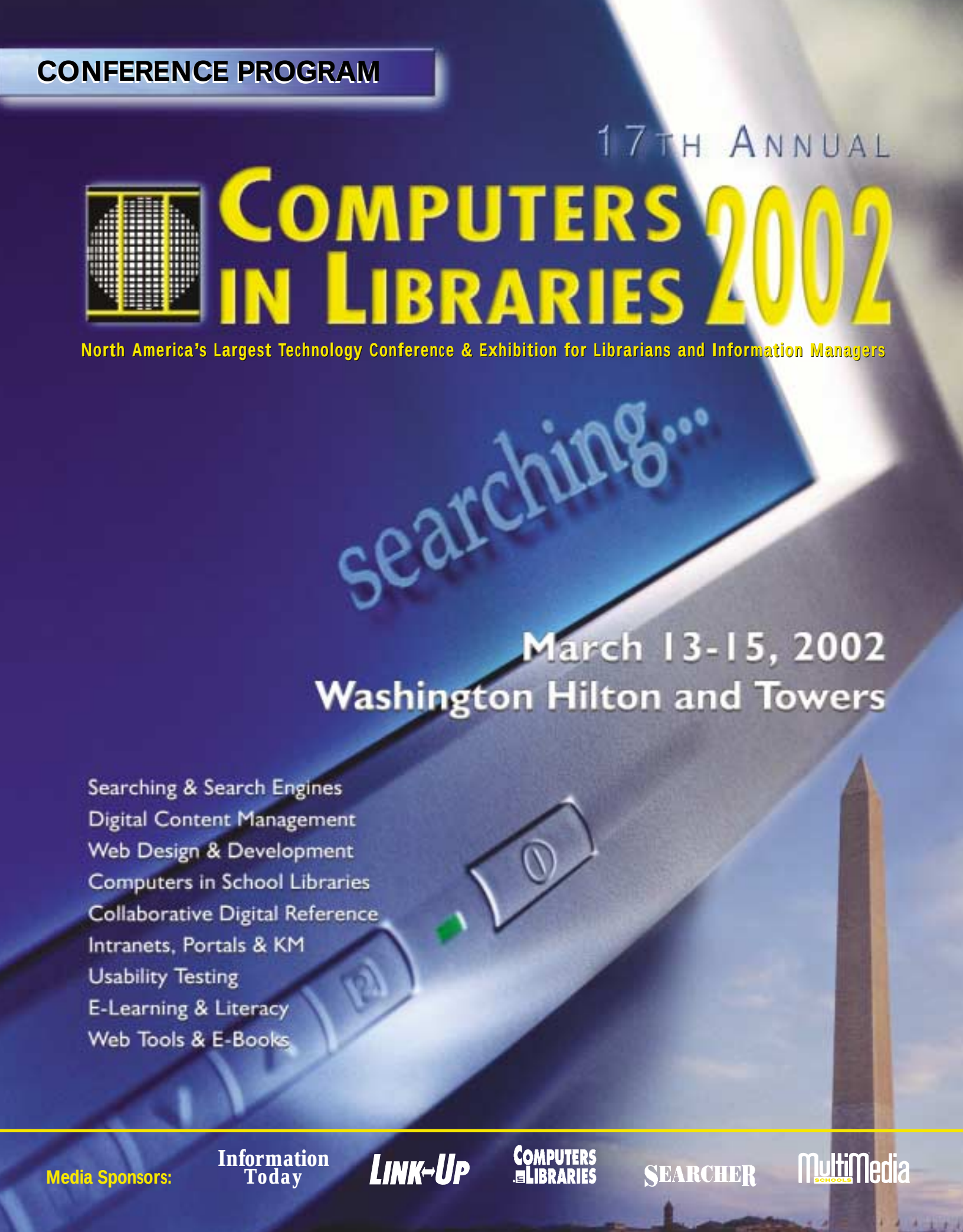
CONFERENCE PROGRAM

17TH ANNUAL

COMPUTERS IN LIBRARIES 2002

North America's Largest Technology Conference & Exhibition for Librarians and Information Managers



March 13-15, 2002
Washington Hilton and Towers

- Searching & Search Engines
- Digital Content Management
- Web Design & Development
- Computers in School Libraries
- Collaborative Digital Reference
- Intranets, Portals & KM
- Usability Testing
- E-Learning & Literacy
- Web Tools & E-Books

Media Sponsors: Information Today, LINK-UP, COMPUTERS IN LIBRARIES, SEARCHER, MultiMedia SCHOOLS

17TH ANNUAL
COMPUTERS IN LIBRARIES 2002

*We are pleased to present the 17th annual **Computers in Libraries** — the most comprehensive North American conference and exhibition on all aspects of library technology. Although the technology and tools available to libraries may have changed over the years, the excellent quality and range of both topics and speakers at **Computers in Libraries 2002** remain the same.*

Program Chair

Jane I. Dysart, *Dysart & Jones Associates*

Organizing/Review Committee

Stephen Abram, *IHS Micromedia*

D. Scott Brandt, *Purdue University Libraries*

Bill Drew, Jr., *SUNY Morrisville College*

Darlene Fichter, *University of Saskatchewan*

Walt Howe, *Delphi.com*

Nancy Nelson, *Founder of CIL*

Julia Peterson, *Information and Knowledge Management*

Ferdi Serim, *Editor,* MultiMedia Schools

Hope Tillman, *Babson College*

CONFERENCE OVERVIEW

Coffee and Danish Hours

Get the day off to a great start by joining us for coffee and danish each morning before the keynote session.

Free Receptions & Dine Arounds

Information Today invites all registrants, exhibitors, and exhibition visitors to receptions on Wednesday and Thursday evenings. They provide opportunities to renew acquaintances and meet new colleagues in a relaxed atmosphere. To check dine arounds, look online at www.infotoday.com/cil2002/dinearounds or see the lists in the registration area.

Evening Sessions

Free and open to all registrants, exhibitors and exhibit visitors.

March 13, 7:30 p.m. – 9:00 p.m.
Technology & Knowledge Forum: A Look at Dead & Emerging Technologies

March 14, 6:00 p.m. – 8:00 p.m.
Inspiring Tales from the Pentagon's Librarians & their Supporters

Tape Cassettes

All sessions are being taped and are for sale in the registration area. They may be picked up during the meeting itself.

Speakers Room

The Bancroft Room will be available Wednesday through Friday for speakers to help them prepare for their presentations.

CONTENTS

Conference At-a-Glance 6–7
PreConference Workshops 8–10
Keynotes & Evening Sessions 12
General Conference 14–30
Computers in School Libraries . . 32–33
PostConference 34–35
Speaker Directory 36–45
Exhibitor List 46
Exhibitor Floor Plan 47
Exhibitor Directory 48-54

EXHIBIT HOURS

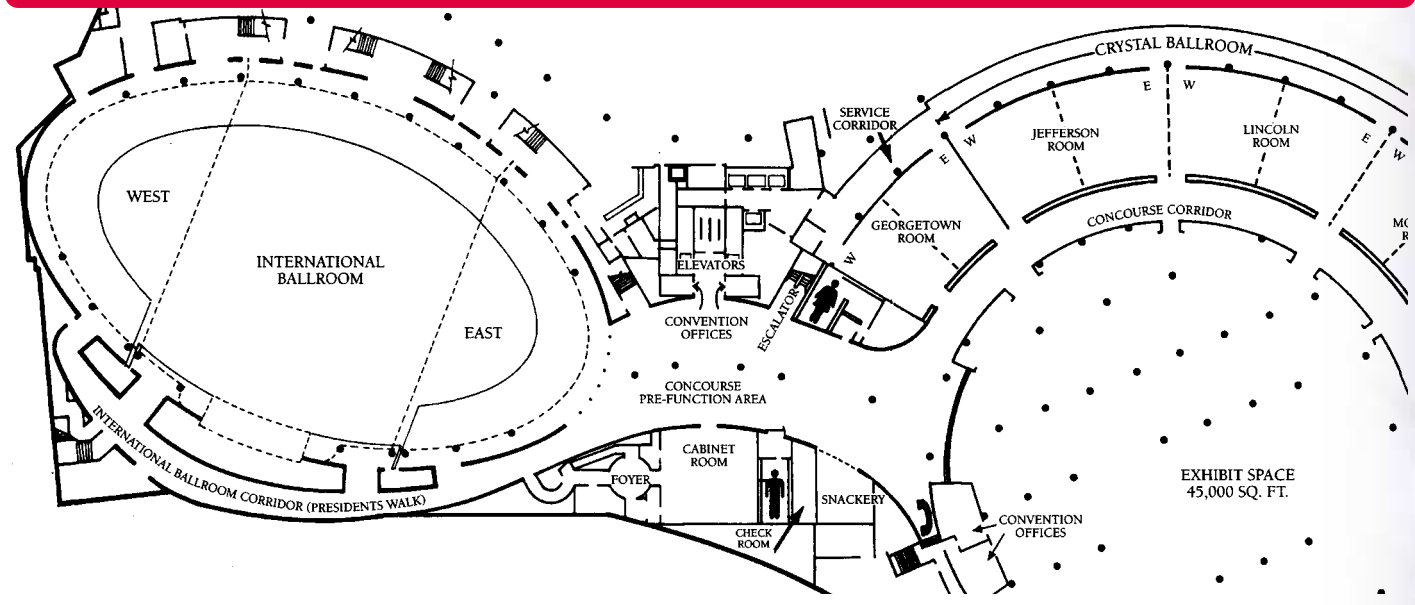
Wednesday, March 13
9:45 a.m. – 5:45 p.m.
Reception 5:00 p.m. – 5:45 p.m.

Thursday, March 14
9:45 a.m. – 5:45 p.m.
Reception 5:00 p.m. – 5:45 p.m.

Friday, March 15
9:45 a.m. – 3:00 p.m.

Information Today, Inc.
143 Old Marlton Pike, Medford, NJ 08055
Phone: 609-654-6266 • Fax: 609-654-4309
E-mail: custserv@infotoday.com
Web site: www.infotoday.com

HOTEL FLOOR PLAN



PRECONFERENCE WORKSHOPS — TUESDAY, MARCH 12

Searcher's Academy

W1

9:00 a.m. – 4:30 p.m. **FULL DAY**

Host: ***Mary Ellen Bates,*** *Bates Information Services*

Faculty: ***Gary Price,*** *Co-Author,* The Invisible Web, *Creator of Price's List of Lists & Direct Search*
Greg Notess, *Reference Librarian, Montana State University—Bozeman Library, & Creator of* Search Engine Showdown
Donna Scheeder, *Congressional Research Service (CRS), Library of Congress*
Bill Spence, *Chief Technology Officer, Information Today*
Ran Hock, *Online Strategies & Author of The Extreme Searcher's Guide to Web Search Engines*

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 on the East Coast, 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.
- General Web Search Engines: How to use them.
- 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 keyboard short cuts and other productivity enhancements.
- Cool Search Tools
- Practical Research Tips and Techniques
- Choosing the Right Search Engine: When to use which, the value of advanced search features, trends in their development and stability
- Ask an Expert: An interactive discussion including a favorite tip, target Web source, or advanced technique from each of the faculty, as well as a chance to ask any questions still unasked or unanswered.

