What you’ll learn

Digital Libraries
Usability • Portals • Copyright

Innovative Projects
NextGen Catalogues • Collaborative Platforms • Open Standards
eCollections, eBooks, eContent
Digitising Content • Google Book Search

Information Literacy
Info Literacy Meets Web 2.0

Libraries of the Future
Mobile • CMS and ILS • Open Source • Virtual Libraries

Collaboration and Community
Taxonomies • Blogs, Microblogs and Social Networks

Information Discovery and Search
Social, Customised Search • Internet Resources

Plus user-generated conference topics!

www.internet-librarian.com
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### Special Networking Opportunities

A unique feature of Internet Librarian International is the opportunity to get to know your colleagues from around the world with whom you have common interests. Conference lunches, an evening reception and networking dinners give delegates time to meet and talk informally.

### Organiser

Internet Librarian International is produced by global publishing and conference house, Information Today, offering a complete range of tools and resources for today's information professional. [www.infotoday.com](http://www.infotoday.com)

### Programme Chairs

- **Marydee Ojala**, Editor, ONLINE: Exploring Technology & Resources for Information Professionals (USA)
- **David Raitt**, Editor, The Electronic Library (The Netherlands)

### Advisory Committee

- **Karen Blakeman**, RBA Information Services (UK)
- **Ulla de Stricker**, de Stricker Associates (Canada)
- **Elspeth Hyams**, CLIP (UK)
- **Brian Kelly**, UKOLN (UK)
- **Rajen Munoo**, Singapore Management University (Singapore)
- **Åke Nygren**, Stockholm County Library & Stockholm Public Library (Sweden)
- **Mary Peterson**, Royal Adelaide Hospital (Australia)
- **Michael Stephens**, Dominican University and Tame the Web (USA)
- **Martie van Deventer**, Council for Scientific and Industrial Research (South Africa)
- **Katherine Allen**, Information Today Ltd (UK)

### Conference Management

- **Richard T. Kaser**, VP of Content, Information Today, Inc. (USA)
- **Jean Mulligan**, Chief Operating Officer, Information Today Ltd (UK)

### Delegate Lunches

Lunch will be held in the Avize Room. Use this opportunity to continue your learning process by talking with your fellow delegates about their work.

### Evening Reception

All conference delegates and speakers are invited to an Evening Reception from 17.00 – 18.00 on Thursday 15 October in the Sponsor Showcase, hosted by Information Today Ltd.

### Networking Dinners

Join an informal group of conference delegates and speakers for dinner at a neighbourhood restaurant on Wednesday or Thursday evening. Watch the website for details and sign up for a dinner group in advance. (Everyone pays their own bill; restaurants will be moderately priced.)

### Networking Before and After the Conference

Join the conversation on Twitter, through blogs and with our Facebook group.

- **TWITTER HASH TAG**: #ili2009
- **TECHNORATI TAG**: ili2009
- **FACEBOOK GROUP**: Internet Librarian International
- **FACEBOOK EVENT**: Internet Librarian International

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### Catering

Coffee breaks and lunch will be in the Champagne Suite: Avize

### Streaming Media Europe Exhibition

Your delegate badge also gives you access to the Streaming Media Europe exhibition, taking place downstairs in the Novotel’s Chablis Suite on 15 and 16 October. Check out the latest online video tools, technologies and resources for education, business, government, broadcast and entertainment markets.

### Conference Presentations


**USER/PASSWORD:** to be announced

### Conference Tags

The official conference tag for Internet Librarian International is ili2009. Please use this for blog posts and photos.

- **TWITTER HASH TAG**: #ili2009
- **TECHNORATI TAG**: ili2009

### Sponsors and Partners

Internet Librarian International is partnered by world-leading associations, communities and publications. See page 18 for details of our sponsors and media partners.
Welcome to the 11th year of Internet Librarian International—the only international conference to focus clearly and intensively on information professionals and their use of the internet as a fundamental tool. I’m delighted you’re here!

