The next generation of technology and people is the focus of our 35th annual Computers in Libraries 2020! Generation Next will be ushering in new and exciting perspectives, strategies, programs, communities, and more in the coming years. How can we prepare our info pros, libraries, information services, and communities? How can we develop and use our skills at the forefront of our world to make an impact on humanity and support the U.N.’s Sustainable Development Goals? From management and funding tips, serious evaluation of emerging technology and internet revolutions, furthering our search and organization skills, and creating new positions of influence, this event has it all! Generation Next will be charged with engaging their communities, campuses, corporations, governments, health and medical establishments, legal firms, and more. Get ideas and insights for moving your library or information service into the 2020 future and beyond!

Hear from innovative libraries and centers of information excellence, network and learn from leaders in the field, and definitely be an active participant in the 35th Computers in Libraries—the most comprehensive North American conference and exhibition concentrating on all aspects of library technology. The conference offers a multifaceted program designed to meet the needs of librarians, community and information managers, systems professionals, e-resource managers, researchers, webmasters and web managers, content curators, digital strategists, and information specialists. The focus of the conference is on emerging and leading-edge technology that allows us to engage with, and bring strategic value to, our user communities. It provides the latest information and practices for you to make informed choices for your community—whether it is an academic, corporate, nonprofit, public, or school library community.

ORGANIZING/REVIEW COMMITTEE

Helene Blowers
OCLC

Marshall Breeding
Library Technology Guides

Frank Cervone
University of Illinois at Chicago

Richard Hulser
Richard P. Hulser Consulting

Rebecca Jones
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Executive Editor, Computers in Libraries

Donna Scheeder
Library Strategies International

Hannah Sommers
George Washington University

PROGRAM DIRECTOR
Jane I. Dysart
Dysart & Jones Associates

The next generation of technology and people is the focus of our 35th annual Computers in Libraries 2020!
#CILDC 35 YEARS STRONG!

Computers in Libraries conference continues the tradition of highlighting innovative technology and library practices and sharing leading-edge information services and community engagement strategies, as well as looking at the impact these services and practices have on their communities.

PRECONFERENCE WORKSHOPS

WebSearch University presents Searchers Academy, a full-day workshop that looks at what is innovative, creative, and unexpected in advanced web search, research, and analysis. In addition, we have a wide range of half-day workshops, including such topics as Planning for the Near Future: Smart Library Programs & Services; Digital Asset Management; Smart Library Spaces & Buildings; Strategic Technology Planning; Tech Trends for Libraries in 2020 and Beyond; Makerspaces, Innovation Labs & Studios; Extreme Library Website Makeover; and more. See pages 6–7.

INTERNET@SCHOOLS TRACK

Track E of Computers in Libraries on Tuesday, March 31 and Wednesday, April 1 features K-12 focused programming for educator librarians. Included with the Gold Pass and Full 3-Day Conference Pass, OR register separately for just $199 (when purchased by February 28).

MONDAY EVENING WELCOME & NETWORKING EVENT

Games, Gadgets, & Makerspaces
5:30 p.m. – 7:30 p.m.
Join our gamers and gadget lovers for an evening of fun, playing, learning, and networking. See how you can transform your thinking, your programs, and your spaces with the latest games, gadgets, and ideas! Share with a poster about what your library is doing with creative making and makerspaces. Led by Brian Pichman & Todd Colegrove this event will start your conference experience with lots of learning and laughing! Refreshments included.

LIBRARY LEADERS SUMMIT

Securing Success: Strategic Thinking to Action
This 2-day summit is an intimate forum for library directors, CEOs, and CIOs of academic, public, government, and special libraries to problem-solve, discuss, reflect, and network with colleagues. See pages 8–9 for details.

CONFERENCE CONVERSATIONS & DINE AROUNDS

Computers in Libraries is all about conversations. In addition to the ones you’ll find in the session rooms, hallways, and exhibit hall; remember to check out the conference blog at libconf.com and the announcement of dine arounds in February! Follow and participate in digital conversations on Twitter #CILDC, Facebook, LinkedIn. Closer to the show visit cil.infotoday.com/dinearounds for a listing of available Dine Around groups.

CYBERTOURS

Plan to pick up some quick tips, take a sneak peek at new products, and learn new skills at short, free Cybertours in the Computers in Libraries 2020 Exhibit Hall. Visit cil.infotoday.com for details.

WEDNESDAY EVENING SESSION

Agile for Great Teams: User Stories, Stand-Ups, Scrum, Kanban, & Trello
7:30 p.m. - 9:00 p.m.
Chelsea Jordan-Makely, Griswold Memorial Library, & Crystal Trice, Washington County Cooperative Library Services (Certified Agile Scrum Masters)
Joanna Widzer, Systems Librarian, Liz Unger, Technical Information Specialist, & Gillian Takamara, Librarian, National Library of Medicine
Do the terms “Agile,” “lean,” or “XP” mean something to you? Are you passionate about grooming your backlog? Delivering value early and often? Have thoughts on the application of daily stand-ups? If so, then let’s get together, and follow in the tradition of the Agile founders to workshop a new Agile manifesto specific to libraries. In most cases when someone talks about Agile or Scrum, it is within the context of project management, and of course, this is their primary application. Yet, Agile processes and principles can effect cultural and organizational changes as well, including improved communication and engagement. Our first speakers share their perspectives and favorite Agile tools and principles for fostering strong, happy, and sustainable teams and workplaces. Our second team of speakers discuss how the National Library of Medicine sought to redevelop its interlibrary loan system, DOCLINE, and looked to transform the way they worked. The DOCLINE Team explains how the transitions to Agile project management is going and share the lessons learned on their journey from waterfall project management toward Agile development. Learn about Agile, enjoy the evening, and help us create the first iteration of an Agile for Libraries Manifesto, one that uses language library teams can relate to!

EXHIBIT HALL GRAND OPENING RECEPTION

Tuesday, March 31 —— 4:00 p.m. – 6:00 p.m.
Join us as we celebrate the grand opening of the 2020 Computers in Libraries Exhibition. Featuring leading-edge companies, the exhibition offers visitors a choice of products in all aspects of library technology, including web-based products and services, integrated library and information systems, online services, document delivery services, and more.

EXHIBIT HOURS

Tuesday, March 31
Grand Opening Reception 4:00 p.m. – 6:00 p.m.
Wednesday, April 1 —— 9:45 a.m. – 4:00 p.m.
Thursday, April 2 —— 9:45 a.m. – 1:45 p.m.
See the registration form (page 27) to sign up for your free Exhibit Hall pass.

CONNECT WITH US:
CONFERENCE AT-A-GLANCE

11:15 a.m. – 12:00 p.m.
Super Searcher Secrets
Building Digital Skills

1:15 p.m. – 2:00 p.m.
Search Engines Next: Smarter Than ???
Discovery Tools & Techniques
Amping Up Discovery With Open Source Software

2:15 p.m. – 3:00 p.m.
Building Your Social Media Team
The New Digital Landscape
Usability Testing Isn’t Hard

3:15 p.m. – 4:00 p.m.
Web Design for UX: Simplifying Info Architecture
Website Design: Lessons From Industry
Building Your Social Media Team

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

8:45 a.m. – 9:45 a.m.
WELCOME & OPENING KEYNOTE
Eric Chan

8:45 a.m. – 9:45 a.m.
KEYNOTE
Meredith Broussard

11:45 a.m. – 12:30 p.m.
COFFEE BREAK

10:45 a.m. – 11:30 a.m.
COFFEE BREAK

12:30 p.m. – 1:15 p.m.
LUNCH BREAK

2:45 p.m. – 3:30 p.m.
COFFEE BREAK

3:45 p.m. – 4:30 p.m.
COFFEE BREAK

5:00 p.m. – 6:00 p.m.
COFFEE BREAK

7:30 p.m. – 9:00 p.m.
WEDNESDAY EVENING SESSION

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

7:30 p.m. – 9:00 p.m.
WEDNESDAY EVENING SESSION

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#CILDC
COFFEE BREAK

TRACK D • DATA: VISUALIZATION, MGMT, & TOOLS

D101 Data Visualization Lab: Tools & Practice

D102 Data Visualization Lab: Tools & Practice (continued)

LUNCH BREAK

D103 Making Data Informed Decisions

D104 Data Visualization, Dashboards, & Decision Making

D105 Mapping Users for Community Engagement

EXHIBIT HALL OPENING RECEPTION

WEDNESDAY, APRIL 1

COFFEE BREAK • In the Exhibit Hall

TRACK D • CONTENT: NEWS, ANALYSIS & DAM

D201 Playbook for Combating Fake News

D202 Digital Scholarship Ecosystem

LUNCH BREAK

D203 Computers in Libraries Editor’s Forum

D204 Athena Hoeppner, Discovery Services Librarian, University of Central Florida

D205 Digital Asset Management (DAM) in Practice

E201 Augmented & Virtual Realities for Teaching & Learning

E202 Students as Storytellers—Digitally!

E203 Librarians as Plagiarism Fighters

E204 Cool Tools You’ve Never Heard Of!

E205 Collaborative Podcast Projects: Teachers & Librarians

WEDNESDAY EVENING SESSION • Agile for Great Teams

THURSDAY, APRIL 2

COFFEE BREAK • In the Exhibit Hall

TRACK D • CONTENT: OPEN & DIGITAL ACCESS

D301 Access to Open Access

D302 Econtent: Ebooks & Digital Resources

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

D303 Bringing Collections to the Screen

D304 Creating Digital Content: Free & Easy

D305 Better Access, Privacy, and Data? Yes!

TRACK E • INSIGHTS, INNOVATION & IMAGINATION

E301 AR/VR—Latest & Next

E302 VR Lab

E303 Makerspaces, Libraries, & the Social Good

E304 Connecting Communities with Tech that Matters

E305 Integrating XR Tech & Programming in Libraries

MONDAY, MARCH 30

PRECONFERENCE WORKSHOPS

9:00 a.m. – 4:00 p.m.

W1 • Searchers Academy: Building Smarter Next-Generation Searchers

9:00 a.m. – 12:00 p.m.

W2 • Planning for the Near Future: Smart Library Programs & Services

W3 • Digital Asset Management (DAM): Intro & Career Path for Librarians

W4 • Planning For The Near Future: Smart Library Spaces & Buildings

W5 • Strategic Technology Planning

W6 • Beyond Stories: Engagement, Influence, & Support via Your Website

1:00 p.m. – 4:00 p.m.