Join us for a stimulating day with the experts.

Information Portals & Content Management Strategies

W2

9:00 a.m. – 4:30 p.m. **FULL DAY**

Howard McQueen, *CEO, McQueen Consulting*
Jean E. DeMatteo, *McQueen Consulting*

This full-day workshop covers the A-Z of Content Management, from Information Architecture, to structured database-driven sites, to key applications and user-interface design and testing. Filled with case studies and compelling real-world applications, this intermediate, non-engineer/developer course, led by an intranet specialist, prepares attendees to become Content Management Consultants.

Usability Testing & Evaluation Methods for Library Web Sites

W3

9:00 a.m. – 12:00 p.m.

Darlene Fichter, *Data Library Coordinator, University of Saskatchewan Library, Intranet Librarian columnist for* Online, *& President, Northern Lights Internet Solutions Ltd.*
Frank Cervone, *Assistant University Librarian for Information Technology, Northwestern University*

Are you developing a new service, intranet area or Web site? Are you redesigning? Do you want to make sure your site works and is easy to use? Learn about usability tests that you can carry out to develop early designs and refine the site. Learn about evaluation techniques. Try out task-based testing. Take home tips, exercises, examples and guidelines for carrying out your own testing and making your site better for users.

Teaching the Internet in 49 Minutes

W4

9:00 a.m. – 12:00 p.m.

D. Scott Brandt, *Purdue University Libraries*

We are way past the point where teaching the Internet is a novelty. Now we need to make sure that we are effective in what we teach and how we do it. For those who have a short amount of time in which to teach both novice and experienced users, a systematic approach to staying on target is essential. This new and improved workshop shows you how to apply instructional systems design (ISD) to almost any information instruction setting. It focuses on how to identify important objectives to cover; integrate learning objectives and instructional strategies; incorporate conceptual understanding; build a learner-centered module of instruction; and determine how and when to include experiential learning exercises. Such an approach is useful for classroom settings, but is also a critical (and often overlooked) element of online delivery for distance learners or Internet/intranet-delivered training. Participants need not have experience in training or instruction, but should possess a willingness to explore a structured way of thinking and working! Brandt, a.k.a. techman, is an award winning and internationally renowned presenter.

Managing Public-Access Computers in the Library

W5

9:00 a.m. – 12:00 p.m.

Marshall Breeding, *Vanderbilt University*

This half-day practical workshop covers issues and technologies involved in running a real-world public-access computer operation. Computer workstations intended for public use come with a unique set of requirements. They provide access to a wide variety of resources and must be impervious to tampering or accidentally being changed by library users. Their security is a major concern. In the workshop we will look at several alternative approaches for managing public-access computers. Hardware and software products available for securing public computers will be discussed. Topics covered will include technical support issues, staff training, user interface design, facilities planning and management, dealing with the public, developing policies and training, and managing staff.

PRECONFERENCE WORKSHOPS — TUESDAY, MARCH 12

Professional Competencies & Activities: A Curriculum Overview — W6

9:00 a.m. – 12:00 p.m.

Ulla de Stricker, *President, de Stricker Associates*
Betty-Jo Hibberd, *Quantum Manager, DIALOG*

Is your career humming along just the way you always dreamed? Do you feel "on top" of every challenge coming your way? Does thinking 5 years out not faze you in the slightest? In today's "information environment," professionals face formidable opportunities requiring formidable skills. Responding to an expressed need for career management among information professionals, the DIALOG Corporation has launched the Quantum2 Program whose curriculum covers the broad sweep of competencies and activities key to a successful career and a successful service operation. Organized according to the typical phases of a strategic planning cycle, the workshop examines "what happens" in, and the skills essential to, these endeavors: environmental analysis, knowledge culture analysis, perception analysis, needs assessment, service definition, management buy-in, implementation/project management, marketing and relationship management, measurement, operations and team management. Attendees discuss a number of questions related to career challenges and strategies to meet them. For those interested in taking charge of their careers, this workshop is an excellent diagnostic tool for identifying areas in need of educational attention and provides pointers for further study taught at venues across North America.

Web Redesigns — The Good, the Bad & the Ugly — W7

1:30 p.m. – 4:30 p.m.

Darlene Fichter, *Data Library Coordinator, University of Saskatchewan Library, Intranet Librarian columnist for* Online, *& President, Northern Lights Internet Solutions Ltd.*
Frank Cervone, *Assistant University Librarian for Information Technology, Northwestern University*

Is it time to strike a committee and start to redesign? Learn how to construct a workable model for a redesign and a useful methology to follow. Get ideas, guidelines and tips on when to change to toolkits and software for developing your site. Hear what tools are popular and most effective. Develop a redesign plan and carry it out from start to finish. Learn about common pitfalls and success factors.

Technology Disaster Recovery — W8

1:30 p.m. – 4:30 p.m.

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

Most library computer users are familiar in dealing with the problems of computer lockup, corrupt files, and other relatively common situations. But, what happens when a real technological disaster strikes — fire, flood, wind damage, earthquake, plagues of locusts and frogs, and other major disasters? If you have prepared your library well in advance and have done appropriate planning, you too can ride out the storm with minimal real damage and downtime. Attendees learn how to protect their hardware, software, and operations from the adverse effects of a variety of disasters through a series of evaluative and planning processes. This half-day workshop helps you to create a Technology Disaster Recovery Plan that will minimize the adverse effects of any disaster on a library's operations and functioning.

Teaching Web Search — W9

1:30 p.m. – 4:30 p.m.

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

With the constantly changing nature of the Web, the search engine features, and the search engines themselves, how do we best teach our users to search the Web? This workshop covers issues with both search engine and instructional techniques. Explore the latest changes among the search engines, and their impact on instruction. Discover how other instructors manage the complexities of teaching Web searching. Learn a variety of techniques for teaching both newcomers to Web searching as well as those who think they know everything about the Web. This session covers advantages, disadvantages, and techniques for hands-on training, demonstration sessions, and online, self-paced guides for use in teaching others to search more effectively amidst the wealth of information on the Web.

Making Your Web Site Accessible to All — W10

1:30 p.m. – 4:30 p.m.

Cheryl H. Kirkpatrick, *Web Administrator/Information Technology Librarian, South Carolina State Library*

Library Web sites provide information about services, collections, and communities as well as access to databases, digital libraries and other information. But is your Web site accessible to everyone? Learn how to make your Web site accessible to people with vision, hearing, physical, and cognitive disabilities. This workshop focuses on providing participants with:

- An understanding of why Web accessibility is important
- Methods of implementing the World Wide Consortium's Web Accessibility Initiative
- Tips for making Web sites accessible
- Information on available tools for evaluating and retrofitting web sites for accessibility
- Resources to continue learning about accessibility

Meet the CIL Speakers

Wednesday and Thursday

5:00 p.m. – 5:45 p.m.

Drop by to chat with some of Computers in Libraries most popular conference speakers:

Roy Tennant, Greg Notess, Rebecca Jones, Scott Brandt, Mike Crandall, Debora Seys, Darlene Fichter, Frank Cervone, Rich Wiggins, and others.

Networking Nook — Booth No. 412

Keynotes and Evening Sessions

Keynotes

WEDNESDAY KEYNOTE
International Ballroom Center

E-Books & the Future of Libraries
9:00 a.m. – 9:45 a.m.

Victor McCrary, *National Institute of Standards and Technology*

What is the current state of e-books today? What are we likely to see in the future? What are the implications for public, academic, school, as well as corporate and government libraries? Hear from one of the world's leaders about the future of this technology and get some insights as to what our library strategies should include for the future.

THURSDAY KEYNOTE
International Ballroom Center

Customization, Personalization & On Target Delivery
9:00 a.m. – 9:45 a.m.

Lisa Mitnick, *Senior VP, Legal & Tax Solutions, LexisNexis*

The value of customization and personalized delivery in reducing the information glut in today's crowded content-rich world is key for all information services. Hear about key strategies and technologies that are supporting our libraries including information/knowledge audits, portable indexing, customized user interfaces, as well as real world applications shared by leading information professionals.

FRIDAY KEYNOTE
International Ballroom Center

Digitizing Legacy Collections: Potential or Waste?
9:00 a.m. – 9:45 a.m.

Roy Tennant, *Web & Services Design Manager, E-Scholarship Initiative, California Digital Library*
Rich Wiggins, *Senior Information Technologist, Computer Laboratory, Michigan State University, & Author/Lecturer, Netfact.com*

Many people assume that the entire monographic holdings of the Library of Congress and other large, and important collections, will soon be available online. Tennant and Wiggins provide a thought-provoking debate on the possibility and desirability of making that a reality. Can we truly digitize millions of books? Should we? The issues discussed are not that different from those that face any library needing to make tough decisions about digitizing material. Come hear what these two friendly, but feisty, colleagues have to say about it.

Meet the Editors

Thursday ***1:00 p.m. – 3:00 p.m.***

Come and meet the editors of *Computers in Libraries* magazine, discuss article ideas, and talk about the magazine.

Networking Nook — Booth No. 412

Evening Sessions

WEDNESDAY EVENING SESSION
International Ballroom East

Technology & Knowledge Forum: A look at Dead & Emerging Technologies
7:30 p.m. – 9:00 p.m.

Moderator: ***D. Scott Brandt,*** *Purdue University*
Panelists: ***Lisa Peterson,*** *Senior Intranet Developer,* South Florida Sun-Sentinel, ***Darlene Fichter,*** *University of Saskatchewan & Northern Lights Internet Solutions,* ***Nancy Nelson,*** *Library Director, Berkeley College,* ***Stephen Abram,*** *IHS Micromedia Limited*

Firmly in the knowledge age, organizations and communities are striving to become learning organizations and centers, and librarians are even more critical to the transfer of knowledge in these learning environments. Our popular "dead technology" session focuses this year on those technologies that will, and will not, allow us to transfer knowledge to our clients in easy, cost-effective, and relevant ways. This session features some new views as well as some of our long-term Computers in Libraries experts, pioneers, and practitioners. It is free and open to all registrants, exhibitors, and exhibit visitors. Come and hear our panel's predictions of future-challenged technologies as they praise and condemn available and emerging technologies.

THURSDAY EVENING SESSION
International Ballroom East

Inspiring Tales from the Pentagon's Librarians & Their Supporters
6:00 p.m. – 8:00 p.m.