This year, more than ever, Internet Librarian International emphasises the practical over the theoretical and takes as its theme value, versatility and viability. I encourage you to share your best practices and learn from others’ best practices as you interact with colleagues from many different countries.

Today’s challenge for libraries and librarians lies in maximising the value of the internet for our users—and ourselves—while proving the value of our services to our communities. Librarians are a versatile group of people. We hope that Internet Librarian International will inspire you to become even more versatile, to embrace new technologies and experiment with alternative methodologies. To remain viable, we must innovate, be flexible and accept new ways of doing our jobs.

Technological change in libraries has been breathtaking, affecting every aspect of our work and changing how non-information professionals view us. Technology has also affected the legal environment in which we find ourselves, particularly when it comes to copyright.

What is the future for libraries? Should we descend into doom and gloom or celebrate our strengths, our power and our commitment to quality information service? I’d opt for the latter. The advisory committee and I believe that Internet Librarian International brings together a phenomenal group of information professionals to talk about the issues that most concern the profession.

Please take advantage of your attendance at Internet Librarian International to learn from the excellent speakers, network with fellow delegates and visit our sponsors to understand their products and services.

MARYDEE OJALA
Conference Chair

Copyright, Copyleft, Privacy, Librarians and Freedom

Cory Doctorow, Technology Activist, Journalist, Blogger, and Science-Fiction Writer (UK)

Librarians are on the front line of today’s struggles with privacy and intellectual property. An advocate of privacy rights, active in legislative issues related to copyright, net neutrality and censorship, Cory Doctorow is a science fiction novelist, technology activist, Guardian columnist and co-editor of the Boing Boing blog. His views on the important role librarians play in ensuring that access to information remains unfettered will inspire and charm you.

Challenging Librarians to Face and Create the Future

Peter Murray-Rust, University of Cambridge, Department of Chemistry (UK)

Where are libraries headed? Do they face a bright future or are they doomed to oblivion? Dr. Peter Murray-Rust, a Cambridge professor of chemistry, open source proponent and library observer, worries that libraries, particularly academic libraries, will soon become irrelevant. Murray-Rust’s provocative ideas get you thinking in radical new ways about being an internet librarian.

Closing Panel

Top Technology Trends for Libraries and Information Professionals

Is social the top technology trend for libraries? Writing blogs, Tweeting on Twitter, status updating on Facebook, sharing information on wikis, following friends on FriendFeed? Are social networking tools helpful for marketing library services, making libraries visible, and highlighting our value? A panel of experts shares views in this exciting closing session on the top technology trends within the library setting.

Special Session

Internet Librarians Have Your Say

A user-generated, unconference, bar camp session, where conference delegates choose the topics they wish to discuss.

Sponsor Showcase

Internet Librarian International’s unique Sponsor Showcase provides a central networking hub for informal demos and conversations with the event’s Sponsors – global information product and service providers. Open throughout the conference on 15 & 16 October.
CONFERENCE AT A GLANCE

THURSDAY 15 OCTOBER

09.00 - 10.15
WELCOME AND OPENING KEYNOTE | Champagne Suite: Morangis
Copyright, Copyleft, Privacy, Librarians and Freedom
Cory Doctorow, Technology Activist, Journalist, Blogger, and Science Fiction Writer (UK)

Coffee Break and Sponsor Showcase Opens

10.15 - 10.45
TRACK A | Champagne Suite: Morangis
Digital Libraries
A101: Copyright Reflections
Paul Pedley, ERL (UK)

TRACK B | Champagne Suite: Chalon
Innovative Projects
B101: Managing E-Resources
Ulf de Stricker, de Stricker Associates (Canada)
Armand Brevig, AstraZeneca (UK)
Richard Grant, FT1000 (UK)

10.45 - 11.30
A102: Invisible Libraries
Tony Hirst, Open University (UK)
Amanda Richardson, UWE (UK)

