision and artificial intelligence to seamlessly integrate visual content into the real world around us. Hear more about the tools, devices, platforms and implications for these technologies that can be used in learning, teaching and more.

**LUNCH BREAK • CASH CONCESSIONS IN THE EXHIBIT HALL**
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
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 the inspiration to begin a program with just a few small steps at home.

**B304 • Tech & ROI in Rural Libraries**
2:45 p.m. – 3:30 p.m.
Sherry Fahim, Director, Digital Technology & Communication, Sukh Jatana, Manager of Digital Technology Infrastructure, & Dawna Wark, 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 County 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**
Regency Ballroom A
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 Barbie Keiser, Independent Consultant

**C301 • Engaging With Impact Stories**
10:45 a.m. – 11:30 a.m.
Sue Considine, Independent Consultant
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 for the Rest of Us**
11:45 a.m. – 12:30 p.m.
M.J. D’Elia, Associate University Librarian, Academic (Acting), McLaughlin Library, University of Guelph
Good strategy focuses on putting together a coherent set of ideas, actions or behaviors that enable you—or your organization—to create a unique position in the marketplace. Most organizations assign strategic thinking to senior leaders, but what if it was as simple as asking questions like: Where are we now? Where should we be? How will we get there? What will be different? How will we know we were successful? In this talk, our facilitator proposes a flexible model for strategic thinking that can work in a variety of strategic scenarios. Get tips for using strategic thinking in your organization.

**C303 • Augmented Reality in Libraries**
1:45 p.m. – 2:30 p.m.
Will Buck, Blount County Campus Librarian, Pellissippi State Community College
Located in a valley of resource assessment, the Blount County Campus Library is at the top of the mountain - a new tool that is changing the landscape of library instruction and distance learning. Librarians will learn about the role of AR, the AR environment, and some AR tools available to libraries. They will learn how AR can help students and faculty prepare for the workforce.

**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 students, simplified interface, and searching available rooms by time, date, size, and equipment. The application is being developed to allow other libraries to download and customize the application. Come learn about our progress and discover how to use our tools at your library.

**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.
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 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.

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 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
Washington Room
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.

E301/302 • Smart Communities & Libraries
10:45 a.m. – 12:30 p.m.
Linda Hazzan, Director, Communications, Programming, & Customer Engagement, 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.

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
M. Ryan Hess, Digital Initiatives Manager, Palo Alto City Library
Sue Alman, CEO/Founder, SolveOS
Maxine Bleiweis & Associates, & Former Public Library Director
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.

COMPLIMENTARY WI-FI
Complimentary Wi-Fi is available in all meeting rooms during conference hours. Select Wi-Fi Internet Access: @Hyatt Meeting then enter the Access Code: cil2019 (case sensitive) on the splash page when prompted.
WEDNESDAY, MARCH 27

Marketing Tips for Entrepreneurs & Intrapreneurs
11:00 a.m. – 11:15 a.m.
Mary Ellen Bates, Bates Information Services, Inc.

It’s our responsibility to communicate our value to our potential clients and customers – not their job to figure out what we do. Customer engagement strategies, ideas, tips and more are shared by one of the most successful researchers and consultants in our business. Join her and learn how to up your game!

Do Space: New Model?
11:30 a.m. – 11:45 a.m.
Michael Sauers, Director, Technology, Do Space

Do Space is a technology library open to everyone in Omaha. It provides free access to the latest software, devices, and ultra-fast internet. Programs and events provide the support needed to make everyone future-ready. Hear more about this popular & successful initiative. Get tips for trying something new in your environment!

Altmetrics & Bibliometrics Convergence
12:00 p.m. – 12:15 p.m.
Richard Hulser, President, Richard P. Hulser Consulting

Bibliometric and altmetric tools continue to evolve to aid in analysis of published scholarly research. Hulser examines the latest offerings, such as “Dimensions” from Digital Science that integrates bibliometric and altmetric analytics with search results, and how they can be useful for analyzing the impact of research for individuals, institutions, and an asset in the information professional’s toolkit of expertise.

Engaging Users with Citation Tools
12:30 p.m. – 12:45 p.m.
Greg Notess, Faculty & Graduate Student Librarian, Montana State University

This cybertour evaluates citation tools and managers with a stress test on how well they work with standard and unusual citations. Compare and contrast tools such as EndNote, Zotero, and Mendeley to database produced citations like Google Scholar and ProQuest. Discover innovative ways to help researchers, students, and writers be more productive with citation creation.

