



Internet

Librarian International 2002

The International Internet Conference and Exhibition
for Librarians and Information Managers

18-20 March 2002 - Olympia 2 - London, UK



Internet - World Wide Web - Intranets - Library Solutions

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INTERNET LIBRARIAN INTERNATIONAL

Internet Librarian International 2002 is one of Europe's leading library technology fairs dedicated to information professionals. Meet many of the key suppliers to today's library community, including:

- Internet/intranet suppliers
- Content providers
- Library systems/technology suppliers
- Online publishers/hosts
- Book and journal publishers
- Network operators
- Multimedia publishers
- Library equipment suppliers

EXHIBIT HOURS

Monday 18 March

10:00 – 17:30

Tuesday 19 March

10:00 – 16:30

EXHIBITORS AT PREVIOUS INTERNET LIBRARIAN INTERNATIONAL CONFERENCES

3M United Kingdom plc	Essex Electronics	Library Furnishing Consultants
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Anderson Rand Ltd	Ex Libris (UK) Ltd	MCB University Press
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CAIRS Ltd	HCN	Payne Automation (UK)
Cambridge University Press	Hoover's Online Europe	Portal B
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Companies House	Information Today, Inc	Renardus
Concept Systems	IIS	RoweCom
Data Harmony Inc	Info Technology Supply Ltd	TheScientificWorld
Dialog	Infotrieve	Sight & Sound Technology
Dolphin Computer Access Ltd	ingenta plc	SIRSI
Don Gresswell Ltd	Integrated Card Solutions Ltd	Soutron Ltd
EBSCO Info Services	IS Oxford	Sweet & Maxwell
EDINA	Jane's Information Group	Swets Subscription Service
Economist Intelligence Unit	JiIG-CAL Progressions Ltd	SydneyPLUS International
Electronic Reading Systems Ltd	The Knowledge Consortium	TDNET UK
ELIAS	Labyrinten Data AB	Thomson Financial
Elsevier Science	LASON the Information Management Company	UnCover
Emerald	Lawtel	West Group
Endeavor Information Systems Inc	The Library Association	Westlaw UK
epixtech		
EOSi		

AN INFLUENTIAL ALLIANCE: LONDON BOOK FAIR

Internet Librarian International takes place alongside London Book Fair, Europe's premier spring publishing event. Through a mutually beneficial arrangement Internet Librarian International and London Book Fair visitors cross freely between shows.

London Book Fair plays host to some 1500 exhibiting companies from 45 countries under one roof, encompassing all sectors of the global publishing industry. Find out more about this major European event from www.lbf-virtual.com.

Visitors attending London Book Fair without a LBF or Internet Librarian badge will be charged £15 on arrival. For the latest news and information on London Book Fair visit the LBF Web site www.lbf-virtual.com.

LONDON BOOK FAIR OPEN HOURS

Monday 18 March

09:00 – 18:30

Tuesday 19 March

09:00 – 17:00

Internet Librarian International 2002

We are pleased to present the fourth annual Internet Librarian International — the ONLY international conference for information professionals who are using, developing, and embracing Internet, Intranet, and Web-based strategies in their roles as information navigators, Webmasters and Web managers, content evaluators, product developers, searchers, guides, and more. As the premier tools for information managers and librarians, Internet technologies are the focus of this conference. The conference provides an active forum for our excellent speakers to explore the exciting range of issues and challenges facing information professionals today and once again includes an extensive exhibition and access to the London Book Fair.

Program Chairs

Jane I. Dysart, Dysart & Jones Associates, Canada

David Raitt, Editor, The Electronic Library, The Netherlands

Advisory Committee

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Terry Beck, IT Consultant, UK

Daan Boom, KPMG, The Netherlands

Darlene Fichter, University of Saskatchewan, Canada

William Hann, Free Pint, UK

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Brian Kelly, UKOLN, University of Bath, UK

Mary Peterson, Royal Adelaide Hospital, Australia

Donna Scheeder, Library of Congress, USA

CONTENTS

Conference At-a-Glance	4-5
PreConference Workshops	6-7
General Conference.....	8-17
Registration Information	18
Registration Form	19

CONFERENCE OVERVIEW

Nothing but 'Net!

The fourth annual Internet Librarian International showcases a mixture of leading edge ideas and tools as well as exciting new technologies — all focused on information professionals and Internet, Intranet and Web technologies. It features over 75 dynamic speakers in three simultaneous tracks plus 11 workshops. Internet Librarian International 2002 includes key themes such as navigating the Net, Web design and development, e-learning, Web systems and tools, strategies for dealing with the digital world, communities and intranets, usability and accessibility for Web sites, knowledge management, digitising collections and dealing with e-resources. Catering to leaders and learners, Internet Librarian International 2002 will be of interest to all information professionals.

More Networking Opportunities Than Ever!

Join speakers, authors, and fellow participants in more networking events than ever. Free reception Monday 18 March from 16:45 to 18:00. Informal dinner groups with sign ups at www.internet-librarian.com/dinearounds, refreshment breaks, and more.

Exhibition

The Internet Librarian International 2002 exhibition will feature organisations offering the visitor a choice of products covering aspects of Internet, intranet and library technology including search engines, software, document delivery and Web delivery systems, online services, content providers, and more. If you are looking for Internet/intranet solutions, evaluating competing systems, keeping up-to-date with the newest 'Net products and developments, be sure to visit the exhibition.

In addition, Internet Librarian International 2002 has formed a unique alliance with the London Book Fair, and as a visitor, you are entitled to free internal access to the Book Fair.

PreConference Workshops

Preconference workshops are offered on Sunday 17 March and include the new full day Searchers Academy as well as: Usability Testing and Evaluation Methods for Library Web Sites, Five Technologies You Need to Know, Blogging — Creating Instant Content for the Web, Finding International Resources on the Web, Technology Disaster Recovery, Techstorm: Technology Brainstorm and Environmental Scan, Advanced Web Searching, and more.

**FAX OR MAIL
YOUR REGISTRATION TO:**

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Internet Librarian International 2002 Conference At-A-Glance

PRECONFERENCE WORKSHOPS — SUNDAY 17 MARCH

10:00 – 13:00	W1: Searcher's Academy	W2: Cancelled	W3: 5 Technologies You Need to Know	W4: Cancelled	W5: Cancelled	W6: Cancelled
14:00 – 17:00	W1 continued	W7: IT Project Management	W8: Cancelled	W9: Cancelled	W10: Advanced Web Searching	W11: Cancelled

GENERAL CONFERENCE — MONDAY 18 MARCH

09:00 – 10:00 **OPENING KEYNOTE: The Future We Want: Information Technology & the Information Society, Chris Yapp & Tim Owen**

TRACK A DIGITAL REALITY: STRATEGIES FOR SUCCESS

- 10:45 – 11:30 A101: Developing Services in an Evolving Technological & Political Era
- 11:45 – 12:45 A102: Online Reference: Strategy for the Future?