B102: Turning Straw to Gold
Jeremy O’Hare, British Library (UK)
Victor Houghton, Publicis (UK)

11.45 - 12.30
Lunch Break and Visit the Sponsor Showcase

TRACK A | Champagne Suite: Morangis
Digital Libraries
A103: Usability, Usefulness and Usage Data
Steven Buchanan, Strathclyde Univ. (UK)
David McMenemy, Strathclyde Univ. (UK)
Dave Pattern, Univ. of Huddersfield (UK)

A104: Portals and Pitfalls
Andrew Tattersall, Univ. of Sheffield (UK)
Claire Beecroft, University of Sheffield (UK)
András Kardos, National Library of Hungary (Hungary)
László Ladi, National Library of Hungary (Hungary)
Károly Füzessi, National Library of Hungary (Hungary)
Richard Steeden, EBSCO (UK)

12.30 - 14.00

TRACK B | Champagne Suite: Chalon
Innovative Projects
B103: Next Generation Catalogues
Peter Bryant, Middlesex University (UK)
Anne Karine Sandberg, Oslo Public Library (Norway)

B104: Search as Platform
Dorete Larsen, State & University Library, Aarhus (Denmark)
Gitte Behrens, State & University Library, Aarhus (Denmark)
Alan Oliver, Ex Libris (UK) Ltd. (UK)

14.00 - 14.45

A105: Where to Start
Edward Byrne, Dublin City Public Libraries (Ireland)
Sunil Patel, Latrobe University (Australia)

B105: Open Standards
Brian Kelly, UKOLN (UK)

15.00 - 15.45

C102: Google Book Search
Stephen Arnold, ArnoldIT (USA)
Maxim von Gisbergen, Swets Information Services (UK)

15.45 - 16.15
Tea Break and Visit the Sponsor Showcase

16.15 - 17.00

C103: Surveying Students
Mariann Løkse, The University Library of Tromsø (Norway)
Frode Skarstein, The University Library of Tromsø (Norway)
Davina Omar, Kingston University (UK)
Angela Horrocks, Kingston University (UK)

16.15 - 17.00

C104: Web 2.0 Meets Information Literacy
Joanne Dunham, Univ. of Leicester (UK)
Rajen Munoo, Singapore Management University (Singapore)

17.00 - 18.00
Evening Reception for all Attendees

www.internet-librarian.com
FRIDAY 16 OCTOBER

09.00 - 10.00

KEYNOTE | Champagne Suite: Morangis
Challenging Librarians to Face and Create the Future
Peter Murray-Rust, University of Cambridge, Department of Chemistry (UK)

09.00 - 10.00

Coffee Break and Sponsor Showcase Opens

10.00 - 10.30

TRACK A | Champagne Suite: Morangis
Libraries of the Future
A201: Reflections on the Library of the Future
Brian Kelly, UKOLN (UK)

10.30 - 11.15

A202: CMS, ILS and the Future of Library Systems
Rob Coers, Coers Internet Trainingen (The Netherlands)
Pernille Helholm, Radiometer Medical (Denmark)
Ken Chad, Ken Chad Consulting Ltd (UK)

11.30 - 12.15

B201: Libraries on the Move
Rurik Thomas Greenall, The Norwegian University of Science and Technology (Norway)
Patrick Danowski, CERN (Switzerland)

B202: Social, Customised Search
Karen Blakeman, RBA (UK)
Robert Monge, Western Oregon University (USA)
Carrie Forbes, University of Denver (USA)
Eamonn Neylon, BSI (UK)

12.15 - 13.30

Lunch Break and Visit the Sponsor Showcase

13.30 - 14.45

A203: Internet Librarians Have Your Say
Karin Clavel, TU Delft Library (The Netherlands)
Anne Welsh, University College London (UK)
Kate Lomax, The Feminist Library (UK)
Muhammad Iqbal, Planning Commission (Pakistan)