New Tech: Where is our Future?
1:00 p.m. – 1:15 p.m.
Michael Sauers, Director, Technology, Do Space

After spending days at the Consumer Electronics Show in Las Vegas our experienced librarian noted some interesting trends and possibilities. He shares his key findings and thoughts about how to adapt them to the future of libraries.

Introducing 3D Scanning, Holograms & More
1:30 p.m. – 1:45 p.m.
Chad Mairn, Librarian, Innovation Lab Manager, St. Petersburg College

3D scanning may be riding on the coattails of 3D design and printing technologies, but it has had a long history of useful applications. For example, the Innovation Lab, a community-driven solution space located in the Seminole Community Library at St. Petersburg College, has been working on some 3D scanning projects like digitizing real dinosaur bones and other objects to be shared as holograms to help augment traditional learning opportunities, helping a local glass museum import 3D scanned objects into virtual and augmented reality spaces, and others. See what exciting things can be done with 3D scanning, holograms, virtual reality, and more!

Digital Youth: Savvy But Not Literate?
2:00 p.m. – 2:15 p.m.
Kimberly Moore, Upper School Librarian, All Saint’s Episcopal School

Although digital natives are inherently savvy with information and communication technologies, it doesn’t translate into a generation that is technologically and digitally literate. Our experienced school librarian, also a digital literacy and 3D design teacher, shares her information-seeking habits and her secrets for teaching this generation to be digitally responsible researchers and creators of information.

360° Video/Photography Basics
2:30 p.m. – 2:45 p.m.
Chad Mairn, Librarian, Innovation Lab Manager, St. Petersburg College

360° panorama photographs and video are starting to become widely used thanks to integrated smartphone gyroscopes, virtual reality, and other emerging technologies. Learn how 360° photographs and videos work and what can be done to create a more engaging experience for your library visitors.

Scaling Social in Libraries to New Heights
3:30 p.m. – 3:45 p.m.
Stephen Abram, Executive Director, Federation of Ontario Public Libraries

Hear how Ontario public libraries are using social media to reach and engage their communities. Get some tips on how to engage your community.
CIRCULATING ELECTRONICS
11:00 a.m. – 11:15 a.m.
John DeLooper, Web Services/Online Learning Librarian, Lehman College
Lotta Sanchez & Devlyn Courtier, Library Technology Associates, Hudson County Community College

In recent years, libraries have added laptops, e-readers, and other technologies into their circulating collections. Hear how one community college library expanded its selection of circulating technologies beyond these devices to include non-traditional devices like headphones, calculators, iPhone/Android chargers, and more. Get key questions a library should consider when adding in new technologies, challenges that arise when circulating non-traditional technology items, and how adding these tools can improve access to needed tools and information.

CHROME DEVTOOLS 101
11:30 a.m. – 11:45 a.m.
Zhimin Chen, Library Systems Librarian, University of Bridgeport

Chrome provides a set of powerful develop tools. Quickly learn how to use them and hear more about recommended valuable tools from our experienced systems librarian.

THE FIVE STRATEGY DOCUMENTS EVERY LIBRARY NEEDS
12:00 p.m. – 12:15 p.m.
Stephen Abram, Principal, Lighthouse Consulting Inc.

Our libraries depend on solid strategies, credible information, facts and engaged communities and supporters. Our experienced library consultant shares what he believes are the most important strategy documents that libraries need.

SMART SOCIAL MEDIA TOOLS!
12:30 p.m. – 12:45 p.m.
Edward Ajeb, Founder & President, Nighthawk Strategies

Get the latest on social media apps for researchers, including Snap Map, as well as Facebook and some other common social media tools. Our experienced speaker has lots of tips to share.

LIFE LONG LEARNING: SKILLS EXPANSION!
1:00 p.m. – 1:15 p.m.
Elizabeth Iaukea, Workforce Development Librarian, Washington State Library
Todd Colegrove, Division Administrator, Nevada State Library, Archives & Public Records