TRACK B WEBWIZARDS' SYMPOSIUM: WEB DESIGN & DEVELOPMENT

- B101: Personalisation & Web Design
- B102: Writing for the Wired World

TRACK C COMMUNITIES: FOCUS ON INTRANETS

- C101: How Useful & Usable Are Corporate Research Intranets?
- C102: Knowledge Retrieval in Intranets

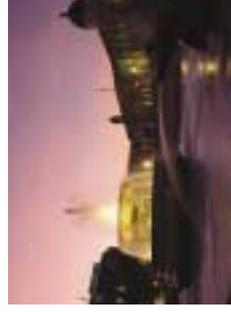
12:45 – 14:00

LUNCH BREAK — A Chance to Visit the Exhibition

- 14:00 – 14:45 A103: Supporting Cultural Heritage Communities Across Europe
- 15:15 – 16:00 A104: Digital Libraries, Digital Communities: Case Studies
- 16:15 – 17:00 A105: Community Benefits of E-Technology: Public & Academic Library Perspectives

- B103: Designing a Database for an Internet Resource Catalogue
- B104: Developing a Web Site for a Library Consortium
- B105: Web Based Library Services: Case Studies

- C103: Intranet Development in a Media Library
- C104: Streamlining Your Intranet
- C105: EEVL: Subject Based Portal



EXHIBITION HOURS

Monday 18 March	10:00 – 17:30
Reception	16:45 – 18:00
Tuesday 19 March	10:00 – 16:30

GENERAL CONFERENCE — TUESDAY 19 MARCH

09:00 – 10:00

KEYNOTE: Knowledge Sharing & Communities of Interest: Internet Librarians at the Centre

TRACK A DIGITAL REALITY: DIGITISING COLLECTIONS & E-RESOURCES

A201: Digitising Collections: Getting Started, Getting Funding, Getting Collections Online

A202: Integrating Text & Image: Case Studies

10:45 – 11:30

11:45 – 12:45

TRACK B

WEBWIZARDS' SYMPOSIUM: USABILITY & ACCESSIBILITY

B201: Usability Testing: What You Need to Get Started

B202: Benchmarking of Library Web Sites

12:45 – 14:00

LUNCH BREAK — A Chance to Visit the Exhibition

A203: Digitising Collections: Newspapers & Networked Moving Images

A204: E-Books in Denmark

A205: Digital Libraries & Digital Archiving

14:00 – 14:45

15:15 – 16:00

16:15 – 17:00

TRACK C

COMMUNITIES: FOCUS ON KNOWLEDGE MANAGEMENT

C201: Knowledge Maps: An Intellectual Infrastructure for KM

C202: Knowledge Management in a Research Environment

C203: From Library to Knowledge Centre: Governmental Case Study

C204: New Ways of Transferring Knowledge to the Library Community

C205: Emerging Technologies in Content Management

GENERAL CONFERENCE — WEDNESDAY 20 MARCH

09:00 – 10:00

KEYNOTE: New & Evolving Internet Technologies: Search Engines, Danny Sullivan

TRACK A DIGITAL REALITY: NAVIGATING THE NET

A301: Web Search Update

A302: Weblogs & Blogging: What & Why?

10:30 – 11:15

11:30 – 12:30

12:30 – 13:30

LUNCH BREAK — A Chance to Visit the Exhibition

A303: Search Engines:
How to Keep Up with the Changes

A304: Metadata for Harvesting

A305: The Role of Discovery
Tools in the Era of Full Text

13:30 – 14:15

14:30 – 15:15

15:30 – 16:15

TRACK B

WEBWIZARDS' SYMPOSIUM: SYSTEMS & TOOLS

B301: New Devices and the Web

B302: Adapting to New Technologies: Wireless

B303: Using RFID-technology in the Library

B304: Whatever Happened To...:
A Technology Reunion

B305: Collaboration Systems & Tools

TRACK C

COMMUNITIES: FOCUS ON E-LEARNING

C301: E-Learning: Some Things Can Only Be Learned, Not Taught

C302: Online Learning Courseware: Web Based Technologies

C303: Web Portals for E-Learning

C304: Collaboration in Action: Case Studies

C305: Distance Education for Libraries: Creating an Information-Competent Society

*All workshops take place at the Novotel London West***Searcher's Academy**

W1

10:00 – 17:00

FULL DAY

Host: *Donna Scheeder, Congressional Research Service, Library of Congress, USA*

Faculty: *Gary Price, Co-Author, The Invisible Web, Creator of Price's List of Lists & Direct Search, USA*

Greg Notess, Reference Librarian, Montana State University-Bozeman Library, & Creator of Search Engine Showdown, USA

Bill Spence, Chief Technology Officer, Information Today, Inc., USA

Ran Hock, Online Strategies & author of The Extreme Searcher's Guide to Web Search Engines, USA

Marydee Ojala, Editor, Online Magazine, USA

And more

Want to sharpen your skills? Learn from the experts? Join search veterans, authors, and columnists from *Searcher Magazine* and the "Super Searcher" series of books to learn the latest strategies and techniques for searching online. Offered for the first time outside of North America, this day-long event introduces you to the experts who share their searching secrets and expertise. Participants should have basic experience with Web searching, but even searchers with extensive Internet background will find something to polish and advance their skills. Discussion topics include:

- Search Engine Mechanics: Pop the hood and look into the mechanics of all types of search engines. Join our search engine grease monkey to learn the secrets of supersearching.
- Browser Basics and Beyond: Tired of living under the Pareto rule – 20% of features get 80% of the usage? Find out what all those other browser features can do for you, the ones you barely know exist. Discover what plug-ins could really improve your productivity.
- Cool Search Tools
- Practical Research Tips and Techniques
- Choosing the Right Search Engine: When to use which, how to use them, the value of advanced search features, trends in their development and stability
- Ask an Expert: An interactive discussion

The day ends with an interactive discussion including a favourite tip, target Web source, or advanced technique from each of the faculty, as well as a chance to pose any questions still unasked or unanswered. Join us for a stimulating day with the experts.

Usability Testing and Evaluation Methods for Library Web Sites

W2

10:00 – 13:00

Darlene Fichter, Data Library Coordinator, University of Saskatchewan Library, Canada

Frank Cervone, Assistant University Librarian for Information Technology, Northwestern University, USA

CANCELLED

Five Technologies You Need to Know

W3

10:00 – 13:00

Susan Hallam, Hallam Communications, UK

These emerging technologies aren't fresh out of the lab. They're not untested. They are already paying for themselves by helping organisations work smarter and more efficiently. As technology trends and business requirements evolve simultaneously, organisations are left in a perpetual state of flux. This workshop helps organisation leaders to redefine business initiatives and adapt to change quickly, effectively and profitably through the use of new technology. You will gain valuable insights on emerging technologies that can help you solve your challenges. In just a few short months, information technology has gone from hero of an economic boom to scapegoat of a looming recession. Spending on IT, the backbone of the decade's bull market, has plummeted. However, smart businesses have not stopped seeking returns that solid new technologies can deliver, and that means investing in technology, not shrinking from it. Through a combination of live demonstration, case studies and discussion, you will be given a practical overview of the five technologies: what they are, how they work, and how they could have an impact on your organisation. You will also receive an objective review of the nature and extent of emerging technologies and the challenges they present. The seminar covers:

1. Mobilising Your Organisation: wireless networks
2. New Desktop Technology: personal digital assistants, mobile phones
3. New Voice Technologies: Voice over IP, Web enabled voice applications
4. Remote Security: data access on the move
5. Content Management: building the knowledge enterprise

Blogging: Creating Instant Content for the Web

W4

10:00 – 13:00

Peter Scott, Internet Projects Manager, University of Saskatchewan, Canada

CANCELLED

Finding International Resources on the Web

W5

10:00 – 13:00

Ran Hock, Online Strategies & author of The Extreme Searcher's Guide to Web Search Engines, USA

CANCELLED

All workshops take place at the Novotel London West

Technology Disaster Recovery

10:00 – 13:00

David J. Ives, Chief Information Technology Officer, NELINET, Inc., USA

CANCELLED

W6

Using Technology-Mediated Instruction to Improve Learning

14:00 – 17:00

Barbara Williams, Engineering Librarian, University of Arizona, USA

CANCELLED

W9

The Secret to Successful IT Project Management

14:00 – 17:00

Darlene Fichter, Data Library Coordinator, University of Saskatchewan Library, Canada

Frank Cervone, Assistant University Librarian for Information Technology, Northwestern University, USA

Leading a project is a challenging task. Many of us never received formal project management training and have picked up techniques wherever we could. This workshop discusses how to plan and carry out your project to ensure its success. Learn about the art and technique of setting clear project requirements, preparing budget and cost estimates, defining critical paths, selecting development methodology, leading diverse project teams, creating project documentation, and enabling reporting and communication.