Jerri Knihnicki, *Chief, Research & Information Services, Pentagon Library*
Dean McKinney, *BMS Catastrophe, Inc.*
Robert E. Schnare, *Library Director, Naval War College*

What would you do if the landing gear of a 757 landed in your reference section? We can't plan for everything, but we can learn from others! Join us for an awesome evening with courageous, determined, and dedicated librarians whose long-term plans took a definite detour on September 11, 2001. Hear about their recovery efforts, the lessons they want to pass along to other librarians making plans for the future, and be totally inspired by their commitment.

Sponsored by the Special Libraries Association, Washington DC Chapter and Military Libraries Division

KEYNOTE
International Ballroom Center

E-Books & the Future of Libraries
9:00 a.m. – 9:45 a.m.

Victor McCrary, *National Institute of Standards and Technology*

What is the current state of e-books today? What are we likely to see in the future? What are the implications for public, academic, school, as well as corporate and government libraries? Hear from one of the world's leaders about the future of this technology and get some insights as to what our library strategies should include for the future.

Coffee Break — A Chance to Visit the Exhibits
9:45 a.m. – 10:30 a.m.

Sponsored by epixtech

NAVIGATING TODAY'S DIGITAL REALITY
TRACK A
International Ballroom Center

This three-day stream of programs focuses on how we navigate in the digital world. It begins with a full day of programs discussing searching and search engines, then moves to a second day looking at virtual, or collaborative digital, reference, and finishes with a third day focusing on e-learning & Literacy, both information, and technology oriented.

Moderated by ***Julia Peterson,*** *Information and Knowledge Management*

Navigating Today's Digital Reality: Searching & Search Engines

This track focuses on search strategies and methods, search engines, and services which enhance retrieval. Join us for a look at the latest search engines, navigation strategies, and more.

Search Engine Update — A101
10:30 a.m. – 11:15 a.m.

Greg Notess, *Reference Librarian, Montana State University, & Owner,* Search Engine Showdown

Our expert search engine watchdog provides a glimpse at the latest changes and enhancements to current search engines, highlights some of the new engines to check out, and gives us an overview of the landscape as it exists now as well as what it might look like in the future.

Cyberguides & Search Lessons Learned — A102
11:30 a.m. – 12:15 p.m.

Bonnie Burwell, *Burwell Information Services*
Margo Williams, *Research Editor & Internet Trainer,* The Washington Post, *& co-author of* Great Scouts! Cyberguides for Subject Searching on the Web

This session looks at the sources, tools and techniques that expert Williams finds most useful to keep Great Scouts!, as well as her own inventory of subject-based directories of Web resources, current and relevant. It moves on to discuss some new techniques you can use to create your own cyberguides to subject-based resources.

Lunch Break — A Chance to Visit the Exhibits
12:15 p.m. – 1:45 p.m.

Google Busters — A103
1:45 p.m. – 2:30 p.m.

Gary Price, *Creator of Price's List of Lists & Direct Search, co-author of* The Invisible Web

This super searcher goes beyond the favorite Google search engine and looks at the newest search engines on the block, describes what do these engines do differently and when they would be particularly useful. He also discusses key strategies for searching the Invisible Web. Hear from an expert searcher about what's hot in his world!

Coffee Break — A Chance to Visit the Exhibits
2:30 p.m. – 3:15 p.m.

Amphibious Research Skills: Strategies for Super Searching — A104
3:15 p.m. – 4:00 p.m.

Mary Ellen Bates, *Bates Information Services*

Fee or free? Web or professional online services or hybrids? Search engines or the Invisible Web? Online searchers need to know how to evaluate all the information terrains, how to decide which resource to use where and why. Bates provides tips, tools, and technologies for choosing the most appropriate type of resource and pulling all the disparate types of material together.

Catering to Government — Designing & Implementing Customer-Centric Services — A105
4:15 p.m. – 5:00 p.m.

Cecelia Petro, *Director, Carter Library & Information Resource Center, Maryland Dept. of Natural Resources*

This session looks at information retrieval that mirrors the way we manage and document delivery on the fly. Challenged by management to retrieve information in a way that mirrors how the State of Maryland frequently manages its natural resources, by watershed and across disciplines, Cecelia and her library came up with a surprisingly simple and robust solution that satisfies the needs of staff and citizens alike.

WEBWIZARDS' SYMPOSIUM
TRACK B
International Ballroom East

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

WebWizards' Symposium: Web Design & Development

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

Moderated by ***Eric Flower,*** *University of Hawaii - West Oahu*

Writing for the Wired World — B101

10:30 a.m. – 11:15 a.m.

Darlene Fichter, *Data Library Coordinator, University of Saskatchewan Library, Intranet Librarian columnist for* Online, *& President, Northern Lights Internet Solutions Ltd.*

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.

Developing and Managing Web Standards — B102

11:30 a.m. – 12:15 p.m.

Lisa Peterson, *Senior Intranet Developer,* South Florida Sun-Sentinel

How can developing Web standards for intranet or Web sites help you and your users? Learn how to develop Web standards for your intranet or public sites and get by-in from all parties involved. Implement your standards in a realistic way that builds in mechanisms for support, feedback, different interpretations of the model, change and expansion.

Lunch Break — A Chance to Visit the Exhibits

12:15 p.m. – 1:45 p.m.

Managing 4D Text on the Web: Bibliographic Access for the Ephemeral Web — B103

1:45 p.m. – 2:30 p.m.

Debora Seys, *Hewlett Packard*

New ways of delivering content on the Web are giving authors and publishers the opportunity to create multidimensional and ephemeral texts that challenge our assumptions for bibliographic control. Management of content on the Web now provides the means for each user to retrieve and use a unique text, one that has never existed before and may never exist again. This new environment requires new definitions and a different bibliographic approach, if we are to help our users identify, find and access materials in the fourth dimension and beyond. Seys explores some of the questions and problems encountered and proposes some conceptual models for solutions.

Coffee Break — A Chance to Visit the Exhibits

2:30 p.m. – 3:15 p.m.

Tips from the Top — B104

3:15 p.m. – 4:00 p.m.

Frank Cervone, *Assistant University Librarian for Information Technology, Northwestern University*
Greg Notess, *Reference Librarian, Montana State University-Bozeman Library & Creator of Search Engine Showdown*
Darlene Fichter, *Data Library Coordinator, University of Saskatchewan Library, Intranet Librarian columnist for* Online, *& President, Northern Lights Internet Solutions Ltd.*
Gary Price, *Co-Author of* The Invisible Web, *Creator of Price's List of Lists & Direct Search*

This panel of top Web designers and developers shares their key tips and secrets of success for producing easy-to-use, sticky, content-rich sites.

Instant Access: Streamlining User Access to Databases — B105

4:15 p.m. – 5:00 p.m.

Birte Nebeker, *Electronic Resources/Web Development Librarian/ Associate Professor, Raritan Valley Community College*

Libraries acquire more and more online databases. To provide the end user with immediate access, it is important to streamline the process of making the resources available on the library's Web site as soon as they are acquired. In this case study, online databases are added to a back-end application as they are acquired. A middleware Web application generates Web pages on the fly. The applications used are MS Access and Cold Fusion Server. Currently, end users have access to the databases by title or by subject. Come and hear how one library integrates front-end applications such as Web browsers with back-end applications such as MS Access through Web applications.

DIGITAL CONTENT MANAGEMENT
TRACK C
Jefferson Room

Content management is one of the key activities of information professionals, whether through acquiring content, integrating content info databases, intranets or portals, or organizing information architecture strategies, taxonomies, and other systems which make this information accessible to clients and users. This three-day stream of programs focuses on new electronic content formats, e-books and e-publishing, new tools for organizing and creating digital content, and more.

Digital Content Management: E-Books

Leveraging the best aspects of computer and Internet technology to better serve library users, electronic books provide efficient and effective means of aggregating, organizing, and making content accessible. This track presents the current picture of the fast changing e-books environment, looks at the integration and use of e-books in libraries and virtual environments to support distributed learning, as well as discusses how to choose between the growing variety of options.

Moderated by ***Julia Shult,*** *Hamilton College*

General Conference — Wednesday, March 13

Evolving Role of E-Books C101

10:30 a.m. – 11:15 a.m.

Sean Devine, *Safari Books Online*

This session previews an overview of the hardware and software involved with e-books, the emerging roles of publishers and booksellers, the use of e-books in libraries, the development of e-book standards, the implications of copyright and security issues, and questions for the future.

The Integration and Usage of E-Books in the Digital Library C102

11:30 a.m. – 12:15 p.m.

Lynn Silipigni Connaway, *VP, Research and Library Systems, netLibrary, Inc.*
Susan Gibbons, *Digital Initiatives Librarian, University of Rochester*
Kaia Densch, *Thomson, Legal and Regulatory*

Connaway, a librarian and leader in e-book and scholarly communication evolution, shares experiences related to the publication, production, dissemination, and usage of e-books and provides an overview of e-book trends, challenges, and usage data. Gibbons and Densch discuss how to interpret usage patterns and encourage patron adoption and use, what content is best suited for e-book production and how the various forms of electronic content should be linked, what the future "books" look like and how the publishing and library policies and processes are changing.

Lunch Break — A Chance to Visit the Exhibits

12:15 p.m. – 1:45 p.m.

E-Book Choices: Which Option Is Best? C103

1:45 p.m. - 2:30 p.m.

Patricia Alderman, *Electronic Resources Librarian, National Defense University Library*
Rosemary Marlowe-Dziuk, *Senior Reference Librarian, National Defense University Library*
Marybeth Dowdell, *Acquisitions Librarian, National Defense University Library*

Hear from those who have experimented with six different types of e-books in the past two years: Rocket Librarian, netLibrary, REB 1100, REB 1200, Jornada 548, and Jornada 720. This panel presents each device's strengths and weaknesses and discusses how the dynamic e-book environment affects the library's ability to offer effective, up-to-date e-book service.

Coffee Break — A Chance to Visit the Exhibits

2:30 p.m. – 3:15 p.m.

Exhibit Hours

Wednesday, March 13 . . . . . 9:45 a.m. – 5:45 p.m.

Thursday, March 14 . . . . . 9:45 a.m. – 5:45 p.m.

Friday, March 15 . . . . . 9:45 a.m. – 3:00 p.m.

"Books? We Don't Need No Stinkin' Books!" or "How to Succeed at Being a Cybrarian" C104

3:15 p.m. – 4:00 p.m.

Anne Marie Secord, *Director of Library Services, National University*
Robin Lockerby, *Instructional Services Coordinator, National University*
James Sherman, *Library Information Center Librarian, National University*

National University takes distributed learning seriously. It offers 50+ accredited undergraduate and graduate programs online and at 25 learning centers throughout California. The NU Library's 21st Century Cybrary Model supports these programs and provides full service to their 17,000 students through the new Central Library and Library Information Centers with virtual collections. In this case study of their use of technology in training and communication for virtual librarians, a panel highlights the implementation of the model, discusses the use of technology in providing training and communication for remote librarians, and presents the role of a virtual librarian.