W7 • Tech Trends For Libraries In 2020 & Beyond

W8 • Makerspaces, Innovation Labs & Studies

W9 • Enterprise Information Services: Convergence of Digital, AI, Diversity, & Information Flow

W10 • Extreme Library Website Makeover: Flip or Flop!

W11 • Designing & Maintaining Practical Taxonomies

NETWORKING EVENT

Games, Gadgets & Makerspaces

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

Join our gamers and gadget lovers for an evening of fun, playing, learning, and networking. See how you can transform your thinking, your programs, and your spaces with the latest games, gadgets, and ideas! Share with a poster about what your library is doing with creative making and makerspaces. Led by Brian Pichman & Tod Colegrove this event will start your conference experience with lots of learning and laughing! Refreshments included.

WEDNESDAY EVENING SESSION

Agile for Great Teams: User Stories, Stand-Ups, Scrum, Kanban, & Trello

7:30 p.m. – 9:00 p.m.

Chelsea Jordan-Makely, Griswold Memorial Library, & Crystal Trice, Washington County Cooperative Library Services (Certified Agile Scrum Masters)

Joanna Widzer, Systems Librarian, Liz Unger, Technical Information Specialist, & Gillian Takamaru, Librarian, National Library of Medicine

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#CILDC
Searchers Academy presents FULL-DAY WORKSHOP: search techniques, strategies, and approaches. Expect to have your assumptions challenged about effective sources and tools for more effective and strategic searching. You’ll come away with a new attitude and new resources and tools for more effective and strategic searching. 

Background will come away with a new attitude and new resources and tools for more effective and strategic 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.

Now that our smartphones can not only search the web for us but also predict the fastest route to work, how do info pros set themselves apart from anyone with access to Google? This full-day workshop looks at what is innovative, creative, and digitally transforming in advanced web search, research, and analysis. Searchers Academy allows you to interact with a series of industry experts who share their ideas and expertise in the field of research on the web and in social media. There’s always something new to be learned from these leading-edge analysts in the field of research on the web and in social media. There’s always something new to be learned from these leading-edge analysts.

The 10 core characteristics; how to select, design, deploy, and manage a DAM program; and determining the benefits of DAM. 

Academy topics include the following:

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

The technical skills applicable to working in DAM (a Gen-Next role?), identifies the key concepts, looks at the role of IT and technologies involved in DAM, and illustrates by describing real world examples.

Searchers Academy: Building Smarter Next-Generation Searchers

**MORNING WORKSHOPS**

9:00 a.m. – 12:00 p.m.

**W2 • Planning for the Near Future: Smart Library Programs & Services**

Rebecca Jones, Senior Partner, Dysart & Jones Associates  
Juanita Richardson, Manager, Learning Resource Centre, Michener Institute

Part of our series of workshops focused on preparing for the future, this half-day workshop begins with a look at the life cycle of services, determining the needs of your audience, and moving ahead. It features current processes used by academic, public and special libraries as they plan and implement new services, and consider retiring old services that are not providing an appropriate bang for the buck or value to clients. Get a road map for evaluating your services, determining those at the end of their life cycle, as well as preparing for new services which maximize positive impact for your community.

**W3 • Digital Asset Management (DAM): Intro & Career Path for Librarians**

Laura Fu, DAM Practice Lead, EMMsphere

For a conference of librarians who are more familiar with the technology side of our profession, this workshop provides a basic knowledge of DAM, including what it is and is not; the 10 core characteristics; how to select, design, deploy, and manage a DAM program; and determining the benefits of DAM. Fu discusses both the traditional library skills and the technical skills applicable to working in DAM (a Gen-Next role?), identifies the key concepts, looks at the role of IT and technologies involved in DAM, and illustrates by describing real world examples.

**W4 • Planning for the Near Future: Smart Library Spaces & Buildings**

Jeff Wisniewski, Web Services Librarian, University of Pittsburgh  
Jason Griffey, Director, Strategic Initiatives, NISO and Affiliate—MetaLAB (at) Harvard  
Susan Considine, International Consultant

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.

**W5 • Strategic Technology Planning**

Marshall Breeding, Indp. 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 technologies to engage our communities? Get some in-sights and ideas for planning for the future for successful user library experiences.

For a conference of librarians who are more familiar with the technology side of our profession, this workshop provides a basic knowledge of DAM, including what it is and is not; the 10 core characteristics; how to select, design, deploy, and manage a DAM program; and determining the benefits of DAM. Fu discusses both the traditional library skills and the technical skills applicable to working in DAM (a Gen-Next role?), identifies the key concepts, looks at the role of IT and technologies involved in DAM, and illustrates by describing real world examples.
We are taught in library school and in many advocacy training sessions that stories will lead to public support and action. The problem is, the storytelling model of advocacy relies on trusting our supporters and leaders to take action on good ideas. However, if the previous few years are any indication, this simply is no longer the case. Stories don’t drive action, and they don’t lead to real political power. Sweeney explores the significant amount of work that is necessary beyond storytelling to engage supporters and influence leaders in order to enact change through true organizing. He discusses the use of big data, messaging, and using digital tools and platforms and specifically focuses on how to identify, cultivate, and empower supporters in order to encourage real and tangible action to build support for funding libraries and information services. By rethinking your library’s online activities, you can do more than just raise awareness of your library and its services in your community. He shares specific practices you can use on your website to generate feedback, resources, and more. See how you get real financial and political benefits with your library’s online activities.

### AFTERNOON WORKSHOPS

#### W7 • Tech Trends for Libraries in 2020 & Beyond

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

#### W8 • Makerspaces, Innovation Labs & Studios

**Chad Mairn**, Librarian, Innovation Lab Mgr., St. Petersburg College

**Brian Pichman**, Director of Strategic Innovation, Evolve Project

**Sue Considine**, Independent International Consultant

This workshop focuses on the new types of programs and services libraries are providing for their communities—creating and evolving makerspaces, innovation labs and an assortment of studios. Filled with tips and techniques, our experienced speakers give you all you need to get started with 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, a studio alongside 3D printing or music, or an innovation lab with AR & VR? Come explore new community engagement possibilities. Learn about the bleeding-edge technology and how all the basic hardware/software components work to create engaging experiences in your library and far beyond it. An HTC Vive, Microsoft Hololens, Google Cardboard, a DIY hologram viewer, and other technologies are present, so participants have an opportunity to play with all the latest and greatest AR/VR technologies as well as to identify opportunities to use these technologies in their communities. Full of practical insights and techniques, this workshop provides a road map for building or taking your exciting new program 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 these types of initiatives.

#### W9 • Enterprise Information Services: Convergence of Digital, AI, Diversity, & Information Flow

**Richard Huffline**, Chief, Library & Public Information, Federal Deposit Insurance Corp. (FDIC)

**Amy Affifelt**, Director, Database Research Worldwide, Compass Lexicon

**Krista Ford**, Director, Library & Research Services, Steptoe & Johnson PLLC

**Lucrea Dayrit**, Senior Librarian, Federal Reserve Bank of Kansas City

**FACILITATOR: Rebecca Jones, Partner, Dysart & Jones Associates**

In conjunction with SLA, this interactive workshop provides a facilitated discussion of issues important to enterprise information services: the changing roles of corporate librarians or information chameleons becoming go-to pros by translating info pro skills across silos; the use of artificial (or augmented) intelligence and the implications; the opportunities in and between libraries and other sectors—new partnerships; traditional services in non-traditional venues along with non-traditional services in traditional venues; digital services to a virtual audience; and experimenting with new tools to accelerate learning and change. Join the conversation with our facilitators and your colleagues to get some different perspectives and thinking about possible futures for your library. All types of libraries are welcome as there are many strengths we should be sharing in our communities.

#### W10 • Extreme Library Website Makeover: Flip or Flop!

**Jeff Wisniewski**, Web Services Librarian, University of Pittsburgh

**Brian Pichman**, Director, Evolve Project

**Marshall Breeding**, Indp. Consultant, Library Technology Guides

Is your library website engaging to your community—your campus, city, school, law firm or corporate library? We’ve all seen good and bad websites, but our workshop leaders from industry and libraries critique your websites and make suggestions for improvements, further development, or scrapping. Understand what the most important features and functions are for making your library website engaging to your audience, successful for your stakeholders, and competitive in the web world. Get tips from successful commercial and industry sites and learn how to use their winning web strategies.

#### W11 • Designing & Maintaining Practical Taxonomies

**Heather Hedden**, Taxonomy Consultant, Hedden Information Management, & author, The Accidental Taxonomist

Librarians are increasingly finding reasons to create taxonomies or related knowledge organization systems. They may need to classify a special collection or local archives, develop a thesaurus to index a local or institutional periodical, create a controlled vocabulary for tagging pages or posts in a web content management system, or merely categorize a large collection of resource links. This workshop, taught by the author of The Accidental Taxonomist, provides instruction and best practices tips on designing and maintaining taxonomies for practical use. Design considerations include whether to create a taxonomy or thesaurus; whether a taxonomy should be primarily hierarchical or faceted; how large it should be; whether synonyms/variants are needed and if so, how many; what the sources are for the terms; and what the guidelines are for properly creating hierarchical relationships. The outline of the workshop is as follows: introduction, definitions, types, uses, benefits; creation and wording of terms; sources for terms; synonyms, alternative labels, non-preferred terms; term relationships; structural design: hierarchies and facets; maintenance and governance; and taxonomy management software.
8:00 a.m. – 8:45 a.m.
CONTINENTAL BREAKFAST

8:45 a.m. – 9:45 a.m.
KEYNOTE WITH CIL
Digital Age Collaborations—Embrace the Unknowns!
Eric Chan, a.k.a. EEPMON, Digital Artist & Creative Consultant

No doubt, the internet has transformed world industries. Our current globalized, informed citizens of Earth connect at ever-increasing speeds (Hello, 5G), directly impacting industry and culture, private and public, analogue and digital, and everything in between. This is an exciting time! Technology allows new arenas for institutions, innovators and artists to experiment and develop new modes creative expression and collaboration. As a digital nomad and artist at the intersections of computer code, drawing, and installation design, our speaker provides case studies on how to transform, manifest, and embrace uncertainties to innovate and discover ways to connect with clients and partners. Such collaborative partnerships create strategic value for all and a win-win scenario to engage with digitally savvy, next-generation communities.