W7

Advanced Web Searching

14:00 – 17:00

Greg Notess, Reference Librarian, Montana State University-Bozeman Library, Creator of Search Engine Showdown, & author of Government Information on the Internet

Isn't it amazing how quickly things change? Having a hard time keeping up? Join the creator of Search Engine Showdown, an experienced searcher and writer, and explore the latest and greatest search capabilities of the largest Web search engines in this half-day workshop. As the Web grows, search engines mature, their databases change, and effective Internet searching becomes increasingly complex. To enable efficient information retrieval on the Web, this workshop covers Web search strategies and compares major Web search engines in terms of their databases and specifics on advanced search techniques. It includes what you need to know about Boolean, adjacency, and field searching; limits, customisation and sorts; and other special features. The primary focus is on the largest Web search engines: Fast, Google, Inktomi partners, AltaVista, Lycos, Northern Light, with lesser coverage of Excite, Go, and any new and upcoming search engines. In addition, the workshop looks at the constraints of the search engines: inconsistent results, lack of overlap, and the significant hidden Web that they fail to cover.

W10

TechStorm: Technology Brainstorm & Environmental Scan – A Strategic Planning Facilitated Workshop

14:00 – 17:00

Stephen Abram, Vice President, IHS Group/Micromedia Limited, Canada

Anne Foster, Lane Foster & Electronic Publishing Services Ltd, UK

CANCELLED

W8

Information Access Through Internet and the WWW

14:00 – 17:00

Paul Nieuwenhuysen, Documentation and Library Science VUB, Universiteitsbibliotheek, Belgium

CANCELLED

W11

KEYNOTE

The Future We Want: Information Technology & the Information Society

09:00 – 10:00

Chris Yapp, Former ICL Fellow Specialising in Lifelong Learning & Information Society, & Director of the Internet Society of England
Tim Owen, Head of External Relations, The Library Association

For many years, Chris Yapp has been interested in information, knowledge, learning and the Internet. He brings us an exciting vision of the future, a future that library and information professionals can help to build in their communities, their learning institutions, and their organisations. He highlights key issues and challenges, as well as some compelling solutions. Tim Owens provides a vision of the new Chartered Institute of Library and Information Professionals (CILIP) to be formed out of the Library Association and the Institute of Information Scientists in April 2002.

Coffee Break—A Chance to Visit the Exhibition

10:00 – 10:45

DIGITAL REALITY
TRACK A

This three-day stream of programmes focuses on the strategies that Internet librarians and systems professionals use to navigate and succeed in the digital world. It looks at virtual, or collaborative digital, reference services; building national libraries, digital communities and research services; digitising collections; dealing with images as well as text; and finding tools which enable us to actually navigate the Web.

Digital Reality: Strategies for Success

The first day of this stream concentrates on proven, key strategies for success in the digital world. Sessions cover how to deal with both the technological and organisational changes; reaching remote clients using virtual, or collaborative digital, reference services; building cultural heritage communities with partnerships of museums, archives and libraries; and building digital communities in academic and public libraries as well as associations and societies.

Developing Services in an Evolving Technological and Political Era: Case Study A101

10:45 – 11:30

Fred Guy, Director of Information and Communications Technology, National Library of Scotland, UK

Like national libraries throughout the world, NLS today faces quite major challenges in fulfilling its key functions of acquisition, retention, preservation and access as traditional forms of publication are paralleled by publication in electronic form. In addition, the Scotland Act of 1998 has focussed attention on that role within the changed political context of the United Kingdom. This session discusses the challenges, looking not only at the development of technical solutions but at the organisational changes identified and currently underway.

Online Reference: Strategy for the Future? A102

11:45 – 12:45

Steve Coffman, LSSI, USA

Joanne B. Smyth, Co-ordinator, Distance Education Services, Harriet Irving Library, University of New Brunswick Libraries, Canada
Patricia Johnston, Head, Reference Department, Harriet Irving Library, University of New Brunswick Libraries, Canada

This session begins with an update of the “state of the art” of digital reference — where we are today and where we can expect to be going. It then assesses academic reference service in an online medium, compares it with recent survey results of traditional reference service, and shares this library’s

experiences in teaching in a synchronous, online environment following the introduction of LSSI’s Virtual Reference Desk software for synchronous communication with students. With this service, the library is able to lead them through the stages of library research while online, send them transcripts of each session, and audit their own service using LSSI’s report-making features and your their data mining of session transcripts. They discuss changes in this new online reference environment, advantages and challenges.

Lunch Break—A Chance to Visit the Exhibition

12:45 – 14:00

Supporting Cultural Heritage Communities Across Europe A103

14:00 – 14:45

Rosalind Johnson, European Consultant, The Library Association, UK

Libraries are becoming closely linked with the cultural heritage community. This is happening at a government level and at funding levels. For example, in the UK the Library and Information Commission was replaced by Resource: The Council for Museums, Archives and Libraries. Within the EU the Telematics for Libraries Programme was replaced by Digital Heritage and Cultural Content within the Information Society Technologies Programme. This talk describes the background to these developments and the synergy between libraries, museums and archives in Europe. It discusses how the EU-funded CULTIVATE initiative is providing support by the provision of a European Web site, e-journal and e-list, as well as national level activities and how it is promoting opportunities and best practice within the European cultural heritage sector.

Coffee Break—A Chance to Visit the Exhibition

14:45 – 15:15

Digital Libraries, Digital Communities: Case Studies A104

15:15 – 16:00

Maliaca Oxnam, Engineering Librarian, University of Arizona Library, USA
Pernille Kofoed, Knowledge Manager, Danish Engineering Society, Denmark

Creating and developing the structure and content for a digital library can be very intimidating. However, with support, imagination and collaboration, developing a digital library can become a reality. This session presents two case studies. The first addresses the challenges, opportunities and experiences

GENERAL CONFERENCE — MONDAY 18 MARCH

of developing and creating the Geotechnical, Rock and Water Engineering (GRoW) Digital Library funded and supported by the National Science Foundation. The second looks at the Engineering Society in Denmark, a virtual service for its members. Based on individual information from the members directory and from the members themselves, information is tailored to the user. IE News on the frontpage, ranking of search results, etc., also, the user can ask questions directly to a consultant in the Society.

Community Benefits of E-Technology: Public & Academic Library Perspectives

A105

16:15 – 17:00

Peter Marchant, Head of Libraries, Knowsley Library Service, Department of Leisure and Community Services, UK

John Paschoud, InfoSystems Engineer, LSE Library, and the JISC ANGEL Project, UK

Computers, ICT networks and the creation of local Web sites have changed the face of libraries. The first presentation talks about ground-breaking projects in Knowsley Public Library Service, a gateway to both informal and formal educational opportunities, and a key component in the drive to re-skill the local workforce. Projects include how ICT is helping engage excluded and disruptive young people; increasing educational attainment; helping people back into work; and providing support for people with special needs. On the other hand, the second presentation addresses the fact that many universities have already restyled their libraries as “learning resource centres” or something similar, but without changing much about the services or content available inside, or the skills of the people delivering them. It looks at two current issues that may predicate the true demise of the academic library — or ways in which it will be saved, by becoming more “hybrid.”

Reception in the Exhibition Hall

16:45 – 18:00

WEBWIZARDS' SYMPOSIUM TRACK B

This three-day symposium focuses on key Web design and development strategies and techniques, takes an in-depth look at usability testing and studies, provides concrete examples of how to improve your Web site, and looks at some exciting new Web tools.

WebWizards' Symposium: Web Design & Development

What works? What doesn't? Join our speakers for real-world discussions, tips, and strategies as they share their knowledge, experiences and ideas.

