West Ballroom

OPENING KEYNOTE—
Content Is Dead!
Long Live Context!

Stephen Abram, *Vice President Corporate Development, Micromedia ProQuest*

9:00 a.m. – 10:00 a.m.

Networking Break
– Visit the Exhibits

10:00 a.m. – 10:45 a.m.

Sutton South

Kick-Off Session

Digital Libraries — The Next Generation

10:45 a.m. – 11:30 a.m.

*Moderated by **Pamela Cibbarelli,** Cibbarelli's*

Clifford Lynch, *Executive Director, Coalition for Networked Information*

What will the next generation of library systems look like? After many years of talking about digital libraries, are we there yet? Dr. Lynch will talk about learning management systems, locally developed digital collections, effects of licensing large amounts of external digital content, digital "books," authentication developments, personalization, and "scholar's portal" ideas and their possible futures in libraries. This noted visionary and Executive Director of the Coalition for Networked Information will speculate on topics that affect all practicing librarians, whether they work in a total digital environment, a partial digital environment, or are only contemplating becoming digital.

LIBRARY RESOURCES
TRACK E
Sutton South

Resources used by librarians take many forms, from research materials to library automation systems. Challenges in acquiring, maintaining, providing access, manipulating, and disseminating are legion — and made even more demanding as our libraries become increasingly digital.

Effects of September 11
on Government Information   `E101`

11:45 a.m. – 12:30 p.m.

*Moderated by **Pamela Cibbarelli,** Cibbarelli's*

Donna Scheeder, *Congressional Research Service, Library of Congress*
Gary Price, *Gary Price Library Research and Internet Consulting*

The events of September 11 have had a profound effect on the online availability of information, particularly information that used to be readily and freely available on the Web. Many government sites have removed enormous amounts of material such as schematics of water systems, information on HAZMAT, mapping of oil and gas pipelines, specifications for energy facilities, and state environmental data. Libraries have been ordered to destroy certain government CD-ROMs because the data on them is now considered too sensitive for the general public. Freedom of information and security concerns directly conflict. What's a librarian to do? How do we have an educated, informed populace and, at the same time, limit access to information in the name of security?

Lunch Break – Visit the Exhibits

12:30 p.m. – 2:00 p.m.

Creating an RFP that Gets
You the System You Want   `E102`

2:00 p.m. – 2:45 p.m.

Richard Boss, *Principal, Information Systems Consultant, Inc.*

The Request for Proposal is one of the most important documents librarians create. When a library is considering a new automation product, it's vital that the RFP be written to elicit responses that will enable the library to choose the best system for its individual needs. This isn't a cookie-cutter process; each library's needs will be different from its counterpart's, even if they may look the same from the outside. Learn how to prepare an RFP for an automated library system or other major procurement, including essential instructions to bidders, general requirements, detailed functional requirements, minimum hardware requirements, vendor support requirements, acceptance testing, and ongoing reliability criteria. Samples will be provided.

Networking Break – Visit the Exhibits

2:45 p.m. – 3:15 p.m.

Building a Gateway to Educational
Materials (GEM)   `E103`

3:15 p.m. – 4:00 p.m.

*Moderated by **Sharon McKay,** MARC Link*

Nancy Virgil Morgan, *Information Institute of Syracuse*

GEM is a consortium effort to improve access to un-cataloged collections of educational materials on non-profit, commercial and government Internet sites. It provides metadata for education resources, extends and qualifies Dublin Core metadata with GEM elements and qualifiers, and provides on-target, efficient searching and browsing. As a tool for end-users, catalogers, and educators, its use of natural language processing and machine learning reveals the potential of electronic libraries. This session will allow GEM Consortium Members to describe the background, research foundations, and future efforts of the Gateway to Educational Materials (GEM) Project and its impact on their organizations. GEM is sponsored by the U.S. Department of Education.

Enhanced Library Services   `E104`

4:15 p.m. – 5:00 p.m.