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

10:15 a.m. – 10:30 a.m.
Welcome & Introductions: Rebecca Jones

10:30 a.m. – 11:00 a.m.
One-on-One with Keynote Eric Chan

A deep dive into his presentation that isn’t possible with 800 people, but is with 40 people. A chance to talk with him about his perspective as a young artist, what’s driving his work, and more.

11:00 a.m. – 12:30 p.m.
Leader-to-Leader Panel: Strategies & Practices
Scott Hargrove, CEO, Fraser Valley Regional Library
Tod Colegrove, Library Director, Carson City

This panel of leaders shares how they are dealing with changes in the world impacting their broader organization and their practices and plans for managing them.

12:30 p.m. – 1:30 p.m.
LUNCH & Discussion:
Key Issues, Trends, & Actions
Amy Burke, Executive Director, SLA

1:30 p.m. – 2:45 p.m.
Content: What’s to Become of Collections?
Ray Uzwyshyn, Director, Collection & Digital Services, Texas State University Libraries
Richard Huffine, Chief, Library and Public Information Center, Federal Deposit Insurance Corp., Division of Administration

Collections are a critical asset of libraries and are in continually changing formats. Join the discussion around digital, print, multimedia, open access, intellectual property, self-publishing, repositories, curating, pricing and financing, and ownership.

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

3:00 p.m. – 4:00 p.m.
People & Talent Management
Andrea Cecchetto, Director, Service Excellence, Markham Public Library

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

4:00 p.m. – 6:00 p.m.
EXHIBIT HALL OPENING RECEPTION
Information Today, Inc. invites all Summit registrants to the Computers in Libraries Grand Opening Reception in the Exhibit Hall.

MONDAY NETWORKING EVENT

Games, Gadgets & Makerspaces
Monday, March 30 • 5:30 p.m. – 7:30 p.m.
Join our gamers and gadget lovers for an evening of fun, playing, learning, and networking. See how you can transform your thinking, your programs, and your spaces with the latest games, gadgets, and ideas! Share with a poster about what your library is doing with creative making and makerspaces. Led by Brian Pichman & Tod Colegrove this event will start your conference experience with lots of learning and laughing! Refreshments included.
The future is a concern for all libraries, and yet few devote time to deeply consider the multiple issues. The flames of day-to-day fires are too strong to step away from to think about the big picture for libraries in an ever-changing technological and social world where the sheer volume of information inundates us every day. A blend of provocative presentations and conversations with practiced thought-leaders and roundtable discussions, the Summit is an intimate forum for library leaders to stretch their thinking and leave with practical next steps.

Hosted and facilitated by Rebecca Jones, Partner, Dysart & Jones Associates
(Participants will be contacted with preparatory work to ensure everyone is ready to fully engage.)

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

8:45 a.m. – 9:45 a.m. KEYNOTE WITH CIL
AI & Our Future World
Meredith Broussard, Associate Professor, Arthur L. Carter Journalism Institute - New York University & Author, Artificial Unintelligence: How Computers Misunderstand the World

What are the practical implications of an AI-enabled world? As we think about the possibilities for digital campuses, corporations, and communities in the future, it is important to keep in mind the limits of technology in solving social problems. Our speaker, author, and professor looks at the inner workings and outer limits of technology, and explains why we should never assume that computers always get things right. Making a case against “techno-chauvinism”—the belief that technology is always the solution—Broussard looks at why self-driving cars don’t really work and why social problems persist in every digital Utopia. If we understand the limits of what we can do with technology, Broussard tells us, we can make better choices about what we should do with it to make the world better for everyone.

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

10:00 a.m. – 11:00 a.m. Technology & the Future
Nicole Turner-Lee, Fellow, Brookings Center for Technology Innovation & Contributor, Tech Talk; Author, Digitally Invisible: How the Internet Is Creating the New Underclass

Get insights about the future and discuss the key areas for libraries to focus their attention. The session includes interactive discussion with the audience about digital platforms, AI, engaging communities, and more. Bring your tech concerns and discuss them with colleagues and experts.

11:15 a.m. – 12:30 p.m. Prickly Topics
Throughout the Summit panelists and practitioners have been identifying issues we find “prickly” and would prefer to avoid. This is the session in which we start to confront them, begin to scope various solutions, and gain insights for addressing tough issues and decisions.

12:30 p.m. – 1:30 p.m. LUNCH & One-on-One With Meredith Broussard

1:30 p.m. – 3:00 p.m. AI & Change for Libraries
Scott Hargrove, CEO, Fraser Valley Regional Library
Scott Leeb, Corporate Lead, Global Knowledge, Fragomen

Change is a constant and it can be argued that as learning organizations libraries should be adept at change. Are we? In the Fall of 2019 two librarians researched how top academic research libraries are involved in AI and found that very few are. Led by these strategists we’ll work through change experiences, exercises and capture our realizations for our own specific change approaches.

3:30 p.m. – 4:30 p.m. Distinctive Positioning for the Future
Tod Colegrove, Library Director, Carson City
Stephanie Worrell, Branding Strategist

Designed to bring our thinking and discussions of the past two days together, this session probes “what is the distinctive position for libraries today and in the future?” How do, or should, libraries distinguish themselves within their communities, campuses or corporations? How can libraries partner with other groups yet retain their distinctiveness? Or is this even important? We’ll question where the learning commons ends and the library starts and how they interact—where the museum ends and the library starts—how public libraries can share programs with the zoo, how academic libraries can draw their non-academic communities in for support, and more.

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

7:30 p.m. – 9:00 p.m. WEDNESDAY EVENING SESSION
Agile for Great Teams: User Stories, Stand-Ups, Scrum, Kanban, & Trello
Chelsea Jordan-Makely, Griswold Memorial Library, & Crystal Trice, Washington County Cooperative Library Services (Certified Agile Scrum Masters)
Joanna Widzer, Systems Librarian, Liz Unger, Technical Information Specialist, & Gillian Takamaru, Librarian, National Library of Medicine

LIBRARYSUMMIT.COM #LIBRARYSUMMIT
No doubt, the internet has transformed world industries. Our current globalized, informed citizens of Earth connect at ever-increasing speeds (Hello, 5G), directly impacting industry and culture, private and public, analogue and digital, and everything in between. This is an exciting time! Technology allows new arenas for institutions, innovators and artists to experiment and develop new modes of creative expression and collaboration. As a digital nomad and artist at the intersections of computer code, drawing, and installation design, our speaker provides case studies on how to transform, manifest, and embrace uncertainties to innovate and discover ways to connect with clients and partners. Such collaborative partnerships create strategic value for all and a win-win scenario to engage with digital partners. Bates tells us she takes 2 days to research this session, so expect a packed-with-valuable-tools-and-tips talk that’s always a hit!

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

Our popular and knowledgeable speaker is always reinvigorating and transforming the world of search. Bates is a super searcher, an annual favorite whom attendees flock to hear as she continues to surprise and impress with new strategies, techniques, and tips for getting the most out of web research. The host of Searchers Academy (where even more secrets are shared), Bates 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!

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**TUESDAY, MARCH 31**

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

**TRACK B • DIGITAL PRESENCE**

How libraries and information services are viewed online, their digital presence, is more important than ever as our communities spend time shopping, banking, and connecting online. How can we impress our communities? Get tips, tricks, and insights from our experienced speakers!

*Moderated by Jeff Wisniewski, University of Pittsburgh*

**B101 • Web Design for UX:**

Simplifying Info Architecture

10:15 a.m. – 11:00 a.m.

*Nicholas Dease, Digital Learning Librarian, Pratt Institute Libraries*

In 2019, the Pratt Institute Libraries collaborated with the Institute’s School of Information to completely reimagine its website infrastructure. After a series of user experience studies and creative projects over the course of a year, the libraries completely redesigned and launched a new website that simplifies key user tasks and is optimized for all device sizes. This presentation highlights the individual projects, resulting data, ongoing challenges, and the overall approach the libraries took in redesigning their website from the ground up.

**B102 • The New Digital Landscape**

11:15 a.m. – 12:00 p.m.

*Ithan Payne & Elaina Norlin, Creative Directors, Ithan Payne Creative*

When it comes to creating a lasting impression with target audiences, making smart decisions when it comes to marketing and branding is the key. Commonly, when an organization is not getting the marketing results they want, research has proven that the problem lies within the “intuitive visual design”. Visual identity design creates the “look and feel” of the marketing and branding campaign. By strengthening the overall marketing and branding strategy, your organization will have a firm foundation to ensure consistency in all branded communication. Ultimate success is more than the logo, statistics and benefit analysis; it is important to form a connection that is both informative and persuasive. Be introduced to the world of Visual Identity Design and how to develop a sustainable model for your institution including 3 elements that have to be present in excellent design, the most common visual branding flaws and how to make practical and quick adjustments.

**LUNCH BREAK**

12:00 p.m. – 1:15 p.m.

**B103 • Building Your Social Media Team**

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

A truly successful library social media account is one that is dynamic, responsive, and content-rich. Achieving such a presence can be time intensive; what you need is a team. Our speakers outline practical approaches for building your social media marketing team, assigning roles, and exercising quality control.

**B104 • Library Intranets: Improving Communication & Decision Making**

2:15 p.m. – 3:00 p.m.

*Scott Hargrove, CEO, Fraser Valley Regional Library*

With geographically distributed staff, sources of data and information, and more, libraries are challenged to keep everyone on the same page and learning at a fast pace. Hear about one library system’s journey—building a leadership team, getting agreement, and moving ahead. One tip: It’s slower than you think! Go slow to go fast . . . 365 days to launch! Come and hear more.

**B105 • Usability Testing & Journey Maps**

3:15 p.m. – 4:00 p.m.

*Joanna Widzer, Systems Librarian, National Library of Medicine*

*Jeff Wisniewski, Web Services Librarian, University of Pittsburgh*

Usability testing doesn’t have to be complicated to give you great information about how to improve your products in meaningful ways for your patrons, users, and customers. Widzer gives an overview of different types of usability testing and demonstrates a quick, cheap, and easy method that anyone can do. Wisniewski delves deeper into journey maps from how to do them, to utilizing their results and creating easy to use websites.

**EXHIBIT HALL OPENING RECEPTION**

4:00 p.m. – 6:00 p.m.

**TRACK C • LEARNING FROM LEADERS**

Continuous and lifelong learning is in the DNA of librarians, and this track shares lessons learned by our experienced speakers, from a strategic plan for a 100-branch public library system, getting the best staff and further developing them, building community partnerships, learning from Fortune 500 companies, and gaining insights on reinvention.