Can This Marriage Be Saved? OPACs and E-Books C105

4:15 p.m. – 5:00 p.m.

James Rettig, *University Librarian, University of Richmond*

E-books and reference resource centers have proliferated at the same time as advances in the power of online library catalogs. Rettig points out that the requirements to navigate proprietary interfaces, access e-resources directly or access through passwords are barriers to e-resource use today. Rettig presents a clear vision of a unified, yet flexible and responsive, information resource identification and delivery system that improves access to e-resources for library users, explaining the points of view of ILS vendors, librarians, and e-book and resource center producers.

SYSTEMS TRACK D
International Ballroom West

Processes and systems, especially those linked to the Internet, are key pieces of the infrastructure underpinning libraries and information services today. This three day stream looks at a range of topics including security, state-wide virtual catalogs, intranets, content and knowledge management systems, and wireless technologies.

Moderated by ***Nancy Nelson,*** *Library Director, Berkeley College*

Systems: Processes & Management

The first day of this stream focuses on a variety of topics including the "space" supporting library and information services, public access computing, security, e-acquisitions, working with IT, statewide initiatives and more.

Destination Place: Libraries of the Future D101

10:30 a.m. – 11:15 a.m.

Stephen Arnold, *President, Arnold Information Technologies*
Ulla de Stricker, *de Stricker Associates*

With so many libraries serving a majority of their clients virtually, and with collections being moved offsite for just-in-time item retrieval, the physical space becomes less of a concern, right? On the contrary, many librarians now face the challenge of creating a desirable "being space" to facilitate group work, collaboration, quiet study, and access to electronic resources. Speakers share their observations on the opportunities now available for the libraries of the future.

Secure Public Access & the Modern PC Interface

D102

11:30 a.m. – 12:15 p.m.

Mike Crandall, *Technology Manager, Libraries and Public Access to Information Program, Bill & Melinda Gates Foundation*
Richard Wayne, *Assistant Director for I.S., University of Texas Southwestern Medical Center Library*

Learn from those who are on the front lines of public access computing. Crandall discusses recent work done by the Bill & Melinda Gates Foundation to design a customizable tool that enables local configuration of public access computer security settings. It uses XML files to build a compiled installation program that allows administrators to apply and remove security in a standard Windows 2000 environment. Wayne describes a number of server based, client-based, software and hardware security solutions considered in the design and development of a new PC interface that achieved the appropriate balance of functionality and security for staff and clients.

Lunch Break — A Chance to Visit the Exhibits

12:15 p.m. – 1:45 p.m.

Virtual Catalog Technologies: Implementing Partnerships for Statewide Success

D103

1:45 p.m. - 2:30 p.m.

Mary Anne Doyle, *former Project Manager, Boston Library Consortium*
Randy Dykhuis, *Executive Director, AccessMichigan, Michigan Library Consortium*

The developing technologies and protocols supporting Virtual Catalogs are moving libraries toward building strong, viable partnerships that benefit their users and staff. This session provides two examples: The statewide Virtual Catalog Project in Massachusetts details how the implementation of the Bath Profile, NISO Circulation Interchange Protocol (NCIP) and other protocols, standards and techniques has allowed implementation of their dreams of easy accessibility of library collections and effective resource sharing. AccessMichigan, already providing more than 65 databases to every library in Michigan, is now creating a statewide library network by implementing a shared union catalog, ILL software, patron authentication, and courier delivery service. It describes the challenges of planning for and implementing these services on a multitype library, statewide basis and the directions it is taking.

Coffee Break — A Chance to Visit the Exhibits

2:30 p.m. – 3:15 p.m.

E-Acquisitions: Case Study in Ordering Magazines Online

D104

3:15 p.m. – 4:00 p.m.

Cynthia Larson, *Coordinator, Library Systems, Aurora Health Care*

In 2001, the Aurora Libraries managed approximately 4,000 subscriptions for all Aurora hospitals, clinics, and facilities. Using an intranet, they developed an automated system to allow users to indicate their cancels, renewals, updated mailing and budget information, and new orders. This session discusses and demonstrates the technology used (ColdFusion and a Microsoft Access database) in developing this Web application and briefly describes the subscription management history at the Aurora Libraries, dollars saved using this method, and user feedback to the new system.

Collaborative IT Planning & Practice: Public Library Case Studies

D105

4:15 p.m. – 5:00 p.m.

Alan Bobowski, *Chief, Technical Operations, Montgomery County Public Libraries,*
Kathie Meizner, *Manager, Chevy Chase Branch Library,*
Francie Gilman, *Librarian, Special Needs Library, Montgomery County Public Libraries*
Edwin S. Clay, III, *Library Director, Fairfax County Public Library*

When designing IT policies and practices, librarians can have a big impact using their traditional skills. In Montgomery County Public Libraries, they established The Information Technology Advisory Committee (ITAC) which in the first 6 months accomplished the following: inauguration of a digital reference service using CRM software, a pilot for online book discussions and online real-time author talks, pilot video and virtual library tours, an Internet portal including the library's children's Web page, and customer focus groups to evaluate a variety of hand-held e-book reading devices. A large Fairfax County, VA suburban library system has expanded its traditional role, contributing to such IT projects as the redesign of the County's Web site, the creation of content and navigation design on a county-wide kiosk information system; and even contributing to the future implementation of an electronic payment system. Learn how collaborative IT planning works at major public libraries, as well as a number of collaborative consensus building techniques you can replicate.

WEDNESDAY EVENING SESSION

International Ballroom East

Technology & Knowledge Forum: A look at Dead & Emerging Technologies

7:30 p.m. – 9:00 p.m.

Moderator: ***D. Scott Brandt,*** *Purdue University*

Panelists: ***Lisa Peterson,*** *Senior Intranet Developer,* South Florida Sun-Sentinel, ***Darlene Fichter,*** *University of Saskatchewan & Northern Lights Internet Solutions,* ***Nancy Nelson,*** *Library Director, Berkeley College,* ***Stephen Abram,*** *IHS Micromedia Limited*

Firmly in the knowledge age, organizations and communities are striving to become learning organizations and centers, and librarians are even more critical to the transfer of knowledge in these learning environments. Our popular "dead technology" session focuses this year on those technologies that will, and will not, allow us to transfer knowledge to our clients in easy, cost-effective, and relevant ways. This session features some new views as well as some of our long-term Computers in Libraries experts, pioneers, and practitioners. It is free and open to all registrants, exhibitors, and exhibit visitors. Come and hear our panel's predictions of future-challenged technologies as they praise and condemn available and emerging technologies.

KEYNOTE
International Ballroom Center

Customization, Personalization & On Target Delivery

9:00 a.m. – 9:45 a.m.

Lisa Mitnick, *Senior VP, Legal & Tax Solutions, LexisNexis*

The value of customization and personalized delivery in reducing the information glut in today's crowded content-rich world is key for all information services. Hear about key strategies and technologies that are supporting our libraries including information/knowledge audits, portable indexing, customized user interfaces, as well as real world applications shared by leading information professionals.

Coffee Break — A Chance to Visit the Exhibits

9:45 a.m. – 10:30 a.m.

NAVIGATING TODAY'S DIGITAL REALITY
TRACK A
International Ballroom Center

Navigating Today's Digital Reality: Collaborative Digital Reference

This track takes an in-depth look at new ways of providing reference services using the latest technologies and strategies.

Organized and moderated by ***Rebecca Jones,*** *Dysart & Jones Associates*

We've Come So Far & Have Miles to Go — A201

10:30 a.m. – 11:15 a.m.

Steve Coffman, *LSSI*
Julie Arnold, *Librarian, Engineering and Physical Sciences Library, University of Maryland,*
Neal Kaske, *Head, Engineering and Physical Sciences Library, University of Maryland*

This session presents an update of the "state of the art" of digital reference — where we are today and where we can expect to be going. Arnold and Kaske then discuss their experience to date with Real Time Interactive Reference Service: Chat with a Librarian, underway since April 2001. They focus specifically on the software considered for and used in this project, the librarians' experiences, the effect on our their patrons and on the library, and the future they envision.

The Collaborative Digital Reference Service: Library of Congress — A202

11:30 a.m. – 12:15 p.m.

Diane Nester Kresh, *Director, Public Services Collections, Library of Congress*
Chip Nilges, *Director, New Product Planning, OCLC*

The overwhelming amount of information available has placed new demands and expectations on libraries and librarians. How do librarians build on their age-old status as trusted advisors and create services that will both meet demand and revitalize the profession? The Collaborative Digital Reference Service (CDRS) is one response. CDRS provides professional reference service to users anytime, anywhere, through an international digital network of libraries. This talk explores how CDRS began and what lies ahead for this and other innovative e-reference services.

Lunch Break — A Chance to Visit the Exhibits

12:15 p.m. – 1:45 p.m.

The Research Wizard Experience: An Award-Winning Reference Service — A203

1:45 p.m. – 2:30 p.m.

Karen K. Hein, *Reference & Electronic Services Librarian, University of Nebraska at Omaha*
Marc W. Davis, *Manager of Support Services, University of Nebraska at Omaha*

Winner of the 2001 Gale Group Award for Excellence in Reference and Adult Library Services, the Research Wizard is a real-world example of how new tools can harness the expertise of librarians and translate that expertise into practical user services. Along with translation comes transformation. In addition to discussing the practical techniques and methodologies used to develop high-quality service applications, Hein and Davis explore how Web applications enhance client services and how current practices change in response to new perspectives on patron service.

Coffee Break — A Chance to Visit the Exhibits

2:30 p.m. – 3:15 p.m.

Instant Messaging Reference — A204

3:15 p.m. – 4:00 p.m.

Jody Fagan *&* ***Chris Desai,*** *Social Sciences Librarians, Southern Illinois University Carbondale*

Libraries are expanding digital reference services to include chat and instant messaging, sometimes requiring users to download new software or learn a new skill. These systems share many features in common, including transcript search and storage, sending URLs, and pushing Web pages. This presentation explains the features of instant messaging reference systems, how some vendors implement these features, and development of an in-house system that incorporates these features. The speakers will also discuss the systems' successes and the types of reference interactions encountered.

Weblogs: Their Impact on Delivering Information — A205

4:15 p.m. – 5:00 p.m.

Steven M. Cohen, *Assistant Librarian, Rivkin Radler, LLP*
Blake Carver, *Web Specialist & Webmaster, LISNews.com*

The advent of Weblogs has created another way for information to be delivered to our users. Subject-specific, hand-picked news items as well as relevant Web sites can be updated quickly into a Weblog, bringing all current information to one place for all to see. Presenters discuss how Weblogs have

changed the way information is delivered, how Weblogs operate and how they enhance creativity and productivity, then talk about current Weblogs in library and information science, as well as the technologies involved.