Moderated by **Frank Cervone**, Assistant University Librarian for Information Technology, Northwestern University, USA

Personalisation & Web Design

B101

10:45 – 11:30

Monica Bonett, Software Developer, UKOLN, University of Bath, UK

Is personalisation over-hyped or can real benefits be made? This session discusses the motivation for providing personalised services on the Web, and explores some approaches used to deliver a personalised service, looking at different techniques for gathering and utilising user-information. It also focuses on the

use of personalisation in learning and resource-discovery systems, in particular subject gateways, and illustrates with ongoing work taking place within the IMesh Toolkit Project, in collaboration with the Resource Discovery Network (www.rdn.ac.uk). The use of enabling technologies, such as metadata and WWW standards, and relevant issues, such as privacy and usability, are also discussed.

Writing for the Wired World

B102

11:45 – 12:45

Darlene Fichter, Data Library Coordinator, University of Saskatchewan Library, Canada

This session discusses why the Web changes the way you should write, suggests some proven techniques that work when communicating on the Web, and looks at the implications for content development and presentation. Filled with examples, tips and tricks, this session is a must for library Web site content developers.

Lunch Break—A Chance to Visit the Exhibition

12:45 – 14:00

Designing a Database for an Internet Resource Catalogue

B103

14:00 – 14:45

Stephen Clarke, University of Birmingham, UK

This session demonstrates the process for the design of the underlying data structure for an Internet resource catalogue and suggests an outline methodology to enable an effective and user-centred design process. It briefly compares the advantages and disadvantages of flat-file vs. relational structures and redesign vs. migration before giving a suggested model for the design and review process and the rationale for the approach taken in this example. Illustrations are based on experiences in developing the Internet Resource catalogue for Altis — the hospitality, leisure, sports and tourism hub.

Coffee Break—A Chance to Visit the Exhibition

14:45 – 15:15

Developing a Web Site for a Library Consortium

B104

15:15 – 16:00

Janet Williams, Director, Library & Reference Services, Educational Testing Service, USA

Connie Paul, Director, Central Jersey Regional Library Cooperative, USA

The Central Jersey Regional Library Cooperative (CJRLC) is a non-profit membership organisation of libraries located in New Jersey. The mission of the CJRLC is to help member libraries meet their patrons' needs. It is a multitype library cooperative. Developing a Web site that would be useful to public, academic, school and special libraries was a unique challenge. Determining content, presentation, technology, and visuals with wide applicability was a primary concern. Information literacy was chosen as a focus for the Web site and given a unique role in the development of the site. This session discusses the challenges and shares the learnings of this experience.

Web Based Library Services: Case Studies **B105****16:15 – 17:00***Nesrin Ince, Reference Librarian, CBRT, Turkey**Nina P. Shmeleva, Library Manager, Scientific Library of Program Systems Institute, Russia*

The first speaker describes how the Central Bank of the Republic of Turkey Library decided to reorganize its library system in two ways: to set up a Web page for its users who are making monetary programmes in order to achieve high inflation problems of the country, and to publicise library resources using the Web environment. The second speaker discusses the challenges of a small institute library providing information service to a small group of scientists. The Web site must contain specialised information. It must fit within the bounds of the institute and admit regional users (students, IT specialists, scientists at Yaroslavl region) to library information resources. In addition, the librarian herself is Web-designer and needs to deal with difficult situations in appealing to professional programmers for assistance.

Reception in the Exhibition Hall**16:45 – 18:00****COMMUNITIES
TRACK C**

Collaboration, teamwork and communities are definitely the wave of the future. This three-day stream of programmes focuses on using intranets to share information and services; how to streamline and ensure effectiveness for the infrastructure necessary for communicating, sharing and building communities; how to utilise knowledge management strategies and techniques to enhance these communities; and how e-learning helps to share knowledge in these communities.

Communities: Focus on Intranets

This day of sessions looks at the development of intranets for sharing information, shares the experiences of information professionals involved with intranets and portals in different types of organisations, discusses auto-categorisation tools, and more.

Moderated by Mary Peterson, Royal Adelaide Hospital, Institute of Medical & Veterinary Science, Australia

How to Ensure that Corporate Intranets Are Useful & Usable **C101****10:45 – 11:30**

As intranets grow in size and complexity it is important to ensure that the content continues to meet the needs of the organization, and also that the information architecture and design reflect current best practice in usability. This session outlines some of the techniques that can be used to monitor the usage and effectiveness of a corporate intranet, including surveys, focus groups, traffic analysis and random shopping. It then sets out some core usability issues for intranets and how these can be assessed by usability tests. It shares real world examples based on intranet projects carried out in the UK, Europe and the USA.

Knowledge Retrieval in Intranets: Taxonomies & Auto-Categorisation Technology **C102****11:45 – 12:45***Tom Reamy, Charles Schwab & Co., USA*

With large collections of unstructured text, including databases and text collections, that are too difficult to use to reliably find

information, we need to add categorisation to text collections. However, categorisation is resource intensive. This session looks at the large number of companies that have jumped into this product space with products that offer automatic (or semi-automatic) categorisation.

Lunch Break—A Chance to Visit the Exhibition**12:45 – 14:00****Intranet Development in a Media Library** **C103****14:00 – 14:45***Malachy Moran, Assistant Librarian, RTE, Ireland*

This session provides a case study and describes development of the RTE Libraries' intranet presence, discussing different phases of the project. It deals with issues such as content, technologies, process, administration and design.

Coffee Break—A Chance to Visit the Exhibition**14:45 – 15:15****Streamlining Your Intranet:
How to Create a Significant Return
from Your Intranet Initiatives** **C104****15:15 – 16:00***Mary McCall, Director, Internal Communications, Factiva, a Dow Jones & Reuters Company, UK*

Knowledge workers from around the world need to be connected to vital corporate news and external information. A successful intranet, a platform for communication within an organisation which bridges incompatible infrastructures, fulfills this need — serving as a catalyst for knowledge gathering, sharing and learning. Achieving this objective demands the integration of both internal and external information, technological features and communication capabilities. This session examines these points and highlights the best practices for creating and deploying an intranet. It discusses the necessary metrics to utilise when accessing the return of an intranet and illustrates using real-world applications, including Factiva's.

EEVL: Subject-Based Portal **C105****16:15 – 17:00***Roddy MacLeod, EEVL Manager, Heriot Watt University Library, UK*

The range of information services available online is increasing steadily, creating a bonus and a problem for researchers. Different interfaces, search syntaxes and authentication methods confuse the user. Aggregated services are simplifying access to e-journals, but there is a further opportunity to make information retrieval more effective by developing integrated, subject-based portals. This session discusses a shared approach to providing cost-effective and user-centred information, a valuable variation to the commercial portals, an organisation which could act as a catalyst to the benefit of all, including publishers. EEVL is funded by JISC to include access to subscription-based bibliographic and full-text information, and community-based services. Join us for a look at one possibility — a subject-based approach, with co-operation from both commercial and public sectors, which meets user learning needs, and continues to support and promote UK research.

Reception in the Exhibition Hall**16:45 – 18:00**

KEYNOTE

Knowledge Sharing & Communities of Interest: Internet Librarians at the Centre

09:00 – 10:00

Grace Kempster, Director, Information Services Management, The British Council, UK

This session examines how information professionals using information and Web technologies build communities of interest and share knowledge. It initiates a discussion of the role and further implications for Internet librarians.

Coffee Break—A Chance to Visit the Exhibition

10:00 – 10:45

DIGITAL REALITY
TRACK A**Digital Reality: Digitising Collections & Dealing with E-Resources**

Collections today are not solely print or electronic but a combination of both. This track of exciting programmes looks at the challenges and provides some solutions. It looks at how to digitise collections; how to integrate text with images including photos, moving images, and digital newspaper images; digital archiving and e-books.