*Moderated by Donna Scheeder, Library Strategies International*

**C101 • Strategic Value & Impact:**

**TPL 2020-2025**

10:15 a.m. – 11:00 a.m.

*Elizabeth Glass, Director Planning, Policy & Performance Management, Toronto Public Library*

Public libraries are receiving renewed attention as vital social infrastructure with the capacity to facilitate and defend democratic values, address inequality and polarization, and advance equity in a fragmented digital world. How can public libraries engage staff in new roles, and measure outcomes and impact across broad areas? This session features Toronto Public Library’s 2020–2025 strategic plan and accountability framework measuring the library’s contribution to digital literacy, education, and workforce development and social inclusion.

**C102 • HR & Talent Management:**

**Getting the Best Staff**

11:15 a.m. – 12:00 p.m.

*Andrea Cecchetto, Director, Service Excellence, Markham Public Library*

Our experienced HR librarian discusses how learning and development need to be situated in a broader talent management context that also includes professional development, succession planning, and staff engagement while being scalable to any size library/budget. One key is hiring/developing for a learning mindset and at the same time, creating a learning culture to support staff and potential leaders. Get lots of tips, techniques, and insights from this talk that is jam-packed with ideas and strategies!
LUNCH BREAK 12:00 p.m. – 1:15 p.m.

C103 Library Competitors, Partners, & Community Value
1:15 p.m. – 2:00 p.m.
Scott Hargrove, CEO Fraser Valley Regional Library
Libraries compete for dollars and attention in their communities. They are challenged to provide value and need to influence stakeholders. Our speaker looks at the big picture and shares his perspective on our key competitors as well as some partners who are ripe for collaboration and expanding our community value. He shares his secrets for building relationships, winning community approval and support, helping staff and communities change with our fast-moving world, and more! With a business, tech, and library background, Hargrove pushes the envelope for his community and provides tips for you to do so too!

C104 Learning From Fortune 500: Engaging the Workforce
2:15 p.m. – 3:00 p.m.
Elaina Norlin, Professional Development/DEI Coordinator, Association for Southeastern Academic Libraries (ASERL)
According to Pew Research Center, for the newest generation of workers, 43% of younger workers envision leaving their jobs within 2 years, while only 28% seek to stay beyond 5 years. The 15-point gap was a 7-point increase from the previous year. With a record unemployment rate and a wave of flexible and remote jobs creating new career options, the competition to retain top talent is fierce. For the majority of top companies, creating a healthy workplace culture is a competitive advantage, and employment engagement is now a priority. Gain insights into employment engagement best practices, specific things Fortune 500 companies like Hilton are implementing to have 96% of their employees say it’s a great place to work and to be No. 1 in recruiting while retaining a diverse and inclusive workforce. Everyone, board members, management, and yes, librarians can use data in their day-to-day work. Hear how two libraries make it work with their knowledge and experience helps them provide the services needed in their communities. Everyone, board members, management, and yes, librarians can use data in their day-to-day work. Hear how two libraries make it work with their knowledge and experience helps them provide the services needed in their communities.

C105 Professional Reinvention Insights
3:15 p.m. – 4:00 p.m.
Bruce Rosenstein, Librarian & Managing Editor, Leader to Leader, & Author, Create Your Future the Peter Drucker Way
Want to reinvent yourself? The information professional of today and tomorrow presents us with lots of opportunities to become change leaders and engage in ongoing reinvention. Our speaker, a librarian and writer, provides a practical guide to professional reinvention via the ideas and experiences of Leader to Leader authors Whitney Johnson, Daniel Goleman, Herminia Ibarra, Bob Buford, and Mo Yee Lam. He explores Johnson’s concept of self-disruption; Goleman’s focus on a longer future with a wider professional lens; Ibarra’s “outsight” principal for purposeful action; Buford’s adaptation of five reflection questions of Peter Drucker; and Lam’s transformation from a sedentary lifestyle into an ultra-marathon athlete. Each example provides a key to how we can reinvent ourselves for a stronger, more fulfilling future.

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

TRACK O DATA: VISUALIZATION, MANAGEMENT, & TOOLS

D101/102 Data Visualization Lab: Tools & Practice
10:15 a.m. – 12:00 p.m.
Greg Notess, Founder, SearchEngineShowdown.com, & Retired Faculty, Montana State University
Amy Affelot, Director, Database Research Worldwide, Compass Lexicon
This hands-on lab requires you to bring your laptop or other device along with easy tools provided to manipulate data and create new and exciting representations of information. Visualize useful info for your community by using the techniques you practice in our data lab!

LUNCH BREAK 12:00 p.m. – 1:15 p.m.

D103 Making Data Informed Decisions
1:15 p.m. – 2:00 p.m.
Diana Plunkett, Senior Manager, Strategic Initiatives, Brooklyn Public Library
Denise Davis, Strategic Initiatives Manager, Allen County Public Library
Your library can make data-informed decisions at all levels. It starts with making the same data available to everyone, training staff on how to use data in their work, and incorporating data into larger initiatives. As with all culture change, it takes time and is an iterative, ongoing process. But the benefits are huge. Sharing data throughout an organization provides a sense of a shared story of who we are. Empowering front-line staff to make decisions by giving them access to data they can pair with their knowledge and experience helps them provide the services needed in their communities. Everyone, board members, management, and yes, librarians can use data in their day-to-day work. Hear how two libraries make it work for their communities!

D104 Data Visualization, Dashboards, & Decision Making
2:15 p.m. – 3:00 p.m.
Robert Laws, Technology & Instruction Librarian, Georgetown University in Qatar
Elizabeth Glass, Director, Planning, Policy & Performance, Toronto Public Library
Libraries must retrieve and review a wealth of data to make informed decisions. Having a single website to collect and analyze diverse data sources can make the process of data-driven decision making easier. Hear how several libraries
are achieving this. Laws talks about leveraging emerging web technologies such as React and vendor APIs and how it’s possible to craft data dashboards and impactful data visualizations that give libraries the tools they need to make effective data-driven decisions. He discusses the technologies used to build a data dashboard, reflects on how visualizing data impacted the library’s decision-making process, and makes recommendations for the future.

D105 • Mapping Users for Community Engagement
3:15 p.m. – 4:00 p.m.
Stephanie Brown, Computer Applications Specialist, Lakeland Public Libraries

As this library enters its strategic planning, staff know they need to base strategic decisions on data. Brown describes how they use their ILS data and partnered with their City GIS group for access to their map repository in ArcGIS to gain a better understanding of who and where their users and non-users are. With maps created, the question became what to do with the information and what can it tell the library about users, service areas, preferences, targeting marketing and outreach opportunities, and program/service planning. This data allows staff to refine the library’s user personas and assess efficacy of existing versus new programs for each location’s user base and immediate community, rather than trying to duplicate all services at all locations. Hear how staff are utilizing the ArcGIS location allocation feature to analyze potential sites for a library facility and mining the additional layer of ILS user data to make more data-based analyses and decisions to engage and enrich the community.

E103 • Smithsonian Learning Lab & More!
1:15 p.m. – 2:00 p.m.
Pamela Schembri, School Library Media Specialist, Chappaqua Central School District

If you are interested in diversifying student resources with free, quality collections, join us as we explore the wide world of the web. Learn how to explore, create, and share collections in the Smithsonian Learning Lab, and use content from other collections, including the Harvard Digital Library, PBS Learning Media, and the National Archives.

E104 • Robots, Learning, & Play
2:15 p.m. – 3:00 p.m.
Dawn Nelson, School Media Specialist, Oak View Elementary School, Osseo Area Schools

STEM, makerspaces, robotics—these words conjure up pictures of fun, activity, and excitement. And while all of this can be found, sometimes the challenge is to link the activity to learning and critical thinking. Students love to play with robots such as Dash and Dot, Ozobots, and Spheros, but moving the activity from play to learning is where the magic happens. There are resources and curriculum to support learning, and attendees can explore ways to integrate the skills needed for the robots to reinforce the concepts students are developing in the classroom. A list of resources is included and attendees are encouraged to share their own ideas and resources.

E105 • Building a Successful Library Team
3:15 p.m. – 4:00 p.m.
Melissa Techman & Paula Archey, School Librarians, Western Albemarle High School; Mae Craddock, School Librarian, Albemarle High School

Sometimes a good working relationship can feel purely serendipitous, but as with most relationships, luck is made, not magic. How can administration foster optimal teamwork? How can colleagues structure the critical elements of successful working relationships? And how do library assistants, interns, and others benefit? Learn some of the ways these librarians negotiate roles, support each other, and make room for inspiration. See the connection between happy and collaborative colleagues and new offerings and opportunities for users.
What are the practical implications of an AI-enabled world? As we think about the possibilities for digital camouflage and imaging social problems, our speaker, author, and professor looks at the inner workings and outer limits of technology, explaining why we should never assume that computers always get things right. Making a case against “tech-no-chaunism”—the belief that technology is always the solution—Broussard looks at why self-driving cars don’t really work and why social problems persist in every digital Utopia. If we understand the limits of what we can do with technology, Broussard tells us, we can make better choices about what we should do with it to make the world better for everyone.

A202 • AI Possible Futures!
11:45 a.m. – 12:30 p.m.
Ricardo Viera, Chief Information Officer, Orange County Library System
Can face recognition change the way we interact with our customers? What if, for example, I can greet a person by using their last name as soon as he/she gets to the lobby because I have an iPad that will immediately show me the customer’s name, reservation, or even current fees? Here is another AI example using people digitization: I am having a conversation with Albert Einstein, John F. Kennedy, or Steve Jobs by using virtual reality (VR) or just special glasses. This is not just a recording or canned message with an actor who looks like each of them, but a true conversation where I get to ask questions and they answer. Imagine digitizing anyone: My great-great grandkids can talk to a digitized version of me and get to know my likes and dislikes. Pretty exciting stuff. Join us and create your own vision of the future.

A203 • Building Innovative Futures: Human/Robot Minefield
1:45 p.m. – 2:30 p.m.
Bonnie Roalsen, Library Director, Woburn Public Library
Cheryl Abdullah, Library Director, Dover Town Library
As you move your institution forward, balancing robots and humans in the workplace; navigating union, funding, and political environments; and building more inclusive points of connection across and within evolving communities, do you feel like you are leading in a minefield? If you do and you are, this session is for you! Come learn and exchange pragmatic pro tips with library leaders.