**Developing a Web-Based Interactive
Tutorial for Information Literacy Program**

Mark Meng, Brian Mikesell, *and **Joan D'Andrea,** St. John's Univ.*

Designing a technological system for the delivery of library instruction has gained increasing attention among librarians and library administrators. The advantages of a Web-based interactive tutorial are well documented. Using the St. John's University Library experience, the presenters will take the audience step-by-step through the design process and final implementation of an information literacy tutorial. Practical guidelines will be given for forming the right team, setting objectives, selecting technological platforms and educational objectives, mapping content treatment, managing media, and conducting alpha and beta tests.

Mobile Computing at the Kennedy Library

Navjit Brar, *California Polytechnic State Univ., San Luis Obispo*

"Reaching Out: Building the Library's Future" was the library's strategic plan for 2001. Through collaboration with Information Technology Services (ITS), Cal Poly began to offer Mobile Computing (MC), a program that provides wireless access to the campus network for the campus community. This uses Radio Frequency (RF) technology to transmit data through the air without wired cabling. MC provides all the same features and benefits of the existing campus network, but without the limitations of being tethered to a cable. Laptops are available for checkout, each one with software similar to other computer labs on campus and a wireless card that allows access to the campus network and the Internet. Students also use their own laptops. From this pilot program, we can identify the library resources most appropriate to this technology.

Reception in the Exhibit Hall

5:00 p.m. – 6:00 p.m.

POLICY & ISSUES FORUM
TRACK F
Regent

Public policy issues increasingly rule today's business environment. Libraries are not immune from scrutiny nor are they protected from criticism. Issues arising from copyright law, filtering legislation, and funding requirements have caused librarians much anguish. Understanding the issues is key to deciding upon actions to take.

Track organized and moderated by **Dan Duncan,** *NFAIS*

Law & Disorder: Making Sense of CIPA   `F101`

11:45 a.m. – 12:30 p.m.

George H. Pike, *Director, Barco Law Library and Assistant Professor of Law, University of Pittsburgh*

The Children's Internet Protection Act (CIPA), passed in late 2000, will be fully implemented in July 2002. Information professionals must have a clear understanding of what the Act requires and what it does not require in order to effectively implement and comply. Information professionals also must understand the legal foundation upon which CIPA rests in order to most effectively balance compliance with patron services. This session will review the CIPA language in the context of the underlying legal principles, then investigate filtering and policy strategies that respond both to legitimate concerns about inappropriate Internet content and the information needs of patrons.

Lunch Break – Visit the Exhibits

12:30 p.m. – 2:00 p.m.

Copyright Law and the Digital Rights Agenda   `F102`

2:00 p.m. – 2:45 p.m.

Jesse M. Feder, *Acting Associate Director for Policy and International Affairs, U.S. Copyright Office*

Since conclusion of the WIPO Copyright Treaty and enactment of the Digital Millennium Copyright Act (DMCA), copyright policy changes continue to occur at home and abroad. Intellectual property rights are a constant in the library world, but opinions about how and what is protected differ considerably. Hear the latest information from the Copyright Office on how the courts, the Bush administration, Congress, and foreign governments are moving forward to set the digital copyright agenda.

Networking Break – Visit the Exhibits

2:45 p.m. – 3:15 p.m.

Congress and Your Digital Future: Changes in Law on the Horizon   `F103`

3:15 p.m. – 4:00 p.m.

Keith Kupferschmid, *Software Information Industry Association*

The digital revolution is far from over and Congress has a number of bills pending that will establish even more new norms for copyright protection and use in the 21st century. Two top lobbyists from Washington discuss the pros and cons of the TEACH Act, database protection, fair use, technological protections — and more.

How Copyright Policy Changes Everything   `F104`

4:15 p.m. – 5:00 p.m.