Libraries have long promoted ourselves as the people’s university or the place in a community where anyone with the time and drive to do so can learn and gain skills, both personal and professional. Hear how participating public and tribal libraries in Washington state offer free technology certification, validating skills for Microsoft Office Specialist (MOS) Microsoft Technology Associate (MTA), Quickbooks, Adobe, and the IC3 digital literacy certification. Recognizing the need to expand and diversify their economy beyond gaming and tourism, Nevada libraries partner with community colleges to bring instruction and free certification testing to communities, through local libraries. Maryland public libraries have introduced the Cisco Networking Academy, striving to harness the power of technology and launch a generation of global problem solvers. Learn how you can expand your program!
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<td><strong>David Lee King</strong></td>
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<td><strong>Sarah Koechlein</strong></td>
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<td><strong>Jill Konieczo</strong></td>
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<td><strong>Kathy Kosinski</strong></td>
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<td><strong>Meghan Kowalski</strong></td>
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<td><strong>Rex Krajewski</strong></td>
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<td><strong>Michael LaMagna</strong></td>
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<td><strong>Daniel Lee</strong></td>
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<td><strong>Tim Lloyd</strong></td>
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<td><strong>Andre Long</strong></td>
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<td><strong>Dan Lou</strong></td>
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<td><strong>Elizabeth MacDonald</strong></td>
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<td><strong>Chad Mairn</strong></td>
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<td><strong>Agatha Monahan</strong></td>
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<td><strong>Kimberly Moore</strong></td>
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See the message board in the registration area for more information on how you can dine with colleagues at some of the best local restaurants.
The following is a list of exhibitors and a map of the Exhibit Hall at Computers in Libraries 2019. The industry’s most important companies are exhibiting at the 2019 conference, giving attendees an extraordinary opportunity to sample the latest in library automation and technology.

**EXHIBITOR LIST & FLOOR PLAN**

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- Brainfuse 414
- ByWater Solutions, LLC 213
- Communico 220
- Comprise Technologies 318
- The Crowley Company 100
- D-Tech International 313
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- EBSCO 314
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**EXHIBIT HALL HOURS**

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

The Exhibit Hall is located on the Independence Level.
American Psychiatric Association Publishing
800 Maine Avenue, S.W.
Washington, DC 20024
www.psychiatryonline.org

Booth No. 317
American Psychiatric Association Publishing is the world’s premier publisher of books, journals, and online products on psychiatry, mental health and behavioral science. We offer authoritative, up-to-date and affordable information geared toward psychiatrists, other mental health professionals, psychiatric residents, medical students and the general public. Visit us online at www.appi.org or www.psychiatryonline.org

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

Booth No. 108
ACM is the world’s largest educational and scientific computing society, and delivers resources that advance computing as a science and a profession. ACM provides the computing field’s premier Digital Library and serves its members and the computing profession with leading-edge publications, conferences, and career resources.

Aten Design Group
3507 Ringby Court, Suite 111
Denver, CO 80216
www.aten.io

Booth No. 102
Your library shouldn’t be held back by ineffective technology and design. Aten’s award-winning strategy, design, and development can help you connect with your patrons online. In partnership with Richland Library, we launched their new website, and libraryintercept.com—an open source event management system free to libraries. Booth #102. Let’s talk!

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

Booth No. 217
BiblioCommons builds software that transforms the public library’s essential online services—your website, your catalog, your events calendar—from transactions to experiences worthy of your public library.

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

Booth No. 414
Brainfuse, America’s premier online tutoring and job coaching service, provides patrons of all ages live tutoring, writing lab support, test prep, and career/resume assistance. Learn more at our website.

ByWater Solutions, LLC
P.O. Box 1246
Santa Barbara, CA 93102
www.bywatersolutions.com

Booth No. 213
ByWater Solutions provides implementation and support services for various open source solutions for libraries, mainly the Koha ILS, the Folio LSP, the Coral ERM and the Libbi Kiosk and Print Management System. With over 10 years of experience and an unbeatable reputation, ByWater is the best choice for libraries looking for more control over their technology.

Communico
750 East Main Street, Suite 610
Stamford, CT 06902
www.communico.co

Booth No. 220
Reach. Connect. Grow. Communico helps libraries increase their usage via a suite of integrated cloud applications. We are a next-generation library company passionate about the user experience of both patron and staff.

Comprise Technologies
1041 Route 36
Navesink, NJ 07752
www.comprisetechnologies.com

Booth No. 318
Announcing our latest addition to the Comprise family, SmartBOOKING. Your library will now have full community engagement at your library’s website! SmartBOOKING allows your patrons to have access to your event calendar, make room reservations, reserve equipment and public computers. Patrons can even make appointments with library staff! Visit our booth to learn more about this brand-new solution!

The Crowley Company
5111 Pegasus Court, Suite M
Frederick, MD 21704
www.thecrowleycompany.com

Booth No. 100
Today’s libraries require digitization options for patrons and for preservation. As manufacturer, service bureau and multi-vendor reseller, Crowley provides equipment, software and services that protect original materials, produce high-quality images and deliver user-friendly and efficient scanning processes. No matter the need, Crowley can partner with you to find a solution for every budget. Visit our booth for demos on the latest digitization products.