A204 • First Steps to AI in Your Library
3:30 p.m. – 4:15 p.m.
Michael Hibben, Senior Manager, Randi Wines, Branch Manager & Michael Hibben, Administrative Librarian, Roanoke County Public Library
TBD, Misty Robotics
Do you want to bring AI to your public library, but aren’t sure where to begin? Join us and learn about the many options you have—from the simple and inexpensive, to the pricey and eye-catching. Hear about sources for upskilling your team’s AI skills and ideas for programs and classes—followed by an open forum with session attendees to brainstorm AI ideas and options for public libraries.

A205 • Librarian Brain: Building AI for Libraries
4:30 p.m. – 5:15 p.m.
Michelle Zaffino, Founder & CEO, MyLibrarian
This session shares how machine learning/AI technology is being used to develop the Librarian Brain dataset that powers a new product, MyLibrarian, a data-driven book recommendation engine. Hopefully attendees will be available to beta test this modern way to browse for books. This ML/AI book discovery product uses Big Data and expert librarian brains to disrupt a $40B industry. In the Stacks (a book discovery tool that uses expert data to select stories, books, ebooks, audio, TV and film) is building the MyLibrarian app for book lovers, a tool that leverages the expertise of book-reviewing librarians, and brings that skill out of library, to users online.
B201 • Streaming Legal Content Using a Knowledge App
10:45 a.m. – 11:30 a.m.
Theo van Bergen, Manager, Supreme Court Library, The Hague
Ger de Bruyn, Managing Director, Ingressus
Dutch libraries are innovative libraries. Many new developments have taken place over the years in the Low Countries. The Supreme Court Library of the Netherlands recently added a new chapter in servicing patrons in very personal ways. When a new library director decided to modernize this well-organized but paper-oriented library, he saw lots of potential with much of the Dutch legal information becoming digital, from organizing a digital library platform to provide access to all digital information to offering subsets of information to the different sections of the Court and personalizing legal information. Alerting patrons in a truly personalized way of new and relevant information to inform them anytime, anywhere, anywhere on their smartphone or tablet is definitely a creative new service! In close cooperation with software suppliers and eager publishers, the Supreme Court Knowledge App was born. It was an instant success with patrons, who can now manage their own information profile with their fingertips. Hear the story and experiences, and get tips for doing a similar application in your library.

B202 • Digital Content Integration
11:45 a.m. – 12:30 p.m.
Richard Huffine, Chief, Library & Public Information, Federal Deposit Insurance Corp. (FDIC)
Digital content is an integral part of what libraries and information providers support today, but there are a number of challenges to integrating those resources with library workflows and service models. This session explores some of the persistent challenges integrating digital content and introduces and talks about ways those challenges have been addressed in a variety of federal government settings. Huffine suggests strategies for integrating digital content while working with a diverse community of providers to support your users’ needs where and when they look to you for information.

LUNCH BREAK • 12:30 p.m. – 1:45 p.m.

B203 • Visualizing Value
1:45 p.m. – 2:30 p.m.
Deanna West, Department Head, Information Services, & Chris Ponte, Digital Library Group Lead, MITRE Corp.
In today’s environment of budget cuts and constraints, librarians need to continuously demonstrate the value of resources and services. We use Tableau to answer questions about what resources are being used and how often; if we are reaching the whole company, or only parts of it; and if MITRE staff are using all our department’s services, or just one. This year, in addition to Tableau and vendor metrics, we surveyed the company to gain insight into what resources they considered important to their work, what role are they in, what they are using the resources for (education, publishing, keeping up in their field, etc.), and what resources they need that we don’t currently have. The findings helped validate the investment in the digital information resources that we make and provided additional information to help us communicate our value to our customers, stakeholders, and senior management. Hear the results and get ideas for future strategies and challenges as our speakers share their learnings.

Moderated by Juanita Richardson, Michener Institute

B204 • AI, Insights, & Info Pros
3:30 p.m. – 4:15 p.m.
Mary Ellen Bates, Principal, Bates Information Services, Inc.
Hear from our experienced and future-focused librarians. Bates discusses strategic approaches to a transformative technology, artificial intelligence! Just as early online services didn’t just improve on the Reader’s Guide to Periodical Literature but revolutionized how information is accessed, so librarians and info pros need to look at AI from a different point of view and watch for opportunities to lead the AI discussion within their organizations.

B205 • Content: Archives & Social Media
4:30 p.m. – 5:15 p.m.
Christa George, Research Librarian, Chemical Information Center (CIC), ExxonMobil Chemical Co.
David Blum, Reference Librarian & President, DCCLA
The library and archive community is being faced with microfiche/film becoming unusable due to “vinegar syndrome,” but digitizing thousands of microfiche can be cost-prohibitive. The ExxonMobil CIC created an in-house solution to the overwhelming issue after looking at several third-party scanning options. Hear how they created an in-house 3-year project to scan more than 300,000 microfiche, dealt with outside scanning vendors, searched for scanning equipment, and finally developed the process of transferring degrading microfiche into full-text searchable data. Blum discusses how Twitter, Facebook, LinkedIn, Instagram, Snapchat, and Reddit, among many other places, are full of opportunities to keep in touch with friends and colleagues and to learn about information you otherwise may not have been aware of. But there is a cost to it. False information spreads continually; we live in smaller and smaller bubbles of people that think like us; lack of physical social interaction harms our minds and our bodies; and the default of having privacy has been changed to something that needs to be sought out. So while the technology is maturing and we know more, there is still much more that needs to be changed.
The focus of this track is on collaboration and partnerships which engage our communities whether they are occupational therapists or entrepreneurial students, online book clubs, or makerspaces.

Moderated by David Lee King, Topeka & Shawnee County Public Library

C201/C202 • Courage to Change: New Paradigms for Collaboration

10:45 a.m. – 12:30 p.m.

Rex Krajewski, Director, Library & Learning Resources Services, North Shore Community College

Matt Benzing, Computing & Engineering Librarian, Miami University

Wes Smith, Studio Librarian, & Erin Melhorn, Assistant Professor, Occupational Therapy, University of Tennessee at Chattanooga (UTC)

New pressures, opportunities, and technologies are bringing inevitable change to our libraries and information centers, and yet, in many ways, we are still trying to do things the way we always have. For most of us, funding is scarce, staffing levels are declining, and our relevance is under scrutiny; at the same time, the scope of our responsibility continues to grow.

Heard about Agile, lean, or XP? Do the terms “Agile,” “Scrum,” or “XP” mean something to you? Are you passionate about grooming your backlog? Delivering value early and often? Have thoughts on the application of daily stand-ups? If so, then let’s get together, and follow in the tradition of the Agile founders to workshop applications among libraries, vendors, networks, and more.

The DOCLINE Team explains how the transitions to Agile project management is inevitable change to our libraries and information centers, and yet, in many ways, we are still trying to do things the way we always have. For most of us, funding is scarce, staffing levels are declining, and we are still trying to do things the way we always have for most of us, funding is scarce, staffing levels are declining, and our relevance is under scrutiny; at the same time, the scope of our responsibility continues to grow.

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moderators, a producer, and two main components: Sunday night chats online in a dedicated Facebook group, and a Monday morning deep-dive podcast recording. The next program was Middlemarch by George Eliot, and then Herman Melville’s Moby-Dick. Hear what they learned and which software and tools they used for recording, editing, hosting and distribution, and recording phone interviews, as well as the challenges of recording without a dedicated recording studio.

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

C204 Closing the Digital Divide
3:30 p.m. – 5:15 p.m.
Melissa Donaldson, Digital Services & Innovation Coordinator, Racine Public Library
William Martin, Innovation Officer, City of Racine
The City of Racine was chosen as Smart City by the Smart Cities Council. As the city began the discussion on what it means to be a Smart City, they quickly discovered a large portion of the community was without access to the internet. Our speakers, a librarian and a city innovation officer, discuss some of the private partnerships, including one significant partner, US Cellular, that are helping to bridge the community digital divide, with the library being an integral partner in this process.

C205 Making a Magical Mystery Room!
4:30 p.m. – 5:15 p.m.
Sarah Blackburn-Lancaster, STEM & Emerging Technologies Specialist, Valparaiso Community Library
The Valparaiso Community Library added something special to its Fall Festival this year: an escape room. OK, so technically it’s a “mystery room,” but the concept is the same. Patrons work together in groups to solve puzzles and assist in the escape of a baby dragon held captive by the strict Professor Lancaster. Inspired by J.K. Rowling’s wonderful Harry Potter series, the room contains puzzles based on the characters and settings in the books. By utilizing robotics kits, coding wands, and other technology, the library staff was able to make the experience even more magical. Get ideas and tips to try this in your community.

TRACK D CONTENT: NEWS, ANALYSIS & DAM
Libraries have always been about content, even though today’s libraries have expanded and changed the way they deal with it, integrate it into their communities, digitize and manipulate it, and more. We have 2 days of sessions related with content starting with combatting fake news, looking at the digital scholarship ecosystem, analyzing specific content, and digital asset management.

Moderated by Gloria Zamora

D201 Playbook for Combating Fake News
10:45 a.m. – 11:30 a.m.
Amy Affelt, Director, Database Research Worldwide, Compass Lexicon, & Author, All That’s Not Fit to Print: Fake News and the Call to Action for Librarians and Information Professionals
As last year’s closing keynote speaker at Computers In Libraries 2019, Lee Rainie, director of internet and technology research at the Pew Research Center, discussed our stakeholders’ wants and needs, stating that they read like a playbook of librarianship. Rainie challenged librarians to become coaches in helping people to find information that is trustworthy and reliable, which 78% of those surveyed by Pew stated that they look to libraries to do. Throw fake news into the mix, and this coaching role becomes ever-more critical: We need a playbook of best practices for combating the next generation of fake news. Affelt discusses the origins of fake news and why people create and share it; reviews how to spot fake news, fake tweets, and medical misinformation; and what is sure to be the generation-next genie in the bottle of fake news—the deep-fake video. She explores possible blockchain solutions and shares how to call the plays that will put your constituents on the winning side of truth, accuracy, and quality sources.