WEBWIZARDS' SYMPOSIUM
TRACK B
International Ballroom East

WebWizards' Symposium: Usability Testing and Studies

Almost every library has a Web site. How well does it work? How can libraries build better sites and improve existing sites? Discover how different libraries are applying usability testing techniques to serve their users better. Learn about what users want and don't want in a Web site. Take home information and ideas for tests and techniques to use. 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 Librarian columnist,* Online, *& President, Northern Lights Internet Solutions Ltd.*

Usable and Accessible Doesn't Equal "Boring" — B201

10:30 a.m. – 11:15 a.m.

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

"Being accessible" is commonly equated with a "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.

Navigation Elements on Library Web Sites — What Works Best? — B202

11:30 a.m. – 12:15 p.m.

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

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.

Lunch Break — A Chance to Visit the Exhibits

12:15 p.m. – 1:45 p.m.

Usability in Action: Three Approaches — B203

1:45 p.m. – 2:30 p.m.

David King, *Information Technology Librarian, Kansas City Public Library*
Lyn Condron, *Head of Cataloging and Webmaster, Tufts University*
Jane Foo, *Web & Instruction Librarian, Seneca College of Applied Arts & Technology*
Kelly Donaldson, *Information Services Librarian, Seneca College of Applied Arts & Technology*

As more and more libraries offer Web services, how do we know they work and work well for our users? Usability testing is one way to gather evidence and improve your library's site. These three case studies show how libraries have gone about designing, and carrying out usability testing and implementing changes. Gather ideas, methods and learn about their research findings to help improve your own site. Learn about redesigning the information playground at Kansas City Public Library, putting the "Us" back in usability at Tufts Arts and Sciences Library, and designing the user interface for a Learning Commons at Seneca College of Applied Arts &Technology.

Coffee Break — A Chance to Visit the Exhibits

2:30 p.m. – 3:15 p.m.

Usability in Action: Three Approaches — B204

(continued)

3:15 p.m. – 4:00 p.m.

What Do Users Want? Defining User Requirements for Web Applications — B205

4:15 p.m. – 5:00 p.m.

Lisa Peterson, *Senior Intranet Developer,* South Florida Sun-Sentinel

Learn how to design and develop a Web database application so that it focuses on users from the start. What are the key questions to ask during the needs assessment that help solicit user requirements? How do you translate this information to project specifications and initial mock-ups? Learn how to use entity-relationship diagrams as well as early first stage mock-ups to improve your design and develop usable Web services.

DIGITAL CONTENT MANAGEMENT
TRACK C
International Ballroom West

Digital Content Management: Tools, Taxonomies, & More

The sessions in this track discuss the tools being used by information professionals today to deliver content in ways their clients find easy to use. Tools include XML, auto-categorization technologies, taxonomies, interfaces and more.

Organized and moderated by ***Stephen Abram,*** *IHS Micromedia*

The Open Interface: Changing the Face of Content Delivery — C201

10:30 a.m. – 11:15 a.m.

Greg Gerdy*, VP & Director of Product Management, Factiva*

The emergence of open interfaces is changing the face of content delivery as it allows companies to easily integrate external content into their internal environment. What are the potential benefits, and likewise challenges, that could result? What role does XML play in an open interface? This session discusses these questions and more by examining the architecture behind an open interface and the practical implications. Learn why Factiva built its completely new product platform based on a flexible, XML, open architecture and how client applications are utilizing it for content delivery.

General Conference — Thursday, March 14

Auto-Categorization Technologies C202

11:30 a.m. – 12:15 p.m.

Bonnie Burwell, *Burwell Information Services*

Taxonomy development, validation and maintenance are key steps to effectively managing content and knowledge. Taxonomy development includes the creation of meaningful categories; we know from experience that much of Web and portal navigation centers around the organization of information through categories. New classification systems and technologies include software for automatic categorization. This session puts these "auto-categorization" tools into the context of current approaches to classification and answers questions such as these: What are some specific auto-categorization products? What are they intended to do? In what context and circumstances? What are their benefits as well as shortcomings? How effective are they compared to manual processes? What are the criteria for evaluating them?

Lunch Break — A Chance to Visit the Exhibits

12:15 p.m. – 1:45 p.m.

Developing a Local Government Taxonomy: Of the People, by the People, for the People C203

1:45 p.m. – 2:30 p.m.

April Bohannan, *Cataloging Services Librarian, Virginia Beach Public Library*
Cynthia Hart, *Library Technical Operations Specialist, Virginia Beach Public Library*

Why develop a local government taxonomy? Studies show that Web users dislike Web sites with little organizational structure. This session discusses the process involved in creating a taxonomy for a local Web site. It details the steps taken to create a taxonomy to support the newly redesigned Web site for the City of Virginia Beach. It describes how the Library became involved in this project and how they combined information gathered from various sources to create a product which can be modified for use by other local government information providers. It touches on the common pitfalls and how to avoid them.

Coffee Break — A Chance to Visit the Exhibits

2:30 p.m. – 3:15 p.m.

Publishing on the Web: Experiences with Open Source, XML and JavaScript C204

3:15 p.m. – 4:00 p.m.

Brian M. Kupiec, *Systems Officer, Beinecke Rare Book & Manuscript Library at Yale University*

During the past year, the Beinecke Library has investigated replacing its Digital Library infrastructure with open source products and deploying its Finding Aids without using an SGML browser. The investigation has taught them a great deal about publishing a database on the Web, using an open source database and making it work, and about XML, XSL and their interaction, as well as developing a strategy to publish suitable documents on the Web.

Images & Maps: Tools, Taxonomies & Processes C205

4:15 p.m. – 5:00 p.m.

Howard Greisdorf, *Director, Texas Center for Digital Knowledge, University of North Texas*
Brian O'Connor, *Coordinator, Interdisciplinary Information Science Ph.D. Program, University of North Texas*
Alan Cornish, *Systems Librarian, Washington State University Libraries*

What we see depends as much on who we are as it does on what we look at. Traditional methods of image retrieval have mostly focused on indexing techniques that encompass object descriptions, titles of works, and provenance criteria; more recent approaches have concentrated on content-based aspects of digitized imagery to extract attributes of color, shape and texture to produce relevant matches for system users. While both approaches have demonstrated merit, the efficacy of these systems could be increased by enabling aspects of subjective engagement with the system derived from the adumbrative, impressionistic, and many times abstract nature of user cognitive engagements with retrieved images. The first presentation discusses building taxonomies for enhanced image retrieval. The second presentation details the development of a joint database built by three libraries in the state of Washington as part of the Washington State Library's Digital Imaging Initiative. The collection is a Web-searchable database of highly described maps, including dynamic maps delivered in MrSID format. The software tools (including DiMeMa's CONTENT software suite and LizardTech's MrSID imaging software) used to create this online collection will be described in detail.

SYSTEMS TRACK D

Jefferson Room

Systems: Focus on Intranets, Portals & Knowledge Management

Intranet and portal technologies are the backbone systems for transferring knowledge, something key to our libraries and information services. This track discusses how to build a portal, provides some case studies of active portals, describes strategies for content, information and knowledge management systems, provides a case study of KM in a research environment, and discusses strategies for providing context for captured knowledge.

Moderated by ***Julia Peterson,*** *Information and Knowledge Management*

Building a Portal: Practicalities, Processes & Pitfalls D201

10:30 a.m. – 11:15 a.m.

Mike Crandall, *Technology Manager, Libraries and Public Access to Information Program, Bill & Melinda Gates Foundation*

What are the questions that you need to ask if you are constructing a portal or redesigning one already in existence? This session walks through a real-life example, examining the different components necessary for success, including content management, information architecture, portal interface design, metrics, and more. Steps along the way, from RFP to post-construction maintenance and revision, are discussed.

Exhibit Hours

Wednesday, March 13 . . . . . 9:45 a.m. – 5:45 p.m.
Thursday, March 14 . . . . . 9:45 a.m. – 5:45 p.m.
Friday, March 15 . . . . . 9:45 a.m. – 3:00 p.m.

Enterprise Portals: What Are They and Where Is the Library?

D202

11:30 a.m. – 12:15 p.m.

John R. Little, *Web Development Librarian, Duke University*
Maliaca Oxnam, *Engineering Librarian, University of Arizona*

Enterprise portals bring the promise of more manageable, customer-friendly Web sites and a greater sense of interinstitutional cooperation. But is one enterprise portal enough? Our first speaker discusses mega-portals, horizontal portals, and vertical portals, talks about which style is most suited to the campus or university setting and which style is most suited to a library setting, describes the major components of portal construction and which parts the library is naturally positioned to develop. Oxnam provides a case study of an academic portal to illustrate how successful portals first do a complex analysis of user needs and expectations and then a system design. She emphasizes the issues, challenges, and resulting outcomes.

Lunch Break — A Chance to Visit the Exhibits

12:15 p.m. – 1:45 p.m.

Strategies for KM, Information Management & Content Management

D203

1:45 p.m. - 2:30 p.m.

Debora Seys, *Information Consultant, Hewlett Packard Labs*
Mary Sellen, *Assistant Director, User Services, University at Albany*

This session begins with a comparison of KM to information and content management. It emphasizes that KM relies on a foundation of information and content management, yet requires people in a way IM and CM never have. The task at hand is to provide systems and technologies that adhere to principles of IM and CM, yet apply them to situations of human interaction and need. This talk includes IT approaches to solving the problems of connecting people who know each other so that they can work together — and connecting people who don't yet know each other so that they can share knowledge — and somehow providing the means to capture what these various groups of people are doing, saying and creating so that the knowledge can be reused. The second speaker describes a working example in which two methods are used for controlling and disseminating staff information in a university environment — a staff intranet and an internal server, which allows for a variety of file sharing within different groups of staff. This combination has enhanced communication between three geographically dispersed locations, eliminated costly printing and internal documentation dissemination, and generally improved the efficiency of intraoffice communication and documentation.

Coffee Break — A Chance to Visit the Exhibits

2:30 p.m. – 3:15 p.m.

Knowledge Management in a Research Environment

D204

3:15 p.m. – 4:00 p.m.

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

The CRS is the department of the U.S. Library of Congress that provides information, research and analysis exclusively for one client, the Congress of the United States. Hear how their management 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 organization. Real-life examples will include applications of KM to dealing with the September 11th crisis.

Strategies for Providing Context for Capturing Knowledge

D205

4:15 p.m. – 5:00 p.m.