B203: Internet Librarians Have Your Say
Helle Lauridsen, Serials Solutions (Denmark)
Lisa Charnock, Intute (UK)

15.00 - 15.45

A204: Open Source Libraries
Sarah Waldram, Berg Publishers (UK)

B204: User Behaviour
Halima Julian, National Library Board Singapore (Singapore)
Fang Chin Wong, National Library Board Singapore (Singapore)

16.00 - 16.30

CLOSING PANEL
Top Technology Trends for Libraries and Information Professionals
Thomas Brevik, Royal Norwegian Naval Academy (Norway); Åke Nygren, Stockholm Public Library – Kista (Sweden); Karolien Selhorst, Public Library of Vlissingen (The Netherlands); Phil Bradley, Internet Consultant (UK); Brian Kelly, UKOLN (UK); Patrick Danowski, CERN (Switzerland)

Did You Know?
Your delegate badge also gives you access to the Streaming Media Europe exhibition, co-located with Internet Librarian International, on 15 and 16 October.
Check out the latest online video tools, technologies and resources for education, business, government, broadcast and entertainment markets.
Streaming Media Europe is organised by Information Today.

www.internet-librarian.com
Wednesday 14 October

Workshops at a Glance

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<td>10.00 – 13.00</td>
<td>WebSearch Seminar</td>
<td>Marydee Ojala, ONLINE Magazine (USA)</td>
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<td>14.00 – 17.00</td>
<td>Introducing Computer Gaming to Your Library</td>
<td>Mats Nordstrom, Malmo Stadsbibliotek (Sweden)</td>
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<td>14.00 – 17.00</td>
<td>Planning, Building and Launching a Video Blog</td>
<td>Jose Castillo, thinkjose LLC (USA)</td>
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<td>14.00 – 17.00</td>
<td>Using Blogs, Microblogs and Social Networks Effectively Within Your Library</td>
<td>Brian Kelly, UKOLN (UK) Marieke Guy, UKOLN (UK)</td>
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Making the Business Case
10.00 – 13.00
Ulla de Stricker, de Stricker Associates (Canada)

An inherent challenge for information professionals in all types of libraries involves the justification of funding for new initiatives and the often difficult-to-quantify contributions of their initiatives to their organisations. A changed economic climate necessitates new approaches to making a business case. In this practical workshop, Ulla de Stricker, information consultant and book author, explains why, when and how a formal business case can be used as an effective tool for gaining support, discusses the psychology of decision making and demonstrates a logically sequenced progression for structuring a business case for demanding financial environments.

WebSearch Seminar
10.00 – 13.00
Marydee Ojala, ONLINE Magazine (USA)

As web search engines permeate the information landscape and everyone becomes a searcher, it is the intricacies of search, the knowledge of alternative search engines and the use of advanced search techniques that set information professionals apart from the amateurs and validate their value to their organisations. ONLINE editor Marydee Ojala, a veteran researcher, shows you how to go beyond Google. This workshop will cover the latest feature changes in web search engines, little-known power search tricks, evaluation techniques, relevant research-oriented websites and niche search engines. Take your search skills to the next level by attending this updated seminar.

Introducing Computer Gaming to Your Library
14.00 – 17.00
Mats Nordstrom, Malmo Stadsbibliotek (Sweden)

Drawing on his experiences at Malmo Public Library, Mats Nordstrom talks about how to bring the computer gaming culture into the library. Learn how to create highly successful gaming events. What value can you add to content that will bring a sense of community and loyalty to the library? Various gaming initiatives within Swedish libraries, such as the new library in Kista that will have a 3D gaming environment, are closely linked to the Kista Feed that just went public. Other libraries in Europe and the USA have embraced gaming as a learning initiative. If you’ve been sceptical of the benefits of computer gaming, if you think games don’t belong in the library, or if you’re a gaming enthusiast who wants to introduce gaming into your library, this workshop will help you overcome your doubts and give you ideas on how to incorporate gaming in virtual and physical libraries.