George H. Pike, *Director, Barco Law Library and Assistant Professor of Law, University of Pittsburgh*

Debates in Congress and within the Administration about changes in copyright law can become very theoretical. What producers and users need to know is the effect of policy changes on their day-to-day relationships. An experienced legal scholar discusses the implications of changes in digital content ownership rights, fair use, growing concern over licensing terms, and new copyright concepts.

Reception in the Exhibit Hall

5:00 p.m. – 6:00 p.m.

At-A-Glance

9:00 a.m. – 10:00 a.m.
Opening & Keynote

10:00 a.m. – 10:45 a.m.
Grand Opening of Exhibition/Networking Break

10:45 a.m. – 11:30 a.m.
Kick Off Session — **Digital Libraries — The Next Generation**

11:45 a.m. – 12:30 p.m.
E101 — Effects of September 11 on Government Info
F101 — Law & Disorder: Making Sense of CIPA

12:30 p.m. – 2:00 p.m.
Lunch Break

2:00 p.m. – 2:45 p.m.
E102 — Creating an RFP that Gets You the System You Want
F102 — Copyright Law and the Digital Rights Agenda

2:45 p.m. – 3:15 p.m.
Networking Break — Visit the Exhibits

3:15 p.m. – 4:00 p.m.
E103 — Building a Gateway to Educational Materials (GEM)
F103 — Congress and Your Digital Future

4:15 p.m. – 5:00 p.m.
E104 — Enhanced Library Services
F104 — How Copyright Policy Changes Everything

West Ballroom

SPECIAL BREAKFAST PRESENTATION—
Reflections Over Coffee

Ron Dunn, CEO, Academic Group, Thomson Learning

8:00 a.m. – 8:45 a.m.

West Ballroom

KEYNOTE—
The New Dynamics of Decision Support

David Snowden, Director, Institute for Knowledge Management, IBM

9:00 a.m. – 10:00 a.m.

Sutton South

Opening Session

The Debate on Scholarly Publishing

10:45 a.m. – 11:30 a.m.

Moderator: *Robin Peek, Simmons College*
Declan Butler, Nature magazine
Carol Tenopir, University of Tennessee, Knoxville
Michael Eisen, Public Library of Science

It's no understatement to characterize the state of scholarly publishing today as a revolution. The sharply escalating subscription prices, the advent of peer-reviewed electronic journals, the notion of publishing as a service rather than a product, the implications of changes in intellectual property law, and the desire for wide dissemination of scholarly research provide fertile ground for debate.

Networking Break – Visit the Exhibits
10:00 a.m. – 10:45 a.m.

SERIALS ISSUES AND ANSWERS
TRACK E
Sutton South

When it comes to electronic libraries, the journals question is front and center. We have seen journals create electronic counterparts; journals that publish only in electronic form; and journals that make some of their material electronically searchable and some not. Today's serials librarians must address issues such as collection development, linking and cross-linking, electronic pre-prints, user acceptance, and rights management.

E-Journals vs. Print Journals — Similarities and Differences in Reader Behavior   `E201`

11:45 a.m. – 12:30 p.m.

Moderated by Sharon McKay, MARC Link

Carol Tenopir, Professor, University of Tennessee Knoxville
Don King, Professor, University of Pittsburgh

Research over three decades shows that scientists read widely from scholarly journals, with the readings per person per year increasing in the last decade. There are considerable variations in usage of electronic sources, depending upon scientific discipline. Still, on average, nearly one-third of journal readings now come from electronic journals or digital databases. Come hear the results of research into the reading habits of scientists and learn what it means to you and your library.

Lunch Break – Visit the Exhibits
12:30 p.m. – 2:00 p.m.

Tracking End-Users' Usage and Costs   `E202`

2:00 p.m. – 2:45 p.m.

Moderated by Sharon McKay, MARC Link

Eliminating Periodical Overlap

Davida Scharf, NKR Associates, Inc.