Beth Perell, *Knowledge Liaison, Plural*
Richard J. Matthews, *Director of Knowledge Management, Levenfeld Pearlstein*

As companies slim down, jobs are consolidated or eliminated, often putting the onus on individual workers to input their knowledge in easy-to-use systems. KM holds an important place in organization culture to encourage continued sharing and assisting users in finding and sharing their information. Perell discusses using a journalistic approach to acquire information which frequently yields more valuable insight than simply collecting and indexing documents. While technology is an important element of knowledge management, the key to success lies in providing context to data and information. Matthews discusses how KM, advanced by library professionals' special skills, plays out in law firms. He focuses on concrete accomplishments of KM informed by librarianship and computer know-how of today's librarians. He blueprints strategies and technologies of a mid-size law firm and shares details of a professionally prepared three-year KM plan. He discusses the content and information technology (intranet coupled with management systems) facilitating KM, shows how to set up technology to create sharing "social spaces," and details conventional "library" community building techniques for harvesting content and for leading organizational change.

THURSDAY EVENING SESSION

International Ballroom East

Inspiring Tales from the Pentagon's Librarians & Their Supporters

6:00 p.m. – 8:00 p.m.

Jerri Knihnicki, *Chief, Research & Information Services, Pentagon Library*
Dean McKinney, *BMS Catastrophe, Inc.*
Robert E. Schnare, *Library Director, Naval War College*

What would you do if the landing gear of a 757 landed in your reference section? We can't plan for everything, but we can learn from others! Join us for an awesome evening with courageous, determined, and dedicated librarians whose long-term plans took a definite detour on September 11, 2001. Hear about their recovery efforts, the lessons they want to pass along to other librarians making plans for the future, and be totally inspired by their commitment.

Sponsored by the Special Libraries Association, Washington, DC Chapter and Military Libraries Division

General Conference — Friday, March 15

KEYNOTE
International Ballroom Center

Digitizing Legacy Collections: Potential or Waste?
9:00 a.m. – 9:45 a.m.

Moderator: ***Rebecca Jones,*** *Dysart & Jones Associates*
Roy Tennant, *Web & Services Design Manager, E-Scholarship Initiative, California Digital Library*
Rich Wiggins, *Senior Information Technologist, Computer Laboratory, Michigan State University, & Author/Lecturer, Netfact.com*

Many people assume that the entire monographic holdings of the Library of Congress and other large, and important collections, will soon be available online. Tennant and Wiggins provide a thought-provoking debate on the possibility and desirability of making that a reality. Can we truly digitize millions of books? Should we? The issues discussed are not that different from those that face any library needing to make tough decisions about digitizing material. Come hear what these two friendly, but feisty, colleagues have to say about it.

Coffee Break — A Chance to Visit the Exhibits
9:45 a.m. – 10:30 a.m.

NAVIGATING TODAY'S DIGITAL REALITY TRACK A
International Ballroom Center

Navigating Today's Digital Reality: E-Learning & Literacy

Learning and literacy go hand in hand in today's information world: Learning is the process, and literacy is the outcome. Information literacy demands that users apply critical-thinking skills to search for and retrieve information. Technology literacy is necessary in order to use a variety of applications to manipulate and organize information. And computer literacy is at the foundation of most information and technology skills. Here we discuss all aspects of learning and literacy that are applicable to educating clients and staff to perform well at work, at home and at school. We start with planning, peer into the learning process, review practical approaches, look at useful tools, and then consider how to make sure staff are up to par to support learning.

Organized and moderated by ***Scott Brandt,*** *Purdue University Libraries*

Planning for Successful Learning — A301
10:30 a.m. – 11:15 a.m.

Bonnie Burwell*, Burwell Information Services & Oakland Public Library Board*
Pal V. Rao, *Dean of Library Services, Central Missouri State University*

Planning is a key precursor in any endeavor and is often overlooked or given short shrift in building library literacy programs. Planning is needed to justify and describe the benefits of technology programs, as well as to ensure programs are carried out, from determining outcomes to acquiring needed technology. This session discusses the considerations and planning required for public libraries to offer information and technology literacy programs to their patrons as well as to provide opportunities for their own personnel to acquire and stay current in these skill areas.

Looking into the Learning Process — A302
11:30 a.m. – 12:15 p.m.

Ashley Robinson, *Gateway Librarian, The Pennsylvania State University*
Elizabeth Nelson, *Lecturer in English, The Pennsylvania State University*
Robert Bleil, *Graduate Lecturer in English, The Pennsylvania State University*
Barbara Williams, *Engineering Librarian, University of Arizona*
Heather Murray, *Graduate Lecturer, The Pennsylvania State University*

The learning process itself must be examined before designing literacy sessions. This requires assessment of participants and the technological environment in which they work. We are given insight into one aspect of learning by finding out how to assess the skill level of participants engaging in information-literacy programs. In addition, we're shown how to improve learning outcomes using technology-mediated instruction.

Lunch Break — A Chance to Visit the Exhibits
12:15 p.m. – 1:45 p.m.

Achieving Learning Outcomes — A303
1:45 p.m. – 2:30 p.m.

Stephanie Rawlins Gerding, *Continuing Education Director, New Mexico State Library*
Brenda Hough, *Staff Development Trainer, Bill & Melinda Gates Foundation*

Practical approaches are necessary to ensure achievable outcomes and overall success in a program. Here we will be treated to insights, tips and techniques from the Bill & Melinda Gates Foundation, which is renowned for inspiring and supporting information literacy.

Coffee Break — A Chance to Visit the Exhibits
2:30 p.m. – 3:15 p.m.

FREE RECEPTIONS

Information Today, Inc. invites all registrants, exhibitors, and exhibition visitors to receptions on Wednesday and Thursday evenings. They provide opportunities to renew acquaintances and meet new colleagues in a relaxed atmosphere while viewing the latest products and services for libraries and information services.

E-Learning Tools: The Online Perspective

A304

3:15 p.m. – 4:00 p.m.

Eileen Stec, *Instruction and Outreach Librarian, &*
Anthony Joachim, *PC Coordinator, The Mabel Smith Douglass Library, Rutgers University*
Daniel Kipnis, *Education Services Librarian, Thomas Jefferson University*

This session provides a practical and applied look at some of the tools of the trade including a Web module developed to meet the needs of an online literacy session, new methods in teaching online courses, and a unique format for teaching at the university level.

Building Support Through Staff Training

A305

4:15 p.m. – 5:00 p.m.

Robert J. Lackie, *Assistant Professor & Librarian, Rider University Libraries*
Elaine R. Gaber, *Supervising Librarian, Morris County Library*
Michael Stephens, *Networked Resources Trainer, St. Joseph County Public Library*

To ensure that literacy gets off the ground and becomes ultimately successful, staff need to be developed and trained to teach, assist and support programs. This session discusses the strategies needed for successful instruction in an electronic classroom and of mastering a public technology training program.

WEBWIZARDS' SYMPOSIUM
TRACK B
International Ballroom East

WebWizards' Symposium: Web Tools

This track takes a look at some of the new and different tools that can assist Webmasters and Web managers in improving and further developing their sites, ensuring their security, streamlining their Web practices, and more. Hear our experienced practitioners as they share their experiences, strategies and tips.
Moderated by ***Julia Shult,*** *Hamilton College*

Verbots® for Library Web Sites, & Services

B301

10:30 a.m. – 11:15 a.m.

David Bennett, *Systems Librarian, Robert Morris College*
Jackie Corinth, *Public Services Librarian, Robert Morris College*

This session explains how verbal robots (verbots®) and artificial intelligence software can be used to enhance a library's Web site and services. It describes working with the company, Virtual Personalities, to beta test talking robots (computer animated artificial intelligence software) in a library setting. The verbots® are taught to answer simple directional and reference questions and to forward queries to a library database or search engine. Includes a live demo.

XML for Libraries

B302

11:30 a.m. – 12:15 p.m.

Roy Tennant, *Web & Services Design Manager, E-Scholarship Initiative, California Digital Library*

The eXtensible Markup Language (XML) is arguably the most important technical development for libraries since the Web. XML is a relatively simple, yet powerful, method to encode anything from data to full-text in a way that can be easily transported and manipulated by software. Librarians are already using it to accomplish a variety of tasks using methods that are easily transferrable to other libraries. This session provides a brief introduction to XML and quickly moves on to how XML can be used to solve specific library problems and enable new opportunities.

Lunch Break — A Chance to Visit the Exhibits

12:15 p.m. – 1:45 p.m.

Dynamic Database-Driven Web Sites: Planning, Praise, and Pitfalls

B303

1:45 p.m. – 2:30 p.m.

Denise A. Garofalo, *Director for Communications Resources, Mid-Hudson Library System*
Francie C. Davis, *Assistant Professor/Reference Librarian, &*
Laura Pope Robbins, *Instructor/Reference Librarian, Dowling College*

Learn how two libraries enhanced their sites by developing and delivering dynamic Web content. Hear about the basic steps for designing, developing, testing, implementing and maintaining dynamic database-driven Web content as well as critical success factors for the creation of such sites. Find out how Mid-Hudson Library System librarians moved data and in-house specialty databases developed in Access to their Library Web Site. Discover how Dowling College librarians created dynamic databases to provide accurate and up-to-date, one-stop searching for site visitors while simplifying and eliminating the redundancy in the maintenance of Web pages.

Coffee Break — A Chance to Visit the Exhibits

2:30 p.m. – 3:15 p.m.

Firewalls: The First and Best Line of Defense

B304

3:15 p.m. – 4:00 p.m.

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

Any library or other organization that is not protected by one or more firewalls is asking for trouble — and can expect it to arrive sooner than later. The kinds and purposes of an organization firewall (both hardware- and software-based) are presented, as are the real-world reasons for having one in place. Various options for desktop-based firewalls also are presented, with an emphasis on their appropriate configuration and monitoring. Sources, examples and caveats for the purchase, deployment, and operation of organizational and desktop firewalls are presented.

Extending the Browser: Plug-Ins, Active X, and More

B305

4:15 p.m. – 5:00 p.m.

Candice Benjes-Small, *Reference/Instruction Librarian, McConnell Library, Radford University,*
Melissa Just, *Information Specialist, Norris Medical Library, USC*

It has been the conventional wisdom in libraries to "just say no" to browser tools such as Shockwave, Flash, and QuickTime. Many librarians disparage them as frivolous bandwidth hogs that should be avoided at all costs: don't put them on library sites, don't install them on public stations, and avoid sites that use these technologies. In fact, these tools can radically increase a Web browser's capabilities, lending greater interactivity and functionality. This session discusses which plug-ins, Active X, and helper applications are the most useful for the library setting.

DIGITAL CONTENT MANAGEMENT
TRACK C
International Ballroom West

Digital Content Management: Creating, Preserving and Managing

Digital content is here to stay. It offers libraries an array of opportunities for new services, broader access, and innovative programs never imagined 5 years ago. Digitization brings a series of challenges to libraries, from funding the projects to selecting technologies to managing staffing, workflow, services and copyright concerns. This track covers all of these issues with case studies from professionals who have "been there, learned that."

Moderated by ***Julia Peterson,*** *Information & Knowledge Management*

Trials, Tribulations, and Triumphs: Digitizing Case Studies

C301

10:30 a.m. – 11:15 a.m.