Planning, Building and Launching a Video Blog
14.00 – 17.00
Jose Castillo, thinkjose LLC (USA)

This hands-on workshop will cover the basics of planning, building and launching a video blog. Whether you are an individual or part of a large corporation, you will learn the power of user-generated content tools for capturing, editing and sharing video online. Attendees will get a chance to participate as we launch our own video blog during the workshop. Easy-to-use video capture devices, basic video editing tools and online distribution platforms for your video blog will be covered.

Using Blogs, Microblogs and Social Networks Effectively Within Your Library
14.00 – 17.00
Brian Kelly, UKOLN (UK) Marieke Guy, UKOLN (UK)

This workshop will offer practical experiences on issues of using social media in your library. Starting a blog, deciding to microblog and contributing to social networks are relatively simple: Setting policies and procedures, choosing tools and measuring the impact are not. Learn how to measure the success of your social networking efforts, focusing on user feedback, return on investment and impact assessment. Is organisational rather than individual use a sensible approach? The session will provide advice on best practices on the use of social networking services in an organisational context.

2010—Have Your Say

Internet Librarian International is YOUR event – designed and developed to help you in your information role. Help us to produce an event you’ll want to return to in 2010 and look out for our online delegate survey which will be emailed to you when you return to your office.

www.internet-librarian.com
Welcome and Opening Keynote  
Champagne Suite: Morangis  
09.00 – 10.15

Copyright, Copyleft, Privacy, Librarians and Freedom  
*Cory Doctorow, Technology Activist, Journalist, Blogger, and Science Fiction Writer (UK)*

Librarians are on the front line of today's struggles with privacy and intellectual property. Technology, politics and social issues intersect at the library. An advocate of privacy rights, active in legislative issues related to copyright, net neutrality, and censorship, Cory Doctorow is a science-fiction novelist, technology activist, Guardian columnist and co-editor of the Boing Boing blog. He was formerly director of European affairs for the Electronic Frontier Foundation. His novels are published by Tor Books and simultaneously released on the internet under Creative Commons licenses. His views on the important role librarians play in assuring access to information remains unfettered and will inspire and charm you.

Digital Libraries  
**TRACK A**

**Copyright Reflections**  
10.45 – 11.30  
*Paul Pedley, EIU (UK)*

Following on from Cory Doctorow’s remarks, this session will explore further the ramifications of copyright restrictions, intellectual property protection, and freely available information access, recognising that the legal position differs from country to country.

**Invisible Libraries**  
11.45 – 12.30  
*Tony Hirst, Open University (UK)*  
*Amanda Richardson, University West of England (UK)*

From bookless libraries and peer loans to proactive social media support, from SEO of research repository content and mining library web analytics to invisible authentication on third-party servers, Hirst believes ‘Library Inside’ services can give the academic library an invisible but essential presence across a university. In corporate settings, reduced space means a radical rethink of what resources to provide and how to provide them. Richardson considers how a virtual corporate information service can stay connected with users and improve the use of information.

Coffee Break and Sponsor Showcase Opens  
10.15 – 10.45

Usability, Usefulness and Usage Data  
14.00 – 14.45  
*Steven Buchanan, Strathclyde University (UK)*  
*David McMenemy, Strathclyde University (UK)*  
*Dave Pattern, University of Huddersfield (UK)*

A pilot study of usefulness, as opposed to usability, in a digital health service library's clinical decision portal moves the discussion of usability beyond the user interface to the practical considerations of supporting decision making at the point of care. Buchanan and McMenemy share their evaluation.

Tea Break in the Sponsor Showcase  
15.45 – 16.15

Where to Start  
16.15 – 17.00  
*Edward Byrne, Dublin City Public Libraries (Ireland)*  
*Sunit Patel, Latrobe University (Australia)*

Having fabulous content is one thing, but getting people to access library services is another. Dublin’s library portal uses a web-based start page service, which recently changed platforms. This portal now serves as the entry page on all public access, internet-enabled PCs in its 21 branch system and provides a single point of entry. A web-based specialist library for health and well-being information for the GLBTI community in Australia moved from a static site to one that is ‘future proofed’.