Moderated by Terry Beck, IT Consultant, UK

Digitising Collections: Getting Started, Getting Funding, Getting Collections Online **A201**

10:45 – 11:30

Cokie Anderson, Assistant Professor and Digitization Librarian, Oklahoma State University, USA

Many smaller institutions have wonderful collections that they would love to make available online, but they have no idea where to start. This presentation looks at the practicalities of setting up a digitisation center: what you will need, what it will cost, how you can make it happen. It discusses equipment, staffing, and expertise requirements, ways to find funding, and the digitisation process supporting online collections.

Integrating Text and Image: Case Studies **A202**

11:45 – 12:45

Brad Eden, Head, Bibliographic and Metadata Services, University of Nevada, Las Vegas (UNLV), USA

Anne-Marie Schmidt, Development Consultant, Aarhus Public Libraries, Denmark

This session examines two case studies. The first covers the construction and launching of UNLV's first digital project, "Early Las Vegas." It is a digital photographic exhibit through which the user moves horizontally rather than vertically. The integration of text and images was a major challenge, as was the application of metadata and technology. The second, www.danskebilleder.dk, is a joint project between six public libraries in Denmark. The objective of the project is to digitise old photos of local historical interest in archives, libraries and museums to make these photo collections accessible and searchable through a Web interface. The database is built on the Z39.50 standard and provides thumbnails of photos as well as the full image. Hear different perspectives on the construction of digital image exhibits from two digital project experiences.

Lunch Break—A Chance to Visit the Exhibition

12:45 – 14:00

Digitising Collections: Newspapers & Networked Moving Images **A203**

14:00 – 14:45

Maria de Cléofas F. Alencar, Digital Library of the Press Midia: Public Policies in Education, Clarianda Rodrigues Lucas & Solange Puntel Mostafa, Universidade Federal do Paraná, Brazil
Andrew Dalgleish, University of Glamorgan, UK

The first presentation discusses creating the digital version of the *Hemeroteca* newspaper articles for the Intranet of Campinas City Hall to support decision making on public policies of the Educational Office. The libraries are creating digital collections on the Internet through interdisciplinary work with professors, experts in information processing to support academic programs and/or government programs on a research project of a multimedia database for the Campinas Public Library, Brazil. The multimedia database begins with digitising newspaper articles of the *Hemeroteca de Campinas*, preserved from local and regional newspapers collected since 1940s. The second presentation explores the issues, problems and solutions associated with networked delivery of moving image material for teaching and learning in HE and FE. It focuses on the work of the Lifesign: Networked Moving Images for the Life Sciences project, which is contributing to the development of a Distributed National Electronic Resource. Among the issues discussed are the development of content, evaluation of the material, metadata and information retrieval issues in the context of integrating moving images in library OPACs and VLEs.

Coffee Break—A Chance to Visit the Exhibition

14:45 – 15:15

E-Books in Denmark **A204**

15:15 – 16:00

Esbén Fjord, IT-Coordinator, Susanne Gilling, Coordinator of Literary Fiction, & Lisbeth Christensen, Project Coordinator, Århus Kommunes Biblioteker, Denmark

This session looks at several Danish public libraries and their experiences in lending e-book readers. It discusses how this was accomplished, and what the future will bring. It covers a project called Eteket which gives the libraries in Århus County, Denmark competencies on e-books and another project, called Downlaan, which is developing facilities, in co-operation with publishers, and information providers, so libraries can handle access to and authentication of electronic materials and resources.

Digital Libraries & Digital Archiving**A205****16:15 – 17:00**

Joe O'Brien, Product Specialist, Endeavor Information Systems Inc, UK.
Bryn Deamer, Electronic Information Systems Librarian, Bahá'í World Centre Library, Israel

Over the last few years libraries have made significant steps in delivering electronic resources to their users. The reality of libraries is that they are dealing with a hybrid collection, a mix of print and digital resources. The first presentation addresses the challenges hybrid collections bring to the library, the issues surrounding discovery, linking and integration, as well as new initiatives to address these areas. The second presentation describes how the Bahá'í World Centre has moved into a graphics computer environment based on Microsoft products. It talks about how the library experiments with methods of fulfilling its mandate of being the central depository of all electronic and digital materials published on the faith. While strict archiving of the original with no changes would logically seem the goal, in reality some changes have to be made to many of the documents archived to ensure that the experience is emulated correctly.

**WEBWIZARDS' SYMPOSIUM
TRACK B****WebWizards' Symposium: Usability & Accessibility – Designing Sites That Work Well**

Almost every library has a Web site. How well does it work? How can libraries build better sites and improve existing sites? Learn about what usability testing is and discover how different libraries are using usability testing to help build better sites. Learn about what users want and don't want in a Web site. Take home ideas for tests and techniques to use on your own projects. Some of these sessions may surprise you and challenge you to think differently.

Organized and moderated by Darlene Fichter, Data Library Coordinator, University of Saskatchewan Library. Darlene is also Intranet columnist for Online magazine and President, Northern Lights Internet Solutions Ltd.

Usability Testing: What You Need to Get Started**B201****10:45 – 11:30**

Darlene Fichter, Data Library Coordinator, University of Saskatchewan Library, Canada

Building a successful library site is becoming a mission-critical application as library services and resources become digital. How do you know that your library site works and is easy to use? Learn about various usability tests and techniques that will help you have a "user-focused" design. Avoid the pitfalls of designing for what users say they like by watching what they actually do.

Benchmarking of Library Web Sites**B202****11:45 – 12:45**

Brian Kelly, UKOLN, University of Bath, UK
Penny Garrod, UKOLN, University of Bath, UK

How is my Web site doing? How does it compare with others in my community? This talk aims to provide some answers by reporting on an automated benchmarking survey of UK public library Web sites. The survey methodology is described, allowing organisations to repeat the survey for themselves.

Key findings from the study are shared. A summary of the limitations of such automated surveys will also be given.

Lunch Break—A Chance to Visit the Exhibition**12:45 – 14:00****Navigation Elements on Library Web Sites: What Works Best?****B203****14:00 – 14:45**

Lesley Moyo, Gateway Librarian, Penn State University Libraries, USA

How do navigation elements on library Web sites impact the user's search experience? In this study subjects were observed while they tried to locate specific information on academic library Web sites. The library sites used a range of navigation aids: pull-down menus, pop-up menus, embedded links, site search, navigation bars, site map, indexes, and frames. Find out when users were able to quickly use the navigational systems to find information and when they were slowed down or failed completely.

Coffee Break—A Chance to Visit the Exhibition**14:45 – 15:15****Usable and Accessible Doesn't Equal "Boring"****B204****15:15 – 16:00**

Frank Cervone, Director, Library Systems, Northwestern University, USA

"Being accessible" is commonly equated with "boring Web site" — no graphics, no design, just text and lots of it! But it doesn't have to be that way and, in fact, should NOT be that way. Good Web sites are only created through a combination of accessibility, ease-of-use, and good design. Learn about the major issues and trends in accessibility and usability at this fact and image filled session that will get you thinking about accessibility and usability in an entirely new way.

Web Site Accessibility: Case Studies**B205****16:15 – 17:00**

Ailsa Parker, Deputy Library Manager, Whitireia Community Polytechnic Library, New Zealand

Roger Firman, RNIB, UK & D Crombie, Project Manager, FNB, The Netherlands

Libraries devote considerable time and expense to ensuring that disabled users can physically access the library. Is the same amount of thought, however, going into Web page development. Do sites provide support for technologies such as audio readers? Are they compliant with the W3C Web Accessibility Initiative standards? The first presentation discusses Bobby, a free software that can quickly check for compliance; shares research results of testing the Web pages of New Zealand polytechnic libraries with Bobby; and compares the results with overseas research. The second case study describes the MIRACLE Group's development over the last 8 years of a worldwide online catalogue of Braille music, which allows registered users to download digital Braille music files and print these out locally. The MIRACLE virtual library offers an example of co-operation which is creating a worldwide virtual library and making music, both the printed notes and the recorded sound, accessible to wide audiences — libraries for the blind, music schools and conservatories, and academic and public libraries.