Eileen C. Mathias, *Information Services Librarian, Academy of Natural Sciences*
María R. Estorino, *Project Director/Archivist, University of Miami Libraries Cuban Heritage Collection*

As a small nonprofit institution, the Academy of Natural Sciences does not have the resources to support computer programmers for special projects, so when setting out to digitize a collection the Academy needed to be innovative. Mathia's presentation focuses on the challenges project leaders face in digital imaging projects, how an image management module for an OPAC works, and the pros and cons of using a turnkey system such as Innovative for digitizing projects. Estorino describes the digitizing of archival materials from the Cuban Heritage Collection at the University of Miami Libraries. This project is using EAD (Encoded Archival Description) as the method for delivering digital images via the Web, thereby providing access not only to collection finding aids but also to the intellectual content of selected collections. Estorino discusses the combined technologies of EAD and collections digitization, plus the issues of staffing, technical equipment, selecting materials, and managing workflow.

Building a First-Time Digital Repository: Facing the 500-lb. Gorilla

C302

11:30 a.m. – 12:15 p.m.

Allison R. Kopczynski, *M.I.S., Partnership Manager, cyber-state.org, Environmental Research Institute of Michigan (ERIM)*

A digital repository is a centralized, electronic warehouse for information and knowledge that is classified, organized, and structured in a meaningful and useful way. But once the need for a digital repository is agreed to and approved as a corporate project initiative, suddenly the opportunity looks like a 500-lb. gorilla! Put on your war paint, get out the jungle gear — this presentation offers survival techniques for some of the challenges faced during the building of a first-time digital repository such as communication barriers, resource utilization, corporate buy- in and support, and content control.

Lunch Break — A Chance to Visit the Exhibits

12:15 p.m. – 1:45 p.m.

Digital Preservation Planning and Requirements Analysis

C303

1:45 p.m. – 2:30 p.m.

Robert R. Downs, *Officer of Research and Senior Digital Archivist, Columbia University*

The preservation of digital resources is necessary to support their access, and use over time. Organizational efforts to design, create, and enhance digital resources will be lost if the data, documents, and programs are not archived to guarantee future access and use. Those responsible for the digital resources of their organization must consider digital preservation as an important part of their data stewardship roles. Digital preservation efforts require both a strategic and a user-centered approach. Downs describes the process and requirements analysis involved in digital preservation planning.

Coffee Break — A Chance to Visit the Exhibits

2:30 p.m. – 3:15 p.m.

Now and Forever: A Model for Preserving Electronic Publications

C304

3:15 p.m. – 4:00 p.m.

Cathy Nelson Hartman, *Head, Government Documents Department, University of North Texas Libraries*
Coby Condrey, *Coordinator, Texas State Publications Depository Program, Texas State Library and Archives Commission*

As the Texas state government followed the lead of the U.S. government and began publishing many state documents on agency Web sites, Texas historians, librarians, records managers, and others became concerned about preserving current and permanent access to the publications. This presentation covers their process of building a plan for the future and how they formed a work group, secured funding for the project, developed a collection plan, formed multi-institutional partnerships, and designed the technology for the project. A demonstration of the Texas Electronic Depository is included.

Copyright in Cyberspace: Impact of Recent Court Rulings on Electronic Content

C305

4:15 p.m. – 5:00 p.m.

Cristine S. Martins, *President, Martins Consulting*
Sophia J. Martins, *Reference Law Librarian, Touro Law Center, Fuchsberg College of Law*

This session provides an in-depth review of recent copyright decisions relating to electronic publications. While the primary focus of this discussion is U.S. law, attention will also be given to some international laws and publications. Court cases are examined, explained, and the implications for the future are looked at in detail.

Meet the Authors

Check signs in the Networking Nook and the Registration area for more details.

Stop to meet some of the industry's top authors:

Gary Price, Mary Ellen Bates, Ran Hock, Margot Williams, Bonnie Burwell, Stephen Abram, Nancy Nelson and others.

SYSTEMS
TRACK D
Jefferson Room

Systems: Delivering Content & Services

The third day of the Systems stream looks at new ways to deliver services and content and to utilize technologies from the exciting new world of wireless. Speakers discuss challenges and tips on accessing content from hand held wireless devices, and provide case studies of libraries actively involved in providing content and services using wireless technology and software to manage systems and processes.

Content Delivery: New Tools & Techniques

D301

10:30 a.m. – 11:15 a.m.

Stephen Arnold, *President, Arnold Information Technologies*

This session looks at a number of new technologies and strategies for the delivery content and services to key clients. It includes discussions on the forces driving wireless information applications for medicine and other industries. Learn from industry examples how to optimize the opportunities currently available and how to capitalize by delivering key content services within your libraries.

Wireless Networks

D302

11:30 a.m. – 12:15 p.m.

Marshall Breeding, *Vanderbilt University*

Wireless LANs have really taken off as a technology of choice. This session provides background on the issues, challenges and technologies necessary for a success in this arena. It also presents a number of case studies of working applications as well as some exciting new initiatives on the drawing board.

Lunch Break — A Chance to Visit the Exhibits

12:15 p.m. – 1:45 p.m.

Content & PDAs: Case Studies

D303

1:45 p.m. - 2:30 p.m.

Doug Rosenoff, *Director, Global Technology Strategy, Thomson Legal & Regulatory*

This session highlights several case studies of organizations delivering to or accessing content from PDAs for their clients, one in the medical field and another in the legal arena. Speakers describe their situations, discuss the challenges and share their learnings.

Coffee Break — A Chance to Visit the Exhibits

2:30 p.m. – 3:15 p.m.

Streaming Video with RealNetworks

D304

3:15 p.m. – 4:00 p.m.

Eric Flower*, Librarian, University of Hawaii - West Oahu*

Streaming video content has now reached the mainstream with educational classes and other events being broadcast to homes and offices. This session discusses the how-to, practical tips, as well as key applications of the technology. It demonstrates real examples and shares the lessons learned.

Cheap, Accurate, Easy, Fast... Delivering Content

D305

4:15 p.m. – 5:00 p.m.

Betsy Larson, *Library Systems Administrator, Abbott Laboratories*
Kathleen Morris, *Manager, Library Services, Abbott Laboratories*

The Abbott Library recently implemented a commercial software application for the management of document delivery requests. Over the long-term the Abbott Library intends to provide tools to seamlessly guide clients through the Search, Locate, Request, and Deliver cycle of information retrieval. The document delivery request management application supports the full ISO ILL protocol; incorporates flexible tools to manipulate email messages; and provides integrated facilities for electronic delivery of documents. This session highlights the processes for defining local system requirements for document delivery management; for designing, distributing and evaluating responses for the RFP; and implementing the initial phases of the project.

MARK YOUR CALENDAR!

Don't miss Information Today's next library conferences.

InfoToday 2002
May 14-16, 2002
New York, NY

Internet Librarian 2002
November 4-6, 2002
Palm Springs, CA

Visit www.infotoday.com for more information

COMPUTERS IN SCHOOL LIBRARIES

As a specialized conference within a conference, Computers in School Libraries 2002 brings together a series of programs focused on technology and its impact on the practices and practical concerns of librarians and school media specialists in the K-12 education system. Organized and moderated by Ferdi Serim, Editor, MultiMedia Schools, the conference offers participants philosophical reflection, practical how-to tips, and information about the newest products and services designed for the K-12 market. Attendees can also attend sessions at Computers in Libraries 2002 to enrich this program.

FRIDAY, MARCH 15

Lincoln West

Devising Powerful Curriculum Maps to Create E-Portfolios: The IT Team, Media Specialists & Mathematics Teachers — E101

9:00 a.m. – 9:45 a.m.

Carmelita A. Santiago, *Mathematics Teacher, Atlanta Public Schools*

Discover the potential for Media Specialist/Teacher collaborations to devise curriculum maps that integrate core subjects and IT across the school community. Identify the skills needed by students to create e-portfolios on the Internet that can be used with any content area. Learn how to include parents from the school community to assist with implementing the new curriculum map as a resource to student achievement and success.

Finding International Resources on the Web — E102

10:00 a.m. – 10:45 a.m.

Randolph Hock*, President, Online Strategies; Adjunct Faculty, Lesley University Technology in Education Program*

The K-12 environment is an excellent place to take extensive advantage of the "World-Wide" part of the WWW. Across much of the curriculum, there are Web resources that can add immediacy, depth, and new perspectives to student experiences. This workshop will look at factors to be considered when looking for non-US material, a collection of starting places for finding such materials, and how to effectively, and relatively easily, deal with special problems presented, particularly the language issues. On the last point, we will examine the critical factors in finding, viewing, and (roughly) translating non-English (even non-Roman-alphabet) materials.

Coffee Break

10:45 a.m. – 11:15 a.m.

FEATURE PRESENTATION

The Big6: Technology Skills in Context — E103

11:15 a.m. – 12:00 p.m.

Robert E. Berkowitz, *School Library Media Specialist, Wayne Central School District, Ontario Center, NY & Adjunct Professor, Syracuse University*

This well known speaker and author of many books, is a strong believer in the library media specialist as a key partner in the excellence in education. In this session, the Creator of The Big6, discusses the most widely known and used approach to teaching information and technology skills in the world. Used in thousands of K-12 schools, higher education institutions, and corporate and adult training programs, the Big6 information problem-solving model is applicable whenever people need and use information. The Big6 integrates information search and use skills along with technology tools in a systematic process to find, use, apply, and evaluate information to specific needs and tasks. Learn more about the approach and how you can use it in your school.

Lunch Break — A Chance to Visit the Exhibits

12:15 p.m. – 1:30 p.m.

The Big6: Technology Skills in Context *(continued)* — E104 & E105

1:00 p.m. – 3:15 p.m.

EXHIBIT HOURS

Wednesday, March 13 . . . . 9:45 a.m. – 5:45 p.m.

Thursday, March 14 . . . . . 9:45 a.m. – 5:45 p.m.

Friday, March 15 . . . . . 9:45 a.m. – 3:00 p.m.

SATURDAY, MARCH 16

Lincoln West

National Certification for Library Media Specialists & Library Media Standards: Why, How, So What? E201

9:00 a.m. – 9:45 a.m.

Patty Sorensen, *Media Specialist, Middleton Elementary School, Sherwood, OR*

Why do we need National Board Certification for Library Media Specialists? Sorensen, who served on the Assessment Team for the National Library Media Specialist Certificate, explains the history, development, and process for the National Board of Professional Teaching Standards' Library Media Certification. She also provides hands-on activities to understand how the National Library Media Standards published by the National Board for Professional Teaching Standards and National Certification work together to provide superior professional development activities for accomplished library media specialists across the nation.

Power to the People: Film Making for the Masses E202

10:00 a.m. – 10:45 a.m.