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

Booth No. 313
D-Tech, the leader in self service solutions, computeIT offers a cost-effective solution to dispense laptops, iPads and other devices while fully monitoring and charging. The solution can be used to charge your customers own devices BYOD (bring your own device). We offer first-class service and support, to ensure your patrons receive an enhanced positive experience of your facility.

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

Booth No. 407

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

Booth No. 314
EBSCO provides discovery services, online research content (databases, archives, ebooks, ejournals and e-packages) and subscription management services for all types of libraries. For more information, visit the EBSCO website. EBSCO Information Services is a division of EBSCO Industries Inc., a family-owned company since 1944.

e-ImageData Corp
340 Grant Street
Hartford, WI 53027
www.e-imagedata.com

Booth No. 520
Founded in 1989, e-ImageData is the world industry leader in micrographic film equipment. Our latest product solution, the ScanPro All-In-One provides an easy-to-use, on-demand reader/scanner/prинтер and a high-speed conversion scanner for roll film, fiche and jacketed fiche in one scanner. Stop by booth #520 to see the difference!

EnvisionWare
2855 Premiere Parkway, Suite A
Duluth, GA 30097-5201
www.envisionware.com

Booth No. 412
From self-service circulation to public computer and print management, RFID, and our 24-hour library, EnvisionWare serves more libraries with more self-service and efficiency solutions—with a commitment to libraries that is second to none. To find out why over 10,000 libraries worldwide rely on EnvisionWare, visit our website.

IEEE Xplore Digital Library
445 Hoes Lane
Piscataway, NJ 08854
www.innovate.ieee.org

Booth No. 420
The IEEE Xplore Digital Library is your gateway to trusted research—journals, conferences, standards, ebooks, analyses solutions and educational courses—with over 4 million articles to help you fuel imagination, build from previous research, and inspire new ideas. For more information, please visit our website or email ieeexplore@ieee.org.

Faulkner Information Services
143 Old Marlton Pike
Medford, NJ 08055
www.faulkner.com

Booth No. 114
Faulkner is a leading provider of IT, communications, and security subscription-based information services, including the Faulkner Advisory on Computer and Communications Technologies, Security Management Practices, and the Faulkner Advisory for Information Technology Studies. IT, security communications, business, government, academic, and library professionals use Faulkner services worldwide. Faulkner is a division of Information Today, Inc.

Gale, A Cengage Company
27500 Drake Road
Farmington Hills, MI 48331
www.gale.com

Booth No. 420
Gale, a Cengage company, provides libraries with original and curated content as well as modern research tools that are crucial in connecting libraries to learning, and learners to libraries. For more than 60 years, Gale has partnered with libraries around the world to empower the discovery of knowledge and insights.

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Duluth, GA 30097-5201
www.envisionware.com

Booth No. 412
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EOS.Web
3300 N. Ashton Boulevard, Suite 500
Lehi, UT 84043
www.sirsidynix.com/products/eos-web

Booth No. 418
EOS.Web is an integrated library system designed specifically for special libraries. Through flexibility and scalability, EOS.Web supports even the most unique knowledge management needs.

Evolve Project
109 Red Fox Run
Montgomery, IL 60538
www.evolveproject.org

Booth No. 516
The Evolve Project is dedicated to changing the way people see libraries. Libraries should be creating stories through innovation, collaboration, discovery, inventions, and interaction. The Evolve Project works with startups and libraries, providing workshops and presentations about interactive technology, and how these technologies can be incorporated into makerspaces.

Faulkner Information Services
143 Old Marlton Pike
Medford, NJ 08055
www.faulkner.com

Booth No. 114
Faulkner is a leading provider of IT, communications, and security subscription-based information services, including the Faulkner Advisory on Computer and Communications Technologies, Security Management Practices, and the Faulkner Advisory for Information Technology Studies. IT, security communications, business, government, academic, and library professionals use Faulkner services worldwide. Faulkner is a division of Information Today, Inc.

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Piscataway, NJ 08854
www.innovate.ieee.org

Booth No. 311
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www.infodog.com/IT

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www.liblime.com

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**Librarica LLC**
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Dallas, TX 75248
www.librarica.com

**Booth No. 319**
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**Library Market**
225 South Main Street, Suite 101
Jonesboro, AR 72401
www.librarymarket.com

**Booth No. 416**
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**Library of Congress—FEDLINK**
101 Independence Avenue SE, MS 4935
Washington, DC 20540
www.loc.gov/flinc

**Booth No. 417**
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www.marquiswhoswho.com

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Champlain, NY 12919
www.medialax.net

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www.newsbank.com

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Dublin, OH 43017
www.oclc.org

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