Evening Reception  
17.00 – 18.00
Managing E-Resources  
10.45 - 11.30  
Ulla de Stricker, de Stricker Associates (Canada)  
Armand Brevig, AstraZeneca (UK)  
Richard Grant, F1000 (UK)  
Maximising usage of electronic subscriptions and controlling spend are related. In difficult economic times, building a convincing business case is essential. Pharmaceutical companies rely heavily on reprints of medical journal articles, but ordering these is often fragmented. AstraZeneca’s online ordering and consolidation tool not only saves money but also guards against copyright breaches.

Turning Straw to Gold  
11.45 - 12.30  
Jeremy O’Hare, British Library (UK)  
Victor Houghton, Publicis (UK)  
The British Library’s Business and IP Centre is an example of how adding workshops, networking events, advice clinics and specialist partners proved its value and demonstrated its innovation. O’Hare sees the role of the information professional as evolving from gatekeeper to bespoke knowledge tailor. Houghton worries about bad information. Dangerous ideas that get seeded in the public consciousness and expose them to bad information can actually have value from an advertising agency’s perspective. Learn how he uses Web 2.0 tools to achieve consumer insights.

Lunch Break and Visit the Sponsor Showcase  
12.30 - 14.00  

Next-Generation Catalogues  
14.00 - 14.45  
Peter Bryant, Middlesex University (UK)  
Anne Karine Sandberg, Oslo Public Library (Norway)  
Next-generation catalogues provide an opportunity to do more with the resources and information libraries provide, but there is a need for innovation at the data level to make the most of the potential of new discovery interfaces. Linked Data, associated with the semantic web, is one way to open up data. Another is to create mashups using metadata for the library catalogue.

Search as Platform  
15.00 - 15.45  
Dorete Larsen, State & University Library, Aarhus (Denmark)  
Gitte Behrens, State & University Library, Aarhus (Denmark)  
Alan Oliver, Ex Libris (UK) Ltd (UK)  
Thinking of search as platform, the State & University Library in Aarhus is developing an open source search system called Summa, which incorporates relevance ranking, faceted result sets, single search box, Google-like syntax and an interface between search and the underlying library system.

Tea Break in the Sponsor Showcase  
15.45 - 16.15

Open Standards  
16.15 - 17.00  
Brian Kelly, UKOLN (UK)  
Open standards should provide application and platform independence, interoperability and universal access. If this sounds too good to be true, maybe it is. Standards can be like sausages—tasty, but you may not care to explore too deeply how they are made. Based on 10 years of experience, Brian Kelly will provide examples of failed open standards, explore some of the reasons for such failures and describe approaches that can help organisations identify successful open standards.

Evening Reception  
17.00 - 18.00  

eCollections, eBooks, eContent  
18.00 on Thursday 15 October in the Sponsor Showcase, hosted by Information Today Ltd.

Digitising Content  
10.45 - 11.30  
Jain Milne, Royal College of Physicians of Edinburgh (UK)  
Silvia Gstrein, University of Innsbruck (Austria)  
Neeam Prasad, Indian Institute of Technology Kanpur (India)  
At the James Lind Library in Edinburgh, old books are finding niche readerships now that the library’s historic collection, which illustrates the evolution of fair tests of treatments from 1550 BC to the present, has an online presence that includes text and images. The eBooks on Demand (EOD) network is a digitisation on demand service, soon to be print on demand, for library users. The network, established in 2008, consists of 18 libraries from 19 European countries. What are the core competencies for a digital curator and how can we build synergy across archives, libraries and museums?