COMMUNITIES
TRACK C**Communities: Focus on Knowledge Management**

With information and knowledge sharing taking the front seat in many organizations in order to build learning and sharing communities, this day of programmes looks at some practical tools, such as knowledge maps, natural language processing, and auto-categorization techniques; and provides case studies of government, research organisations, and more.

Moderated by Donna Scheeder, Congressional Research Service, Library of Congress, USA

**Knowledge Maps:
An Intellectual Infrastructure for KM**

C201

10:45 – 11:30

Tom Reamy, Director, Information Architecture, Charles Schwab & Co., USA

A knowledge map is the intellectual infrastructure for knowledge management and is at least as important as the other two primary KM infrastructures, technical and organisational or cultural infrastructures. Creating a knowledge map requires an integration of multiple taxonomies: content repositories, people and communities, expertise and processes. It also requires a dedicated team of knowledge analysts and facilitators to both continually fine-tune the knowledge map and to apply it throughout the enterprise. This session discusses the strategic place of a knowledge map based intellectual infrastructure for KM, covers the major elements (including taxonomic, cognitive, and business processes) that go into creating and evolving a knowledge map, and emphasizes how central librarian skills are to creating knowledge maps — and how much more is needed beyond traditional librarian skills.

**Knowledge Management in a
Research Environment**

C202

11:45 – 12:45

Donna Scheeder, Congressional Research Service (CRS), Library of Congress, USA

Priscilla Baines, British Parliamentary Library, UK

Janet Seaton, Scottish Parliamentary Library, UK

Hear how the management in these three research environments maximizes their human capital in order to provide legislators with the expert knowledge needed to make sound public policy in a knowledge economy. This case study will explore how the principles of KM are applied to both the "know how" and the "know what" of the organisation. Real-life examples will include applications of KM to dealing with the September 11th crisis.

Lunch Break—A Chance to Visit the Exhibition

12:45 – 14:00

**From Library to Knowledge Centre:
Governmental Case Study**

C203

14:00 – 14:45

Boyd Hendriks, Cap Gemini Ernst & Young, The Netherlands

A crispy clear and inspiring strategy helped several Dutch governmental organisations to be successful in getting approval and commitment from their management to go ahead with the transformation from library into knowledge centre, where the

plan of action based on these strategies could be defined with a much clearer and much more measurable result. Key appeared to be the measurability of the impact on the organisations' intellectual capital as an important part of the benefits case. In workshops with knowledge workers and milestone meetings with management, consensus was reached about quality expectations of the knowledge processes and proved to be vital for the buy-in of the transformations by their organisations. Vision on the potential impact the knowledge centre would have on their knowledge culture is successfully integrated in the strategies, however, the attempts to make culture shift explicit has not been viable as yet. Looking at the final outcome in both cases the knowledge centres became highly virtual, with an important presence on their intra- and extranets and in one case expressed in a networked collection structure. Pitfalls and lessons learned during the process will be discussed.

Coffee Break—A Chance to Visit the Exhibition

14:45 – 15:15

**New Ways of Transferring Knowledge
to the Library Community**

C204

15:15 – 16:00

Christian Hasiewicz, Director E-Learning, Public Libraries Division, Bertelsmann Foundation, Germany

This presentation covers both parts of the knowledge transfer process: gaining knowledge by establishing library networks, and transferring it by means of new, innovative technologies. Being an essential part of the rapidly developing knowledge society and finding themselves in close competition to commercial information providers, public libraries need to find and identify "best practices" to continually improve their performance and to meet their customers' needs. In its International Network of Public Libraries the Bertelsmann Foundation works with library experts from all over the world in order to pool international know-how, to strengthen the exchange of experience among public library practitioners, to develop successful concepts for modern library management and to promote their practical implementation. In an effort to transfer this knowledge to the library community the Bertelsmann Foundation has established, using the Web, an intelligent e-learning and knowledge-management-solution especially for Public Libraries. Librarians in Germany can get access to courses and information, for example, on how to improve their customer orientation or how to use the Internet in their daily work.

**Emerging Technologies in
Content Management**

C205

16:15 – 17:00

Ramana Rao, Chief Technology Officer and Senior Vice President, Inxight Software, Inc., USA

The key to managing information is to use natural language processing (NLP) software to manage the abundance of information and to maximize the investment on information assets. How can companies increase the visibility and value of their information and effectively manage the information for their companies and their customers? Using real-world examples, this session addresses the issue of how knowledge management solutions transform the once buried nuggets of information into gold mines of opportunities for worldwide enterprises and enable organisations to solve business problems, improve operational performance, and empower employees with timely, accurate information.

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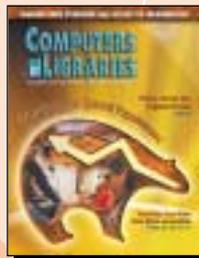
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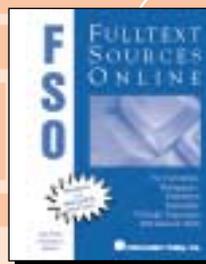
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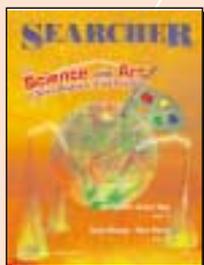
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KEYNOTE

Evolving Internet Technologies: Search Engines

09:00 – 10:00

Danny Sullivan, Calafia Consulting, & Creator of Search Engine Watch, UK

This session by one of the world's leading authorities and Internet pioneers examines changes to major Web wide searching tools over the past year. He touches on search engine size developments, use of human beings, use of off-the-page criteria such as link analysis, the new monetisation trends: paid links, paid inclusion, etc., attempts to improve search refinement, and more. He also discusses the implications of the evolving changes for Internet librarians.

Coffee Break

10:00 – 10:30

DIGITAL REALITY
TRACK A

Digital Reality: Navigating the Net

Finding digital resources is a challenge for Internet librarians and their clients and patrons. This day of sessions provides the latest information on search engines, tips for searching, strategies for keeping up with the frequent changes, using metadata and the open archives initiative, using discovery tools with full-text electronic sources, and trying a new technique — blogging.

Moderated by Marydee Ojala, Editor, Online Magazine, USA

Web Search Update

A301

10:30 – 11:15

Greg Notess, Reference Librarian, Montana State University-Bozeman Library & Creator, Search Engine Showdown, USA

This session provides the searcher's in-depth view of recent changes and trends in the world of search engines. It looks at what the new search engine players provide for serious researchers as well as for casual users.

Weblogs & Blogging: What & Why?

A302

11:30 – 12:30

Peter Scott, Internet Projects Manager, University of Saskatchewan, Canada

A blog or Weblog is a Web page containing brief, chronologically arranged items of information. A blog can take the form of a diary, journal, what's new page, or links to other Web sites. This session provides the basics of why blogs are useful, how they can create instant content on the Web, and suggests some ways of using blogs to navigate the Net. It also discusses the impact of Weblogs in delivery information.

Lunch Break

12:30 – 13:30

Search Engines:
How to Keep Up with the Changes

A303

13:30 – 14:15

Randolph Hock, Principal, Online Strategies, USA

For serious users of search engines, keeping up with changes is a challenging and time-consuming task. This session looks at the options available that make this task easier and allow the searcher to feel confident that they are not missing critical information on new features, new content, and unfortunately,

disappearing features and content. It examines the variety of channels available, including Web sites, newsletters, alerting services, etc. and how to choose from the options so as to get the kinds of information required yet not be overwhelmed.