D202 Digital Scholarship Ecosystem
11:45 a.m. – 12:30 p.m.
Ray Uzwyshyn, Director of Collection & Digital Services, Texas State University Libraries
In the last 5 years, Texas State University Libraries has developed a robust digital scholarly research ecosystem to serve its faculty, students, and a larger global community. The ecosystem comprises of a suite of open source software, including an online research data repository (Dataverse), an electronic thesis and dissertation management system (Vireo), a digital text/institutional repository (DSpace), online exhibit software (OMeka), and an identity management system (ORCID). Our speaker focuses on how to develop such an open source system, reviewing (take out both) opportunities, challenges and possibilities that such a system affords. This presentation overviews methods of connecting scholars and students with research, synergies among digital systems and how libraries can enable new creative possibilities for research online.

LUNCH BREAK
12:30 p.m. – 1:45 p.m.

D203 Computers In Libraries Editor’s Forum
1:45 p.m. – 2:30 p.m.
Dick Kaser, Executive Editor, Computers in Libraries Magazine
Teresence Huwe, Library Director (Emeritus), Institute for Research on Labor & Employment, University of California
Marshall Breeding, Independent Consultant, Library Technology Guides
Jan Zastrow, Consulting Archivist/Researcher, Hyperclick Online Services
Jessamyn C. West, Librarian & Technologist, Glorious Librarian Resistance
Kick off the official celebration of the 40th year of publication for Computers in Libraries magazine with this session about challenges and opportunities in today’s digital library landscape. Topics include promoting practical digital literacy, moving from systems and platforms to digital experiences, opportunities for applying library skills in new ways, and above all else, saving the planet.

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

D204 Just Add Data: Easy Excel Templates for COUNTER 5
3:30 p.m. – 4:15 p.m.
Athena Hoepnner, Discovery Services Librarian, University of Central Florida
“Project COUNTER is a standardizing body that issues a Code of Practice for use by publishers and content providers to count usage so that libraries can evaluate use in consistent ways across electronic resource platforms. A COUNTER report provides usage data at the item or item-component level.” COUNTER Revision 5 master reports provide a rich starting point for sussing out interesting and useful insights about collection usage. These reports are a big change from COUNTER R4, so this session focuses on how to pull out meaningful insights and looking for information that aligns with the previous revision. Fortunately, COUNTER R5 reports are well structured, with consistent layouts and headings—perfect for using in

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Excel formulas! With reusable templates, the task of getting information can be as easy as cut and paste! Hear more about the data contained in COUNTER 5 master reports and how they relate to COUNTER 4 reports; get a demonstration of two templates that work by pasting data from a Master Report: a template for KBART-TR alignment, and one to emulate a COUNTER 4 JR GOA report. Our speaker outlines principles and approaches to creating a reusable template, including tips for using named ranges and the most useful formula types, and shares a repository of COUNTER 5 templates for participants to share their own creations and ideas.

D205 • Digital Asset Management (DAM) in Practice

4:30 p.m. – 5:15 p.m.
Laura Fu, DAM Practice Lead, EMMsphere

Digital asset management is a growing profession, and traditional librarians are finding themselves tasked with overseeing this new but related responsibility. DAM often falls under IT. So what exactly is DAM, and how can you successfully transition into a DAM librarian role? Hear from a librarian who stumbled into a DAM career after library school. Learn how classic library skills such as classification schemas, collection development and user services relate to DAM responsibilities and how you can apply your M.S. knowledge in this industry. Bring your DAM questions and get the straight goods from a professional who has successfully navigated their library career path into digital asset management.

TRACK E • INTERNET@SCHOOLS

Day 2 of the K-12 focused Internet@Schools Track discusses augmented and virtual reality for teaching and learning, developing students as digital storytellers, building collaborative podcast projects, fighting plagiarism & cools tools! Organized and moderated by Carolyn Foote, Westlake High School, Austin, Texas

E201 • Augmented & Virtual Realities for Teaching & Learning

10:45 a.m. – 11:30 a.m.
Wendy Stephens, School Library Program Chair, Jacksonville State University

From virtual field trips offered by a range of agencies and institutions to teacher-led Google expeditions and greenscreen scene-shifting, technology is enabling new, location-independent content and responsive personalized active learning. This talk involves exploring Google Translate and Google Lens and using MergeCubes and QuiverVision for augmenting reality as well as processes for creating 3D experiences.

E202 • Students as Storytellers—Digitally!

11:45 a.m. – 12:30 p.m.
Jennifer Sturge, Specialist for School Libraries, Calvert County Public Schools

Storytelling as an art is as old as humanity. For generations, societies and cultures have told stories and passed knowledge from generation to generation. Everyone has a story to tell; allow your students to build and share their own stories. This session focuses on storytelling in the school library using digital technology, utilizing free and paid resources and best practices for storytelling via technology, and explores resources such as StoryCorps, Wixie, storyboarding, and more! It is geared toward older elementary on up!

LUNCH BREAK • 12:30 p.m. – 1:45 p.m.

E203 • Collaborative Podcast Projects: Teachers & Librarians

1:45 p.m. – 2:30 p.m.
Tobi Fineberg, High School Librarian, The Dalton School

Learn about how a yearlong science research project culminated with podcast interviews with scientists. Students learned to synthesize and expand their research while becoming proficient with GarageBand for editing, transcription tools (Sonix, Google) to provide accessible text transcripts, and Photoshop to create their podcast logos. Learn how to replicate similar projects and what tweaks make it more successful.

COFFEE BREAK • IN THE EXHIBIT HALL

2:30 p.m. – 3:30 p.m.

E204 • Librarians as Plagiarism Fighters

3:30 p.m. – 4:15 p.m.
Terry Darr, Library Director, Loyola Blakefield

The dominance of digital information has changed everything. The authorship and publication process has lost boundaries, causing students to plagiarize more, often unintentionally. Librarians, as the experts on sources, are in a professional position to teach students the skills needed to reduce plagiarism in academic work. Participants learn three instructional techniques to integrate plagiarism education into information literacy instruction: micro-paraphrasing, a more streamlined way to paraphrase; the “Anatomy of a Web Site,” an author-centered review of websites which also helps prepare students to use a citation tool; and Plagiarism Discussions, a way to unify an understanding of plagiarism. Come join the fight!

E205 • Cool Tools You’ve Never Heard Of!

4:30 p.m. – 5:15 p.m.
Gary Price, Co-Founder, INFOdocket

Our popular and knowledgeable speaker amazes us once again by presenting useful and cool tools that teachers and educators have never heard of, but will definitely be able to use in their classrooms, libraries, and communities.
The image appears to be a poster for an event called "computers in libraries 2020" held on Thursday, April 2. The poster includes details about the day's schedule, keynotes, and sessions focused on cybersecurity and information technology for libraries. The content is in English and includes references to sessions on "defense against the dark arts," "tips for keeping library customers safe," "cybersecurity landscape," and "cybersecurity tools for libraries." The event seems to focus on providing guidance and resources for librarians to enhance security and privacy in their organizations. There are also references to speakers and topics, such as "Gary Price, Co-Founder, infoDOCKET & FullTextReports" and "Marshall Breeding, Independent Consultant, Library Technology Guides." The poster also mentions "last chance to visit exhibits" and "lunch break." The overall tone suggests a professional and educational context, with a focus on practical tools and strategies for librarians.
B302 ● Interactive Online Tool Evaluation Checklist
11:45 a.m. – 12:30 p.m.
Caroline Fuchs, Learning Design Librarian, & Shilpa Karnik, Associate Director, Emerging Technologies, St. John’s University Libraries

Our speakers present an interactive online-tool checklist that they developed to help their faculty evaluate the usefulness and efficacy of online tools before incorporating them into their teaching and classroom environments. Based on instructional design principles, the tool contains a series of questions that are meant to be used as a guide for faculty to consider six overall criteria: alignment with learning goals and objectives; accessibility; ease of use; technical support; privacy and security; and overall tool assessment. In addition to demonstrating the tool, our presenters discuss their challenges, opportunities, insights, and lessons learned.

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

B303 ● Practical Smart Devices for Libraries
1:45 p.m. – 3:30 p.m.
David Lee King, Digital Branch Manager, Topeka & Shawnee County Public Library
Brian Pichman, Director, Strategic Innovation, Evolve Project
Jennifer Bruneeau, Director, Boylston Public Library

This panel begins with several participating sharing the best of the Consumer Electronics Show with implications for libraries. The practitioners/panelists then discuss how their organizations use simple smart devices and tools to improve library services and tasks, sharing their experience with a variety of smart devices. Learn lots about new and emerging smart devices and their implications for libraries.

B304 ● Open Sources Opportunities & Perspectives
2:45 p.m. – 3:30 p.m.
Marshall Breeding, Indp. Consultant, Library Technology Guides

Products based on open source software have become well-established in the library technology scene. Koha and Evergreen have seen steady growth in the U.S. In some international regions, Koha is considered almost the default system. The FOLIO project has recently crossed a key threshold, with its initial production implementations underway or complete. FOLIO’s micro-services architecture offers a more modular approach for library resource management and discovery. Get an overview of the impact of open source resource management and discovery systems, recent events, and trends to expect in the future.

B305 ● Introducing Emerging Tech to Staff & Customers
3:45 p.m. – 4:30 p.m.
Christopher DeCristofaro, Technology Librarian & Team Leader, The Studio/Makerspace, Sachem Library
Nick Tanzi, Assistant Director, South Huntington Public Library
Jeff Trout & Michelle Bingnear, Co-Supervisors, Technology Learning Center, Cape May County Library

The words “emerging technology” can inspire excitement and dread among staff in equal measure. Our first speakers discuss strategies for overcoming staff resistance, developing policies, and training staff as you work to incorporate new technologies into your library’s programs and services. Our second team of speakers shares their secrets for helping adults learn: designing times and space for assisting adults, proper communication, resources needed, and best practices. Whether you are applying for work, filing for Social Security, or furthering your education, the need for technology is essential. A 2018 U.S. Department of Education study found that roughly 16% of the adult U.S. population is computer-illiterate. Hear how one library is helping adults submit information online, learn about and use technology, and address strategies for the digital submission process for the 2020 Census.