Librarians and their users want full-text journals online and they want them now. The multi-step process of discovering if the library has a par-ticular journal in full text just doesn't cut it anymore. No ILS has yet incorporated a way to manage print, electronic, and online database subscriptions. If your users demand point and click, if the thought of subscription renewals gives you a headache, then come learn about this methodology for performing a periodical overlap study.

Networking Break – Visit the Exhibits
2:45 p.m. – 3:15 p.m.

Digital Rights Management Solutions   `E203`

3:15 p.m. – 4:00 p.m.

Moderated by Marshall Breeding, Vanderbilt University

Gail Dykstra, Dykstra Research

If you license content, you need to know about the move towards Digital Rights Management software and services. This program gives librarians a head's up and a head start. Sort through the various services that fall under the rubric "DRM." Ascertain what type of DRM products you might be interested in for your library. What are the major online database publishers and syndicators doing about DRM? Learn about the hot new DRM software products clearinghouse services and the impact on your library's budget.

Managing E-Journal Collections   `E204`

4:15 p.m. – 5:00 p.m.

Moderated by Marshall Breeding, Vanderbilt University

How Long Can the Present STM Journal System Continue?

David Goodman, Princeton University Library

There are drastic changes coming to scientific journal collections in academic libraries. By extrapolating present user preferences, it is possible to estimate when e-print servers will be preferred to journals by scientists generally. This requires considering user behavior ranging from sudden exponential take-off to no increased preference, as well as the economic climate, research funding, the academic reward system, and the funding of libraries. The combination of these yields expected times for replacement of the present system that converge within the next decade.

E-REFERENCE
TRACK F
Regent

Some would say that e-reference is synonymous with online research. The latter certainly was the genesis of the former, but in today's world, e-reference is taking on a much greater role as libraries become digital and librarians work in virtual settings.

Morphing & Mapping   `F201`

11:45 a.m. – 12:30 p.m.

*Moderated by **Richard Boss**, Information Systems Consultant, Inc.*

A SOAP-Enabled System for an Online Library Service

***Frank L. Walker**, National Library of Medicine*
***George R. Thoma**, National Library of Medicine*

No soft soap here: this talk describes an application of the Simple Object Access Protocol (SOAP) technology to increase the functionality of a prototype Web-enabled system. DocMorph, developed at the Lister Hill National Center for Biomedical Communications, an R&D division of the National Library of Medicine, provides online information processing such as file format conversion (from about 50 file formats to PDF), extraction of text from image files, and the conversion of document images or word processing files to speech using a combination of OCR and speech synthesis.

Visual Mapping for Libraries

***Tim Bray**, Antarcti.ca Systems, Inc.*

With advances in library automation and digital libraries, access to wide-ranging collections, catalogs, and Web sites is easier than ever. This increased volume of resources makes finding what you want more difficult, given the use of traditional text-based systems. This presentation, by a co-inventor of XML and a search engine pioneer, illuminates how the use of visualization and mapping can bring organization and clarity to large information repositories, making research and navigation more intuitive and efficient.

Lunch Break – Visit the Exhibits

12:30 p.m. – 2:00 p.m.

What Users Make Search Engines Do   `F202`

2:00 p.m. – 2:45 p.m.

*Moderated by **Richard Boss**, Information Systems Consultant, Inc.*

***Ev Brenner**, Consultant and Industry Observer*
***Amanda Spink**, School of Information Sciences & Technology, Penn State University*
***Roberta Brody**, Graduate School of Library and Information Studies, Queens College, CUNY*

Ev Brenner chairs this panel discussion on end users and their use of search engines. Highlighted will be: trends emerging over the last 10 years in the searching behavior of intermediaries and end users, characteristics of end-user behavior based on recent studies, and a discussion on "Is the end user still a loser?"

Networking Break – Visit the Exhibits

2:45 p.m. – 3:15 p.m.

24/7 Reference Services   `F203`

3:15 p.m. – 4:00 p.m.