Google Book Search  
11.45 - 12.30  
Stephen Arnold, ArnoldIT (USA)  
Maxim von Gisbergen, Swets Information Services (UK)  
Author of three books about Google, the most recent being The Digital Gutenberg, Steve Arnold turns his attention to Google Books and considers the ramifications of its massive digitisation project and legal settlement with authors. Books, he thinks, are in the process of change. Perhaps because books are cultural totems, Google’s scanning project captures headlines. Looked upon as a type of virtual library initiative, how does Google Books compare with Europeana and the World Digital Library. What about the possibility of federating these three catalogues?

Lunch Break and Visit the Sponsor Showcase  
12.30 - 14.00  

EVENING RECEPTION 17.00 – 18.00  
All conference delegates and speakers are invited to an Evening Reception from 17.00 – 18.00 on Thursday 15 October in the Sponsor Showcase, hosted by Information Today Ltd.  

www.internet-librarian.com
Thursday 15 October
Conference

Information Literacy
TRACK C
Champagne Suite: Reims

Surveying Students
14.00 – 14.45
Mariann Løkse, The University Library of Tromsø (Norway)
Frode Skarstein, The University Library of Tromsø (Norway)
Davina Omar, Kingston University (UK)
Angela Horrocks, Kingston University (UK)

Student views of the library vary greatly depending on their understanding of the concept of information literacy and their ICT skills. In both Norway and the UK, librarians have conducted surveys and course evaluations for several years. In this session, they will share what they have learned from the students and what changes they have made in their teaching and library services.

Web 2.0 Meets Information Literacy
15.00 – 15.45
Joanne Dunham, University of Leicester (UK)
Rajen Munnoo, Singapore Management University (Singapore)

Web 2.0 technologies and personal learning environments influence how and when students learn. At the University of Leicester, librarians worked within the context of a medical ethics and law course to enhance information literacy and student learning, build relationships and add value to external tools such as Google Scholar. In Singapore, young people have quickly adopted new media and Web 2.0 applications, leading to a chasm between ‘Net Geners’ and baby boomers. The National Library developed four core courses in new media literacy that can be adapted to other settings, such as when young people enter university.

Tea Break in the Sponsor Showcase
15.45 – 16.15

Learning 1.0, 2.0 and Beyond
16.15 – 17.00
Mark Douglas Frier, Cape Peninsula University of Technology (South Africa)
Jenny Evans, Imperial College London (UK)
Lawrence Jones, Imperial College London (UK)

Students arriving at the Cape Peninsula University of Technology do so wholly unprepared to face the rigours of university level education. Many have never used a computer and are unfamiliar with the internet, making information professionals wonder how much information literacy engineers need. It is satisfying to help them ease into the life of academic discourse, but it’s not all success stories. Call it Learning 1.0. In contrast, a Learning 2.0 project at Imperial College introduced a 23 Things programme. In the process, librarians learnt much about how to run the programme. Some things worked and some didn’t. In both settings, information professionals learnt from their failures as well as their successes.

Evening Reception
17.00 – 18.00

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Challenging Librarians to Face and Create the Future

Peter Murray-Rust, University of Cambridge, Department of Chemistry (UK)

Where are libraries headed? Do they face a bright future or are they doomed to oblivion? Dr. Peter Murray-Rust, a Cambridge professor of chemistry, open source proponent and library observer, worries that libraries, particularly academic libraries, will soon become irrelevant. He worries that scientific researchers will bypass both library collections and librarians in favour of web searches. What value do librarians bring to research if they do not engage with the collaborative technologies, open data standards and diversity of needs that characterise a new generation of library users? Can librarians of the future emerge from the libraries of today? Will publishing look the same? Murray-Rust’s provocative views will get you thinking in radical new ways about being an internet librarian.