Metadata for Harvesting: The Open Archives Initiative and How to Find Things on the Web

A304

14:30 – 15:15

Marieke Napier & Philip Hunter, UKOLN, University of Bath, UK

The Open Archives Initiative (OAI) was originally created to develop and promote the use of harvested metadata for peer-reviewed papers. The idea has now spread beyond the university sector, since the technique can be used to make abstracts and descriptive information available about any kind of documents, whether delivered via the Web or ILL. UKOLN has created a pilot XML format metadata archive for the articles and papers contained in the magazines *Ariadne*, *Cultivate Interactive*, and *Exploit Interactive*. Our speakers explain the ideas behind OAI principles and methods, share how other organisations are using OAI and the implications for resource discovery on the Web, as well as discuss the experience of creating a cross-searchable metadata resource.

The Role of Discovery Tools in the Era of Full-Text

A305

15:30 – 16:15

*Alison McNab, Joint Information Systems Committee, UK
Philip Pothén, Joint Information Systems Committee, UK*

Parallel with the enormous growth in the availability of full-text electronic sources in recent years, indexing and abstracting services (discovery tools) have sought to add value by incorporating holdings information, linking technologies, and document delivery options. Despite this, information professionals with limited resources may be tempted to retool their budgets to provide more primary sources (most of which incorporate some form of search tool) in preference to discovery tools. This session argues for the continued need for discovery tools, and includes an analysis of the discovery tools which form part of the Distributed National Electronic Resource (DNER). The DNER currently enables access to high quality resources for students and staff in UK Higher and Further Education. But the vision of the DNER is of a managed information environment in which users will be able to navigate between the resources, enabling an information-rich learning experience for users. The second part of the presentation discusses future developments and what users will experience in this environment, whether these users be librarians, lecturers or students. It uses case studies to demonstrate some of its special features including "Behind the Headlines."

WEBWIZARDS' SYMPOSIUM
TRACK B

WebWizards' Symposium: Systems & Tools

This track takes a look at some of the new and different tools and technologies that can assist Webmasters and Web managers, as well as systems and technology professionals to improve and further develop their sites and services, test wireless techniques, streamline their Web practices, and more. Hear our experienced practitioners as they share their experiences, strategies and tips.

New Devices and the Web

B301

10:30 – 11:15

Helen Petrie, Professor, Centre for Human-Computer Interaction Design, City University, Northampton Square, UK
Brian Kelly, UKOLN, University of Bath, UK

A range of new devices are becoming available which will influence the services provided by libraries. How should libraries respond to the availability of e-book readers, PDAs, digital TVs and information kiosks? What will the effect of pervasive networking (e.g., wireless technologies) be on library services? Can new devices improve the accessibility of library services? Speakers give brief presentations on e-books, portable e-book readers and desktop e-book services, key standards and architectural approaches needed to provide support for a range of devices, the usability and accessibility benefits of specialist devices. At the end of the session, participants will have a greater understanding of new developments in the devices becoming available for accessing information, their implications for libraries, standards and architectures which are relevant for these devices, and the usability and accessibility issues they involve.

Adapting to New Technologies: Wireless

B302

11:30 – 12:30

Mary Peterson, Deputy Librarian, Royal Adelaide Hospital, Institute of Medical & Veterinary Science, Australia

The RAH/IMVS Library has been looking at ways to integrate library databases into the hand-held environment, providing the clinician with access to look up data at the point of care. This session describes how the RAH/IMVS went about assessing the types of library databases which were suitable for delivery via a PDA, what databases were available and how it surveyed them. It describes how providing these services meant becoming involved with the planning and rollout of patient care and documentation systems, which moved librarians away from the traditional role of information provider. It meant having a good understanding of the way in which users worked, what they hoped to achieve, what their wish list for information at the point of care was. Adapting to wireless technology is more than just putting in another new application. It requires a change in the way information is delivered and used, meaning a change in the work patterns of our clients and us. By sharing experiences and discoveries, the session introduces the audience to the potential uses of wireless applications for libraries and how to evaluate the types of PDAs available, discover which information sources might be useful for them and their clients and make informed decisions about adopting this new technology.

Lunch Break

12:30 – 13:30

Using RFID Technology in the Library

B303

13:30 – 14:15

J.F. Malschaert, Dutch Library Service (NBD), The Netherlands

Radio frequency identification (RFID) is a relatively new technology for libraries, first appearing in tracking and access applications during the 1980s. These wireless systems allow for non-contact reading and consequently are effective in manufacturing and other hostile environments where bar code labels could not survive. In the library the primary logistic processes can be improved. In the project the use and the effects of RFID-technology in the library are analysed.

Whatever Happened To... :

A Technology Reunion

B304

14:30 – 15:15

Susan Hallam, Hallam Communications, UK

What has become of the innovative technologies from the last 10 years, and how have they contributed to the current developments in content delivery? Have these technologies simply been rebranded, or "morphed" into new solutions to suit current market trends? Whatever happened to PointCast, CUSeeMe, and a host of other innovative technologies? Information professionals have the responsibility to assess new technologies, identify the target audience who would benefit from their use, and deploy the technology within their organisation. This session revisits some technologies familiar to early adopter colleagues and provides an update to how these technologies impact content delivery today.

Collaboration Systems & Tools:

Renardus Case Study

B305

15:30 – 16:15

Lesly Huxley, Training & Research Manager, Institute for Learning and Research Technology, University of Bristol, UK

Marianne Peereboom, National Library of The Netherlands, The Netherlands

This presentation addresses metadata and technical research necessary for successful collaborative library systems as well as the tools used by information professionals to make them happen. It focuses on the end user and intermediary perspectives, i.e., interface, design issues and usability issues faced by a portal. It illustrates by using real world examples and shares experiences of participants in the Renardus project.

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COMMUNITIES
TRACK C**Communities: Focus on E-Learning**

E-learning is Internet-enabled learning. The technology finally allows for some pretty amazing whiz-bang things to be delivered. The technology infrastructure is now emerging and this track looks at the e-learning equation for library agendas. Libraries can receive the benefits from the promise of e-learning — rich learning experiences, a networked community of learners, faster learning at reduced costs, increased access to learning and the ability to transfer knowledge across organizations and generations.

Organized and moderated by Stephen Abram, IHS Group/Micromedia Limited

E-Learning: Some Things Can Only Be Learned, Not Taught

C301

10:30 – 11:15

Stephen Abram, Vice President, IHS Group/Micromedia Limited, Canada

There is a renaissance in online education — from distance learning initiatives, through the migration of courses to the Web and into modularised, customised and personalised learning. Some is driven by pure need as we face the most massive demographic retirement bulge and workplace knowledge exit in history. Abram reviews the types of e-learning initiatives out there on the Web and the potential for information professionals to play a key role in the knowledge and competency training for an enterprise's employees. E-learning is already moving into its second generation and this session will provide specific URLs in all price ranges to review.

Online Learning Courseware: Web Based Technologies

C302

11:30 – 12:30

Darlene Fichter, Data Library Coordinator, University of Saskatchewan Library, Canada

Frank Cervone, Director, Library Systems, Northwestern University, USA

With growing demand for IT and information literacy programs, libraries are turning to courseware to develop and implement training programs. Learn about four popular Web course management systems: WebCT, BlackBoard, Prometheus, and eCollege. What are their strengths, weaknesses and potential? What are the advantages and disadvantages of each system? Find out how you can use these tools to effectively deliver library educational programs.

Lunch Break

12:30 – 13:30

Web Portals for E-Learning

C303

13:30 – 14:15

Elaina Norlin, Undergraduate Librarian, University of Arizona, USA

In the past 5 years, Web sites offering broad resources and services (Web portals) have gained great popularity. One niche that has come to the forefront is Web portals focused on teaching and learning. This session examines educational portals from a variety of information and library environments, including those produced by academic, special, and public libraries. It examines portals from the user perspective,

provides an overview of the literature, and offers practical tips for building, maintaining and marketing library educational portals. It also discusses personalisation and tailoring portals for instruction and how to integrate information literacy into online instruction and training.