*Moderated by **Pamela Cibbarelli**, Cibbarelli's*

***Steve Coffman**, LSSI*
***Susan McGlamery**, Coordinator for Reference Services, Metropolitan Cooperative Library System*

It's the newest trend in library services, the virtual reference desk that's open 24 hours a day, 7 days a week. How will you know when — or if — your library needs to begin offering this service? How do you staff for 24/7 reference services? What scale of operation should you anticipate? Are some types of libraries more attuned to 24/7 than others? What kinds of cultural shifts should you anticipate?

New Services, New Tools   `F204`

4:15 p.m. – 5:00 p.m.

Emerging Generations of Web Search Tools

***Heting Chu**, Palmer School of Library & Information Science, Long Island University*

Web search tools have experienced drastic changes since their inception in the mid-1990s. On the basis of the first generation of Web search tools such as Yahoo! and AltaVista, second and third generations are emerging with a host of new developments in many aspects of information representation and retrieval on the Internet. The emerging generations provide users with more advanced search features than ever before, including precise search, concept search, natural language search, multilingual and cross-language search, multimedia search, filtered search, search modification, and novel ranking techniques. All three generations of Web search tools are discussed and contrasted in terms of their characteristics, potential, and future developments.

Process for Developing E-Reference Services

***Stephen Marvin**, West Chester University*

It's not good enough for a library to say it's got online resources. That's the norm these days. The trick is to develop e-reference services that meet the needs of the students and faculty. To do this, there are a number of questions to be addressed. How do you organize the information? Do you use pathfinders, Dewey/Library of Congress classification systems, journal links, or something else? Where do "AskA Librarian" services fit in? This session will help you identify tools that can be prepared for information literacy and identification of resources.

At-A-Glance

Opening Keynote

West Ballroom

Publishing Today and Tomorrow

9:00 a.m. – 10:00 a.m.

The Honorable Pat Schroeder, *President & CEO, Association of American Publishers, and former Congresswoman*

Networking Break – Visit the Exhibits

10:00 a.m. – 10:45 a.m.

WEB PORTALS
TRACK E
Sutton South

Some say that the future of library services lies in their creation and development of Web portals to collections and services. Whether or not this is true, the adaptation of portal technology has resulted in some very interesting and intriguing library projects.

Managing Resources and Measuring Performance   `E301`

10:45 a.m. – 11:30 a.m.

Moderated by **Pamela Cibbarelli,** *Cibbarelli's*

However We May ROAM: The Resource and Online Access Management System at Stony Brook University

Andrew White, *Stony Brook University*
Joseph Balsamo, *Stony Brook University*
Eric Djiva Kamal, *Stony Brook University*

Thanks to increased public awareness of the Internet, libraries are now required to enhance their traditional physical paper collections with digital versions of journals, articles, and books. Library patrons also expect to access the library's virtual collection through remote networks. New methods and procedures need to be developed to control both the accounting of and access to electronic resources. This case study of the Health Sciences Center Library at Stony Brook describes the system they use to simplify the management of hundreds of electronic titles, using a combination of open source and Web database technologies.

Measuring Virtual Performance: Vendor Supplied Usage Statistics and What We Can Do with Them

Dennis Brunning, *Arizona State University*
Kurt Murphy, *Assistant Dean, Library Personnel, Arizona State University*

Web-based library resources, including library indexes and abstracts, electronic journals, and other online reference tools, now have a significant track record in research libraries. Vendor-supplied usage statistics now provide librarians with a wealth of data concerning customer behavior and research demands. What can you do with this important data? What are the most important ratios to be derived from the data? What is its usability in the context of daily library decision-making?

EXHIBIT HOURS

Tuesday, May 14	.......10:00 a.m. – 6:00 p.m.
Reception	...........*5:00 p.m. – 6:00 p.m.*
Wednesday, May 15	......10:00 a.m. – 6:00 p.m.
Thursday, May 16	.......10:00 a.m. – 3:00 p.m.

Library Portals   `E302`

11:45 a.m. – 12:30 p.m.