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C301 ● Branding Power: Changing Perceptions
10:45 a.m. – 11:30 a.m.
Stephanie Worrell, Branding Strategist
Alex Cohen, Library Consultant, Alex Cohen Associates

Most likely, your library is part of a large network of users and/or in a busy community. By using branding strategies, your library can elevate its presence and change user perception. Using a case study of how libraries engaged brand strategists to achieve their goals, this session how shares to elevate your library’s awareness and relevance through brand architecture and strategic communication. Brand architecture is a methodology used to deconstruct elements of a brand (in this case a library) by articulating its elements and services to understand how they best serve users. The process helps to discover the library’s most promotable strengths (offerings, physical spaces, and services). Strategic messaging is then used to promote those strengths along with events, resources, and programs. The case study illustrates how a medical library successfully articulated its brand positioning (a strategic statement that defines what a brand stands for, why it is different from its competitors and why users should care about it) and enhanced awareness. It describes how to set realistic targets and compare current needs against current branding efforts. Gain a deeper understanding of the library as a brand, enhance its offerings and identify its strengths/weaknesses, elevate classes/events/programs by organizing them under a strategic platform that supports brand positioning, create strategic messaging to influence attitudes, share service information, and promote space improvements and upgrades. The library of the future will need marketing and brand-building tools to grow and thrive, so grab the ideas and tips here!

C302 ● Customer Service: Sending a Positive Message
11:45 a.m. – 12:30 p.m.
Meghan Kowalski, Outreach & Reference Librarian, University of the District of Columbia
Brian Gray, Special Projects Officer, & Jen Starkey, Team Leader, Research Services, Case Western Reserve University
Mazen Khoury, VP, Business Development, Springshare

Customer service is branding. Bad customer service will drive your users away. Good customer service will spread and attract users to your library. Customer service resonates beyond individual transactions, which is why it should be considered an integral part of your overall branding strategy. If you brand your library as a great place to be, you want the customer service your users receive to reinforce that messaging. Kowalski discusses the role customer service plays in outreach and marketing, how to promote effective customer service, and take-away training ideas and activities to try at your library. Gray and Starkey discuss how customer relationship man-
agement (CRM) systems have long been used to document communication and improve results in sales and service organizations. They share how their library implemented LibCRM, the considerations and decisions involved, and development of policies and procedures to guide contributing staff members. They discuss the benefits of LibCRM to coordinate communication, improve service, promote transparency across library teams, collect critical information to aid succession planning for future staff, and to document impactful interactions and partnerships. The LibCRM lead project manager from Springshare shares insights about the features and functions of the platform, how it is being used in libraries, and plans for enhancements and future developments.

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

**C303 ● Next-Gen Library ROI**
1:45 p.m. – 2:30 p.m.
Maria Markovic, Copyright & Library Management Consultant
Librarians across institution types and industries are ever-increasing the level of scrutiny for library budgets—information needs assessments, customer engagement, marketing plans, metrics dashboards, numbers galore—turning the librarians into business analysts, true pivot wizards. Illustrating library value and presenting the right ROI analysis require constant adjustment to changing budget justification requirements. Judging by the value and ROI requirements of today, what aspects of the ROI rationales will be changing in the future, and how will that impact librarians’ skill requirements? Get lots of ideas from our experienced speaker.

**C304 ● Embracing Change: Tools & Techniques**
2:45 p.m. – 3:30 p.m.
Cathy Wolford, Systems Librarian, Detroit Area Library Network (DALNET)
Change is inevitable, yet remains one of the most difficult things to readily accept. Understanding the stages of change and reactions associated with those stages will assist our leadership, our colleagues, and our public interactions in embracing change rather than dreading it. New technologies and ever-changing systems make it essential for library leaders to understand factors associated with establishing successful change. Wolford shares various change management principles, how to understand generational differences, various modes of communication, and simple exercises to assist those working through change. She discusses how to support the acceptance of change and motivate all involved to reach successful project outcomes.

**C305 ● Improving Staff Workflows & Planning Processes**
3:45 p.m. – 4:30 p.m.
Gregory A. Smith, Associate Dean, Library Technologies & Collection Services Liberty University
Amanda L. Goodman, Publicity Manager, Darien Library
Libraries must engage productively with their stakeholders, including users, employees, and governing authorities, in order to discern the next steps in their evolutionary journey. Working effectively with groups (e.g., planning teams and focus groups) is a powerful way to facilitate organizational change. This talk offers practical tips and techniques for working with groups based on our first presenter’s professional experience and insights from the fields of evaluation, design, organization development, and marketing research. Our second speaker discusses how to make your spreadsheets and documents work harder by creating an “app” using Coda (coda.io). Good-man shares how she created a new book group’s workflow in an attractive and easy-to-use interface. The new system tracks inventory, reading history, and current checkouts and helps staff to make recommendations. The app also ties into notification systems via email and calendar integrations. Staff can make better decisions and track the use of the collection across time through built-in visualizations.

**TRACK D ● CONTENT: OPEN & DIGITAL ACCESS**
Our second day discussing content begins with a look at open access, then looks at the state of econtent, including ebooks and other digital resources, standards for content platform migration and images, and creating digital content.

**D301 ● Access to Open Access**
10:45 a.m. – 11:30 a.m.
MODERATOR: Dick Kaser, Executive Editor, Computers in Libraries Magazine
Richard Poynder, Independent Journalist & Open Access Commentator (virtual)
Todd Digby, Chair, Library Information Technology, University of Florida
Jennifer Boettcher, Business Librarian, Georgetown University
The session shines a light on two facets of open access: the pay side and the read side. After 2 decades, where does open access publishing stand? And how will current developments affect your acquisitions budget in the future? Equally important, what is the status of discovery and access to open access materials? A case study illuminates the challenges involved in operating an institutional repository and providing seamless access to journal articles published under an open access model. The final presentation covers developments in data creation, access, retrieval, articulation, presentation, publishing, and curation, plus ways of finding the open data and statistics you need.

**D302 ● Econtent: Ebooks & Digital Resources**
11:45 a.m. – 12:30 p.m.
It has been a tumultuous year for ebooks. Their circulation is down, publishers are making it difficult for bulk and third-party purchasers, and more. This session provides an update of what’s happening in the world of digital resource publishing and purchasing for libraries.

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

**D303 ● Bringing Collections to the Screen**
1:45 p.m. – 2:30 p.m.
Yuning Zhou, Library Systems Specialist, & Yuri Long, Special Collections Librarian, National Gallery of Art (NGA)
Athena Hoepnner, Discovery Services Librarian, University of Central Florida, Matthew Ragucci, Wiley & Nettie Lagace, NISO
Our NGA library speakers discuss their procedures and challenges in providing digitized content from their collections via the International Image Interoperability Framework (IIIF), an initiative led by the world’s leading research libraries. It is an open source, community-driven technology that aims to provide application programming interfaces (APIs) that support viewing, comparing, manipulating, and annotating images from a variety of repositories. The NGA Library made the decision to implement IIIF alongside its new library system, Ex Libris’ Alma and Primo VE products, and our speakers discuss the technical procedures required to integrate the IIIF APIs with the Primo VE discovery client and Alma, the cloud-based library services platform. Members of the NISO Content Plat-
form Migration workgroup discuss their recommended prac-
tices document to guide publishers, platform vendors, and
librarians through content migrations. Hear about the prob-
lems encountered in migrations and the recommendations to
make them progress smoothly.

D304  •  Creating Digital Content: Free & Easy
2:45 p.m. – 3:30 p.m.
David Lee King, Digital Branch Manager, Topeka & Shawnee
County Public Library
Nandi Prince, Assistant Professor, New York City College of
Technology
You might not realize it, but you own a great video camera. It’s
on your smartphone! King shares tips, tricks, and tools to make
digital content videos with your smartphone. Video-editing
apps, mobile video accessories, and simple video-making tips
are covered. Prince shares how students from a course entitled
Research and Documentation in the Information Age created
digital content, research projects using OMEKA, a free online
software product. Students were all online natives with a vorac-
ious appetite for consuming all things digital but not creating.
One of the course objectives sought to integrate technology with
research techniques in a presentation format. Students honed
their abilities as digital content creators, switching from using
technology as a recreational activity. Get the practical steps
on how to empower students to embrace being digital content
producers while increasing the quality of academic research.

D305  •  Better Access, Privacy, and Data? Yes!
3:45 p.m. – 4:30 p.m.
John Felts, Head, Library Technology & Systems, Coastal Carolina
University, & Tim Lloyd, CEO, LibLynx
Lisa Carter, Director, Library Services, Hartford Hospital, &
Sandy Weiner, President, Comaxsys
Managing access to subscribed services is a major challenge.
Users expect a seamless, personalized experience on different
deVICES, but the usual approaches to access management force
authenticated or the friction experienced by users authenticat-
librarians to choose between the anonymous ease of onsite IP
devices, but the usual approaches to access management force
Users expect a seamless, personalized experience on different
Managing access to subscribed services is a major challenge.

TRACK E  •  INSIGHTS, INNOVATION & IMAGINATION
This track shares a look at some of the coming new tech, talks
about how to decide which tech matters most to your commu-
nity, describes how imaginative and innovative librarians are
using new tech to create exciting programs in their libraries,
and discusses social media marketing can make a big impact
on your community.

E301  •  AR/VR—Latest & Next
10:45 a.m. – 11:30 a.m.
Chad Mairn, Librarian, Innovation Lab Manager, St. Petersburg
College
Augmented and virtual reality are storming every industry and
libraries are taking advantage of the wave in a big way! Hear
the latest about the technology and what’s on the horizon.

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Learn about the types of programs being offered in libraries and be inspired by our innovative and imaginative speaker!

**E302 • VR Lab**
11:45 a.m. – 12:30 p.m.
Fabio Montella, Assistant Professor, Library Services, Suffolk County Community College (SCCC)
Gillian (Jill) Ellern, Systems Librarian, Western Carolina University

In spring of 2018, SCCC began piloting a virtual reality lab within its library. While the process of building and implementing the lab proved to be an arduous task at times, it eventually provided the college community with a valuable resource for learning. Hear about the aspects of the VR lab that brought it to fruition (conceptualization, finances, logistics, etc.) as well as the envisioned outcomes and future trajectory. There are lots of challenges and questions that need to be addressed when thinking about bringing virtual reality (VR) equipment into your library. Ellern discusses how all types of makerspace technologies, including VR, require a shift in thinking about what the role of the college library is in providing these kinds of services. The hardware is often the easy part. She explores the challenges in a mid-sized university library.