Jane Prestebak, *Librarian, Spring Lake Park HS, MN*

Low-cost digital editing systems bring the power of the editing suite to the desktop computer, lots of desktop computers. Apple's iMovie and other editing software for the PC such as StudioDV, let us provide our students with the power to create and communicate in the visual language that dominates their world. Neither pen and paper nor keyboard and word-processing software automatically make our students writers, we need to train them to write. We also need to provide our students with knowledge of how the videographer selects and enhances what the audience sees on a screen. Let's talk about how we can set up a digital editing lab that lets many students, not just one or two, work with film. Let's provide our students with a film making process and inspiration in the art of film-making. We shall see the life and thought of young people and their ability to express that life and thought through art as never before.

Coffee Break

10:45 a.m. – 11:15 a.m.

Library to Library: Sharing America's Smithsonian E203

11:15 a.m. – 12:00 p.m.

Martin R. Kalfatovic, *Digital Projects Librarian, Smithsonian Institution Libraries*

Suzanne C. Pilsk, *Cataloger, Smithsonian Institution Libraries*

The Smithsonian Institution, both the museums and the Libraries, offer a variety of Internet resources for the public and internal researchers. Online exhibitions, digital collections, and electronic databases offer the potential for use in a K-12 environment. How best to bring these resources to students via school libraries is the topic of this session. We hope to bring students in more direct contact with Smithsonian resources by using the museum library as a bridge to the school library. This session is planned as a collaborative learning experience with the audience.

Lunch Break

12:00 p.m. – 1:00 p.m.

Those Dark Hiding Places: The "Invisible Web" Revealed E204

1:00 p.m. – 1:45 p.m.

Robert J. Lackie, *Assistant Professor, I-Librarian & Faculty-in-Residence, Rider University Libraries*

"If only I had known!" was the bitter cry of the searcher who relied just on search engines to search the Web. Although many popular search engines boast about their ability to index information on the Web, more of it (dynamically generated pages, certain file formats, and numerous databases) is becoming invisible to their searching spiders. Much of the Web is hiding information from us, but we can access this hidden content! Learn how you can reveal the secrets of these dark hiding places.

Using the Internet to Create Web-Based Lessons and Activities E205

2:00 p.m. – 2:45 p.m.

Sheila Offman Gersh, *Director, Center for School Development, City College of New York, School of Education*

Learn to Integrate the Internet into classroom instruction. During this session, participants learn how to "Internetize" their traditional classroom lessons, create online collaborative projects and create WebQuests that meet statewide learning standards and assessment criteria. They become familiar with the huge amount of resources on the Internet that are available for "Internetizing" classroom instruction. A Web site that has links to hundreds of resources has been created to be used during this session (and after). In addition, templates are used to create the final products.

Coffee Break

2:45 p.m. – 3:00 p.m.

Using the Internet to Create Web-Based Lessons and Activities *(continued)* E206

3:00 p.m. – 4:00 p.m.

DINE AROUND TOWN WITH INFORMATION PROFESSIONALS

Wonderful food and dining expeditions to the superb restaurants of the Washington, DC area are planned. So join your colleagues for an evening of terrific conversation, great food, and lots of fun you won't soon forget! To check dine arounds, look online at www.infotoday.com/cil2002/dinearounds or see the lists in the registration area.

POSTCONFERENCE WORKSHOPS — SATURDAY, MARCH 16

Information Audit: A Strategic Tool

W11

9:00 a.m. – 4:30 p.m. **FULL DAY**

Rebecca Jones, *Dysart & Jones Associates*
Bonnie Burwell, *Burwell Information Services*

The information audit is a critical first step in any needs assessment or knowledge management initiative. The purpose of any audit is to determine what's right, what's wrong, what's in place and what's missing. A successful information audit will provide these answers, plus address questions about an organization's information processes and be the basis for information and knowledge strategies and objectives. This full-day workshop focuses on providing participants with:

- An understanding of the scope and critical issues in an information audit
- The role of an audit within an organizational context
- The steps entailed in an information audit
- A framework to begin designing specific audit instruments for use in their own organizations

Intranet Taxonomies and Metadata: Creating Them, Using Them

W12

9:00 a.m. – 4:30 p.m. **FULL DAY**

Marjorie Hlava, *President, Access Innovations, Inc.*

Putting content on the Internet with a flexible, effective and easy-to-use interface requires a strong metadata set and accompanying taxonomy or taxonomies. Metadata and taxonomies are the two major components that allow for quick, easy navigation and excellent search results, and when they are linked to well-formed data, create the basis of successful sites. Several standards are in the process of being set, and many techniques have evolved to help achieve these goals. Learn about the Dublin Core Metadata, the INDECS data dictionary, the EPICS project, the latest BISAC initiatives, the RDF from W3C, and other metadata projects that can be used in your own Internet or intranet development projects. Taxonomy management deals with the core concern of content developers and disseminators — how to quickly convey meaning of a record or document so that it can be found precisely and accurately. Ambiguity is the ever-present enemy of clarity. Thesaurus (taxonomy) design and control provide tools and techniques for disambiguation. As a designer and developer of databases for over 20 years, the presenter discusses techniques for building and managing vocabularies and metadata and defines the various types of word control, including rules for distinguishing among different word control formats. Hlava also demonstrates an XML RDF solution for text management as an example of how these new standards can work together for an effective outcome.

Professional Web Authoring with XHTML and CSS

W13

9:00 a.m. – 12:00 p.m.

Roy Tennant, *Web & Services Design Manager, E-Scholarship, California Digital Library*

This half day workshop looks at the next logical step for Web-savvy folks on their journey to using XML. It provides a thorough grounding in XTHML tagging practices and Cascading Style Sheets (CSS) so that attendees can immediately gain the advantages of separating structure from format, while providing a foundation for using XML in the future. The workshop is filled with examples, practical tips, and resources for launching you on your way to the future of the Web with a minimum of effort.

Setting Up Shop: Are You Consultant Material?

W14

9:00 a.m. – 12:00 p.m.

Ulla de Stricker, *President, deStricker Associates*

This half-day workshop guides attendees through a systematic battery of questions intended to clarify the pros and cons and the "what does it take" associated with setting up an independent consulting practice. In today's economy, many organizations see an advantage in hiring "Just-In- Time expertise" ... but can you sustain an income supplying it? As a result of being approached frequently to comment on setting up and managing a consulting practice, de Stricker developed this workshop as a tool for self- and risk-assessment. Rather than a how-to (no two practices are alike), it is intended as food-for-thought-before-you-jump-in and includes a copy of her forthcoming primer on the topic.

The Extreme Searcher's Web Finding Tools: Choosing and Using the Right One

W15

9:00 a.m. – 12:00 p.m.

Randolph Hock, *Online Strategies, Author of The Extreme Searcher's Guide to Web Search Engines*

Web search engines, Web directories, metasites — all are useful tools for finding the right sites efficiently and effectively. For any question though, one tool may be much more appropriate than another. In this workshop we'll look at which to use when, and the relative strengths, weaknesses and applications of each category of tool. Each of the major directories and search engines will likewise be examined in terms of strengths, weaknesses, and unique applications. As for metasites, we'll see why this category of tool needs more recognition and how to easily locate the best metasites in any area. The emphasis of the workshop will be on practical applications and on that knowledge which will enable attendees to most effectively and efficiently find the answers they need.

Benchmarking Technical Solutions for Libraries

W16

1:30 p.m. – 4:30 p.m.

Nancy Melin Nelson, *Library Director, Berkeley College*
John Richardson, *President, einfo Dynamics LLC*

Managing a library's computing infrastructure is a tough task. This workshop provides examples of technical solutions for minimizing administration, minimizing vulnerability, maximizing accessibility and user friendliness as well as security. Find out what library systems professionals are doing in the area of wireless, CD-ROM networking, security for public access workstations, disaster recovery, instructional room/lab setups, electronic reserves, authentication solutions, data handling, printing/copying control solutions, Internet filtering/monitoring and more. This half-day workshop provides practical alternatives to a host of technical issues and includes time for participants to exchange information on specific problems and solutions. It also covers library trends that raise technical concerns and technology trends, as well as policy, organizational and administrative concerns of library systems staff. Find out which solutions are out there and how they really work.

Grant Writing for Technology Projects W17

1:30 p.m. – 4:30 p.m.

Jack L. Smith, *The Smith Group*

Grant writing is both a science and an art. This half-day grant writing training program is geared to real life grant writing situations faced by administrators, direct line staff and others who must juggle their regular duties while they write grants. This workshop covers the grant writing process and improves your understanding of the entire grant writing process, from planning through writing. Topics covered include: Grant writing frame of mind; Proposal development; Resources and grant sources; Grant writing and development system; and Writing goals and objectives. And of course, you learn timesaving techniques and shortcuts that are used by grant writing consultants.

Getting Down to Business: How Super Searchers Find Business Information Online W18

1:30 p.m. – 4:30 p.m.

Mary Ellen Bates, *Bates Information Services*

This half-day workshop tackles the problems of finding reliable, high-quality information on business and financial topics on the Net. Bates, the author of the recently-published books, *Super Searchers Do Business* and *Mining for Gold on the Internet,* looks at issues related to conducting research online efficiently and cost-effectively, validating sources, using Web-only information resources, and staying updated on new business and finance information. The workshop provides practical, innovative ways of mining the Net for information; advice on how and when to encourage library clients to conduct their own business research; and tips on when to use the free or nearly-free Web sources and when to open up your wallet and use the big-ticket information sources. While the focus of this workshop is on the resources found exclusively on the Net, it also covers unusual or unique resources from the traditional online services. Attendees will leave the workshop with improved business research skills, ideas on new ways to drill for information, and a collection of links to the best business resources on the Web.

NEWSLINK

For the latest news in the information industry, subscribe to NewsLink, a free e-mail newsletter from Information Today, Inc.

Visit www.infotoday.com to subscribe!

Intranet Professional

A newsletter for information professionals that need to plan for, design, implement or manage intranet (solutions) technologies and knowledge management practices.

Managing Knowledge Ecosystems

Intranet Professional is a bimonthly newsletter of case studies, interviews, articles, and vendor profiles written for professionals who want to play strategic roles in their organizations' intranet initiatives.

IP View...Editors Jane Dysart and Mary Lee Kennedy address topics critical to the development of intranets, including intranet architecture, content management (including metadata and XML), application development, and collaboration systems.

Case Studies...Read interviews and articles by information professionals who have implemented successful intranet projects. Learn about management strategies, site promotion, popular applications, technologies used, and lessons learned.

Sites to Consider Watching...Get pointers to hand-picked sites to check out for intranet-related news and developments.

Express Order Service: Call 1-800-300-9868 or 609-654-6266
Fax Order Service: Call 609-654-4309 • E-mail: custserv@infotoday.com • Web site: www.infotoday.com
ISSN: 1098-7142 1 Year (6 issues) $84.95

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