Collaboration in Action: Case Studies

C304

14:30 – 15:15

Nelly Ivanova, Information Officer, & Helen Galatis, Information Manager, education.au limited, Australia

Barbara Holder, Librarian, Forintek, Canada

Ivanova focuses on the role of EdNA Online (Education network Australia), as Australia's national service for the education and training community, and a leader in promoting collaboration and cooperation throughout the Australian education and training sector. The experience of EdNA Online's team of knowledge workers is discussed in the light of best practices in the management and discovery of quality educational content and facilitating the growth of networks of common interests. It includes a description of some of the online cross-sectoral services that are of immediate and future relevance to the education sector. Holder illustrates how Placeware software has been used to support virtual community. It allows sharing of PowerPoint presentations, a whiteboard, text slides and Web pages over the Web. It even allows viewing another person's desktop remotely to see changes in real time. The software was used to develop the Special Libraries Association, Western Canada Chapter's strategic plan with a committee working from their desks in Washington, Montreal, Calgary, Vancouver and Victoria. It is also used by the Forintek's OneLibrary to present library training remotely, and it is planned to be used to build community for the Global Forest Information Service.

Distance Education for Librarians: Creating an Information-Competent Society

C305

15:30 – 16:15

Gitte Barlach, Librarian, Aarhus Public Library, The Digital Library, Denmark

Financed by the EC-programme "Leonardo da Vinci," the DELCIS pilot project is creating a distance education programme. It is developing competencies in information and communication technologies (ICT) as an integral part of continuing education for library and information professionals in Lithuania and Latvia. The Aarhus Public Library provides content including training courses and consultations.



Internet Librarian International 2002

Fax, phone, mail or e-mail your registration form to:

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Delegates to **Internet Librarian International 2002** may register for any number of days, each of which are comprised of three tracks.

The fee includes:

- Participation in any conference track for each day booked. (*Delegates may switch between tracks as they choose.*)
- Admission to the exhibition hall
- Conference packet
- Exhibitors' reception on Monday
- Morning coffee
- Free entry to London Book Fair

All delegates to the Internet Librarian International conference will have free entry to the exhibition. If you wish to visit the exhibition only, apply now for your free entry tickets at www.internet-librarian.com.

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



EXHIBIT HOURS

Monday 18 March
10:00 – 17:30

Tuesday 19 March
10:00 – 16:30

REGISTRATION INFORMATION

Discounts

Organizations sending more than one registrant can benefit greatly from the following rates for full conference registrations only: First person @ £381.88 (£325 + VAT); second person and all additional registrants @ £190.94 (£162.50 + VAT). After 4 March add £10 to each level. All registrations for group discounts must be sent to Information Today Ltd under one cover.

Discounts are not available for preconference workshops.

Internet Librarian International 2002 Registration Desk Hours

Olympia 2

Monday – Wednesday 08:00 – 17:00

Novotel London West

Sunday 09:00 – 16:00

Hotel Information and Travel Arrangements

Expotel Hotel Reservations has been appointed the official hotel and travel agency for Internet Librarian International 2002. Expotel provides a free hotel reservation and travel service that gives you access to its discounted rates at Novotel London West and other hotels convenient to Olympia.

To make your reservation, or request a hotel listing, please contact Expotel quoting the event code: **INTLIB02**. (*See www.internet-librarian.com for further information on hotels and rates.*)

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Expotel Travel Executive is the free business and exhibition travel service of Expotel Hotel Reservations.

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Internet Librarian International is sponsored by Information Today, Inc., the publisher of *Computers in Libraries*, the magazine with complete coverage of library information technology. Please tick the appropriate box on the registration form to receive your free sample issue.

Cancellations and Substitutions

No refunds will be allowed for non-attendance or cancellation after 4 March 2002. An Administrative fee of £50 (+VAT) will be charged for any cancellation received after a firm booking has been made. Substitutions for the same amount of fees may be made until 4 March 2002. Please indicate the name and the title of the person who will be replacing the original registrant. After 4 March, all changes must be made at the conference.

NOTE: The sponsors and management of Internet Librarian International 2002 reserve the right to make necessary changes in this programme. Every effort will be made to keep presentations and speakers as represented. However, unforeseen circumstances may result in substitution of a presentation topic and/or speaker. Information Today, Inc. assumes no liability for the acts of their suppliers nor for the safety of any Internet Librarian International 2002 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.

REGISTRATION FORM



How to Register for Internet Librarian International 2002

1. Compute your registration fee (Section A).
2. Complete all personal information (Section B).
3. Indicate your payment method (Section C).
4. Return your completed form by fax, or mail.

A. Registration Fees

Preconference Workshops

Sunday 17 March (includes lunch)

- Workshop 1 (full day—see page 6) (£226 + VAT) 265.55
- AM 2 3 4 5 6 (£140 + VAT) 164.50
- PM 7 8 9 10 11 (£140 + VAT) 164.50

Full 3-Day Conference

Does not include Preconference workshops

Monday 18 March – Wednesday 20 March

- Early Bird discount register & pay by 4 March (£325 + VAT) 381.88
- After 4 March (£335 + VAT) 393.63

One-Day Only (Please tick which day you wish to attend)

- Monday 18 March
- Tuesday 19 March
- Wednesday 20 March
 - Early Bird discount register & pay by 4 March (£165 + VAT) 193.88
 - After 4 March (£175 + VAT) 205.63

Exhibition Only

- I cannot attend the conference but will attend the Exhibition. Please send me _____ free ticket(s).

TOTAL _____

FAX OR MAIL YOUR REGISTRATION TO:

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Duplicate this form as necessary. Payment and registration form must be received together when sending by mail.
 All fees **must** be paid before the conference takes place.

B. Personal Information

Title (Prof, Dr, Mr, Mrs, Ms) *circle one*

First Name _____

Surname _____

Title _____

Organisation _____

Address _____

Town/City _____

County/State _____

Postcode _____ Country _____

Tel _____ Fax _____

E-mail _____

A B C D

In what type of organisation/library do you work: (Tick one)

- 01 College/University 04 Government 07 Law
- 02 Large Co./Corporate 05 Public 08 School
- 03 Research 06 Medical/Pharmaceutical

What is your primary job function: (Tick one)

- 01 Serials Librarian 08 Library/Info Director/Manager
- 02 Reference Librarian 09 Community Services Librarian
- 03 Acquisitions Librarian 10 Web Master/Web Designer
- 04 Systems Librarian 11 Learning Resource Officer
- 05 Researcher 12 Knowledge Service Manager
- 06 Intranet Manager 13 Information Systems Specialist
- 07 Computer/Internet Consultant 14 Academic/Lecturer

How many people work in your organisation?: (Tick one)

- 01 0-50 02 51-100 03 101-250 04 250+
- Tick this box if you do not wish to receive details of other pertinent library technology and online conferences and publications.
- Please send more information about *Computers in Libraries* magazine.

C. Payment Method

Payment must accompany advanced registration. An administrative fee of £50 (+VAT) will be charged for any cancellation received after a firm booking has been made. No refunds will be allowed for non-attendance or cancellation after 4 March 2002.

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- Please debit my: Visa MasterCard Access AMEX
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Olympia 2 - London, UK

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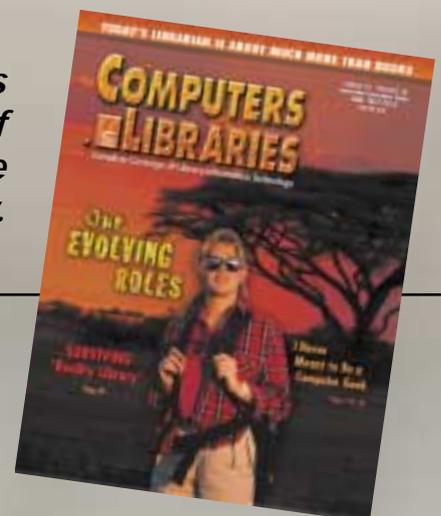
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