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

**E303 • Makerspaces, Libraries, & the Social Good**
1:45 p.m. – 2:30 p.m.
Amy Vecchione, Head, Emerging Technologies & Experiential Learning, Boise State University

Vecchione discusses how makerspaces impact the world around them. From the plastics that are used to the items users create, everything a makerspace does creates an impact. How can we, as makerspace leaders, ensure that we are designing a space and projects that benefit the social good? Learn about a framework you can use to enhance initiatives in sustainability with positive social impact. Create items benefitting communities, and take your makerspace to the next level, especially with partnerships with special education teachers, occupational therapists, and artists. Get lots of tips and ideas from our speakers!

**E304 • Connecting Communities With Tech that Matters**
2:45 p.m. – 3:30 p.m.
Amanda Sweet, Technology Innovation Librarian, Nebraska Library Commission
Moriah Sears, Library Director, New Lebanon Library

The 2018 World Economic Forum pinpointed artificial intelligence (AI), virtual reality (VR), augmented reality (AR), drone technology, the Internet of Things (IoT), and web/mobile applications as some of the most influential technology in the world. Most of this technology overlaps and appears in a single tool. For example, drones can collect and transmit data using the IoT, and AI can process and make predictions based on the data, all controlled by a web app. Learn how to select and invest in the tech that matters most to your community. Position the library as a valuable community anchor for reskilling people for the future of work. Then hear how, with a generous grant from a local foundation, the New Lebanon Library started a virtual reality program primarily aimed at their senior population. While the mention of technology typically sends some running, the curious have come forth and are learning to embrace a world they never thought possible. Sears shares the initial impact and where they are hoping to take the program in her community.

**E305 • Integrating XR Tech & Programming in Libraries**
3:45 p.m. – 4:30 p.m.
Sara Jones, Director, Marin County Free Library, & President of CALIFA
Tammy Westergard, State Librarian, Nevada
John MacLeod, Director, XRLibraries

Over the last 3 years, California, Washington, and Nevada have launched statewide initiatives to integrate Xtended Reality (XR) systems and programming in libraries. Our speakers discuss the best practices developed in each of their states as libraries installed XR systems. They cover the XR setup, installation, and staff training with examples and assessment of what worked and what didn’t work. They share the process of how libraries introduced AR and VR to patrons through demonstrations and community events and made XR an integral programming component as a digital “collection”; how to help library staff and patrons become XR creators to begin building an XR collection; a step-by-step how-to for setting up and maintaining this collection to ensure that media can be shared and is compatible with emerging devices for experiencing; a look to the future of new devices and applications, with examples of wireless VR and AR headphones; and how to have an adaptable system in place for an emerging field where standards are just beginning to emerge. Join this exciting session as it shares the experiences of libraries exploring this new frontier.

For more information on exhibit space, sponsorships, or promotional opportunities, contact:

**LAURI WEISS-RIMLER**
lwrimler@infotoday.com

**PHONE**
908-219-0088

**RESERVE your space today!**

**EXHIBITOR LIST**

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<td>Prenax, Inc</td>
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(CIL.INFOTODAY.COM)
MARCH 31 - APRIL 2

YOUR REGISTRATION INCLUDES:

Delegates to COMPUTERS IN LIBRARIES 2020 may register for any number of days, each of which is comprised of five tracks. The fee includes:

- Access to all keynotes and conference sessions including the Internet@Schools track for each day booked (Attendees may switch between tracks as they choose.)
- Light continental breakfast each morning before the keynote
- Morning and afternoon breaks
- Admission to the Exhibit Hall including access to the CyberCorner Theater
- Exhibit Hall Grand Opening Reception on Tuesday evening
- Monday Evening Networking Event and Wednesday Evening Session
- Access to conference presentations online

Attendees are responsible for their own travel arrangements and hotel accommodations.

EXHIBIT HOURS

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

- Tuesday, March 31
  - Grand Opening Reception ................. 4:00 p.m. – 6:00 p.m.
- Wednesday, April 1
  - 9:45 a.m. – 4:00 p.m.
- Thursday, April 2
  - 9:45 a.m. – 1:45 p.m.

REGISTRATION DESK HOURS

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

- Monday, March 30 ......................... 8:00 a.m. – 4:30 p.m.
- Tuesday, March 31 ....................... 7:30 a.m. – 6:00 p.m.
- Wednesday, April 1 ..................... 8:00 a.m. – 5:00 p.m.
- Thursday, April 2 ....................... 8:00 a.m. – 4:00 p.m.

CANCELLATIONS AND SUBSTITUTIONS

Cancellations will be accepted if received in writing no later than February 28, 2020. Full refunds minus a $50 processing fee will be issued. No refunds will be given after this date. Substitutions for the same amount of fees may be made through February 28, 2020. Please indicate the name and the title of the person who will be replacing the original registrant.

CODE OF CONDUCT & PRIVACY POLICY

Information Today, Inc. is dedicated to providing an enjoyable conference experience for all conference participants. Please review our Code of Conduct prior to the event. (cil.infotoday.com/2020/CodeOfConduct.aspx) Our Privacy Policy may be reviewed at infotoday.com/privacy.shtml.

GROUP DISCOUNT PROGRAM

Organizations sending more than one registrant can benefit greatly from our group discount program. Register before the early-bird deadline on February 28 and get an even deeper discount:

- Full 3-Day Pass: $359 early-bird; $369 regular
- Gold Pass: $629 early-bird; $649 regular
- Library Leaders Summit Pass: $599 early-bird; $619 regular
- Internet@Schools Pass: $149 early-bird; $169 regular

Regular rates apply after February 28, 2020. All registrations for group discounts must be from the same organization and must be submitted at the same time. Discounts are not available for daily passes or preconference workshops except as part of the Gold Pass. Please contact our registrar, at 609-654-6266 or email jweiss@infotoday.com for your Group Discount Code BEFORE registering. We are unable to apply discounts to existing registrations. Many networks and regional library cooperatives are offering special discount rates. Contact your network director for further details.

HOTEL INFORMATION

Hyatt Regency Crystal City
2799 Richmond Highway, Arlington, VA 22202

Discounted guest room rates of $289/$299 for a single/double room (plus applicable taxes/fees) at the Hyatt Regency Crystal City have been arranged for attendees who book through Meeting & Travel Consultants, Inc. (MTC) the official housing bureau for Computers in Libraries 2020. Rates are exclusive through MTC only and will not be extended by the hotel directly. Rates will remain in effect until March 13, 2020, subject to availability and not guaranteed. Early booking is suggested so that you can secure your preferred room type! Credit card information is required to confirm all reservations. AS A SPECIAL CONSIDERATION FOR ATTENDEES WHO BOOK WITHIN THE OFFICIAL GROUP BLOCK, complimentary wireless Internet is included in the discounted rate!

Make your reservation today with MTC:

ONLINE: www.mtcreservations.com
EMAIL: bookit@mtcreservations.com
PHONE: (866) 549-3985

PLEASE NOTE: In the event you are contacted by another hotel/housing bureau soliciting hotel reservations for this show and/or asking for an advance deposit paid directly to the agency, please know that they are unauthorized agents and unable to provide the discounted hotel rates that are offered by MTC.

4 EASY WAYS TO REGISTER

GO TO cil.infotoday.com

When registering on the website, please refer to the priority code above your name on your mailing address label.

PHONE (800) 300-9868 or (609) 654-6266
FAX registration form with credit card # to: (609) 654-4309
MAIL registration form with payment to:

Information Today, Inc.
143 Old Marton Pike, Medford, NJ 08055

NOTE: The sponsors and management of Computers in Libraries 2020 reserve the right to make necessary changes in this program. Every effort will be made to keep presentations and speakers as represented. However, unforeseen circumstances may result in substitution of a presentation topic and/or speaker. Information Today, Inc. assumes no liability for the acts of their suppliers nor for the safety of any Computer in Libraries 2020 participant while in transit to or from this event. The total liability during the precise hours of the meeting will be limited to a refund of the delegate fee.
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Job Title _________________________________________
Organization ______________________________________
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**PAYMENT INFORMATION**

Payment must accompany advanced registration.
Check or money order should be made payable to: Information Today, Inc.

- Check or money order enclosed for the amount of $_________
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**REGISTRATION FEES**

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<th>By 2/28/20</th>
<th>After 2/28/20</th>
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<tr>
<td><strong>Preconference Workshops</strong></td>
<td>Monday, March 30</td>
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<td>(Lunch is included when you register for a Full-Day or AM &amp; PM workshops.)</td>
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<td>☐ 1 WebSearch University presents Searchers Academy</td>
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<td>7 ☐ 8 ☐ 9 ☐ 10 ☐ 11</td>
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<td>☐ Gold Pass</td>
<td>March 30 – April 2</td>
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<tr>
<td>Includes access to all Computers in Libraries AND Internet@Schools conference sessions, keynotes, coffee breaks, networking events, and the Exhibit Hall PLUS one full-day or two half-day workshops.</td>
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<td>$799</td>
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<td>☐ Full 3-Day Conference</td>
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<td>Includes access to all Computers in Libraries AND Internet@Schools conference sessions, keynotes, coffee breaks, networking events, and the Exhibit Hall. Does not include workshops.</td>
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<td>$499</td>
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<tr>
<td>☐ One Day Conference Pass</td>
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<tr>
<td>Includes access to ONE complete day of Computers in Libraries conference sessions only, keynotes, coffee breaks, networking events, and the Exhibit Hall. Does not include workshops.</td>
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<td>Tuesday, March 31</td>
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<td>☐ Wednesday, April 1</td>
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<td>☐ Thursday, April 2</td>
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<td>☐ Internet@Schools Track</td>
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<td>Includes access to Internet@Schools Track, keynotes, coffee breaks, networking events, and the Exhibit Hall.</td>
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<tr>
<td>$199</td>
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<tr>
<td>☐ Library Leaders Summit</td>
<td>March 31 – April 1</td>
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<tr>
<td>Includes access to 2-day Summit PLUS Computers in Libraries conference sessions, keynotes, coffee breaks, networking events, and the Exhibit Hall. Does NOT include workshops.</td>
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<td>$699</td>
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<td>☐ Exhibition Only</td>
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<td>Access to Exhibit Hall including the CyberTour Theater (Included with all pass options above)</td>
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**TOTAL**

Email confirmation will be sent automatically. Printed confirmation sent by request. By registering for Computers in Libraries 2020, you understand and agree to our conference Code of Conduct and Privacy Policy. Additional details regarding our collection and use of your personal information is available in our Privacy Policy.
MARCH 31 – APRIL 2

PRECONFERENCE WORKSHOPS
Monday, March 30

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

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