Open Source Libraries

15.00 – 15.45

Karin Clavel, TU Delft Library (The Netherlands)
Anne Welsh, University College London (UK)
Kate Lomax, The Feminist Library (UK)
Muhammad Iqbal, Planning Commission (Pakistan)

The TU Delft librarians are using personas to help specify the services and systems customers expect now and in the future. As a result, Discover, built with Meresco open source component library and the Lucene search engine, will replace Delft’s Web PAC. It utilises Google-like queries and drill-down facets. The Feminist Library used Koha to set up its library management system and build an open source catalogue. Open source technologies also play a role in libraries in Pakistan and India, although paradoxically, they haven’t been considered as important as they have in more economically developed parts of the world.

Libraries on the Move

10.30 – 11.15

Rurik Thomas Greenall, The Norwegian University of Science and Technology (Norway)
Patrick Danowski, CERN (Switzerland)

Mobile devices offer opportunities for libraries to deliver core services, such as the library catalogue, federated search and web content, to users. The NTNU Library is continuing its work on project UBit, which Greenall will describe. Danowski will move the discussion to electronic book formats and ask questions about designing products for a mobile platform.

Social, Customised Search

11.30 – 12.15

Karen Blakeman, RBA (UK)
Robert Monge, Western Oregon University (USA)
Carrie Forbes, University of Denver (USA)
Eamonn Neylan, BSI (UK)

Social search has attracted a lot of attention recently, along with a fair bit of scepticism. Can you really glean useful information using the social search tools? Karen Blakeman, who pays close attention to the search world, explains. Customising your search
experience helps conquer information overload. Implementations of Google Custom Search Engine (CSE) at two universities show the utility not only of creating a CSE but of embedding in webpages, blogs, research guides, and course management systems to enhance academic research.

Lunch Break and Visit the Sponsor Showcase
12.15 – 13.30

Internet Librarians Have Your Say
13.30 – 14.45

User Behaviour
15.00 – 15.45

Helle Lauridsen, Serials Solutions (Denmark)
Lisa Charnock, Intute (UK)

What do people want from search? How does that relate to what they search? The increasing number of electronically available materials poses a growing challenge for libraries: it is not shelf space and physical logistics that is the main challenge, but URL management, licence agreements, linking problems and first and foremost how to make the users aware of this invisible virtual cornucopia of e-books, journal articles, text and images. Research into user behaviour reveals important lessons for designing library search services.

Virtual Libraries, Collaborative Platforms
11.30 – 12.15
Karolien Selhorst, Public Library of Vlissingen (The Netherlands)
Jill Beard, Bournemouth University (UK)
James Todor, Bournemouth University (UK)

The Postgraduate/ExecEd Business School at Bournemouth University necessitated planning new services geared to users wanting to connect with resources wherever they were and providing collaborative information literacy support to those navigating virtual libraries, often for the first time. At Vlissingen Public Library, the quality of customer service improved as a result of new software, based on a knowledge network of librarians, that provides a collaborative platform.

Lunch Break and Visit the Sponsor Showcase
12.15 – 13.30

Internet Librarians Have Your Say
13.30 – 14.45

Taxonomy Development
15.00 – 15.45

Halima Julian, National Library Board Singapore (Singapore)
Fang Chin Wong, National Library Board Singapore (Singapore)
Sarah Waldram, Berg Publishers (UK)

The National Library of Singapore embarked on a taxonomy-building project in 2006 and has recently completed a concept base of terms comprising over 20 controlled vocabularies. Learn about the principles adopted in building this knowledge organisation system, vocabulary mapping and editorial guidelines, including translations for three languages. A different taxonomy project is that of Berg Publishers, which established an academic online reference for the dress and fashion studies community. From faux fur to foot binding, the evolution of the Berg taxonomy presented intellectual challenges in trying to impose a classification schema on such an interdisciplinary subject area.

Closing Panel 16.00 – 16.30

Is social the top technology trend for libraries? Writing blogs, Tweeting on Twitter, status updating on Facebook, sharing information on wikis, following friends on FriendFeed? Are social networking tools helpful to marketing library services, making libraries visible, and highlighting our value? Or is it stretching versatility too far? A panel of expert information professionals will share their views on the top tech trends within the library setting.
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