Moderated by **Pamela Cibbarelli,** *Cibbarelli's*

My Chicago Library: Developing Modular Web Portals for a Diverse User Community

Courtney Greene, *University of Illinois at Chicago*
Krystal M. Lewis, *University of Illinois at Chicago*
Anne R. Armstrong, *University of Illinois at Chicago*

Using customized Web portals, library patrons can construct personalized library Web sites, selecting electronic resources according to their needs and interests. Until now, these portals have primarily been adopted by academic libraries. But there's no reason why portals can't be appealing to other types of libraries, as My Chicago Library proves. Focus groups continue to refine and evaluate the academic version of a library portal so that it meets the disparate needs of an extensive user community. This session will give you insights into creating your own library portal, no matter what audience you serve.

Lunch Break – Visit the Exhibits

12:30 p.m. – 2:00 p.m.

Flexibility, Accountability and Integrated Reference   `E303`

2:00 p.m. – 2:45 p.m.

Moderated by **Marshall Breeding,** *Vanderbilt University*

Building Flexibility and Accountability in Electronic Resources

Gerald Steeman, *NASA Langley Research Center*
Jane Wagner, *NASA Langley Research Center*

For several years, hyperlinks in the USMARC 856 fields have allowed catalog users to easily connect to electronic resources. Secondary goals such as specialized e-resource Web pages, pre-defined searches, and listings of e-resources within the catalog, link checking, and statistics are also achievable. In this case study, the electronic resources cataloging project at NASA Langley Research Center's Floyd L. Thompson Technical Library demonstrates how to use the 856 field along with CGI and Perl scripts in a Sirsi catalog system to increase usage of electronic resources and targeted materials for specific audiences.

Integrated Reference Services: Why Reference Works Are Different from E-Books

Adam Hodgkin, *xrefer.com Ltd.*

Library reference services present particular challenges for publishers in regard to value-added linking. Meeting these challenges encourages the aggregation modes, but integration and customization services are equally important for librarians and end users. Librarians need to understand the difference between aggregation and integration when

evaluating adding products to their collection. Looking forward to the challenge of the next generation of library services that will enable users to deploy content, reference, research, and other services in a broadly integrated framework involves accepting customization solutions as a way of life.

Closing Keynote

3:00 p.m. – 4:00 p.m.

Pamela Cibbarelli, Cibbarelli's

DATABASE CREATION TRACK F
Regent

Constructing Web-Enabled Databases `F301`

10:45 a.m. – 11:30 a.m.
Marshall Breeding, *Vanderbilt University*

This workshop covers the basic concepts of providing access to database content through the Web. Learn how to create dynamically generated Web pages based on information stored in a database. Library specific examples will be demonstrated, including a searchable finding aid for electronic journals, a staff directory, and a catalog of image metadata with links to viewable images. Breeding will introduce the basics of CGI programming using Perl. Knowledge of Perl is not required and the concepts explained here will be applicable to other languages and applications. Information in this informative workshop session will be taught on an intermediate level. Web savvy librarians and technical staff alike will benefit from this presentation.

Constructing Web-Enabled Databases
(continued) `F302`

11:45 a.m. – 12:30 p.m.

Lunch Break – Visit the Exhibits
12:30 p.m. – 2:00 p.m.

Cross-Tracking at *InfoToday⁺ 2002*

What's your specialty?

PATENTS
Workshop on Friday

NEWS & FINANCE
Track A on Tuesday

BUSINESS
Workshop on Monday

COMPETITIVE INTELLIGENCE
Track B on Wednesday

Communicating for Excellent Retrospective Conversions `F303`

2:00 p.m. – 2:45 p.m.

Sharon McKay, *VP, Sales & Marketing, MARC Link Corp.*

Do you know how to plan and prepare for a retrospective conversion project? How to ensure satisfactory results from your vendor? How to communicate your library's needs? How to maximize results and minimize expenses? The library cannot sign a contract and expect everything to go smoothly without constant communication with the vendor. You need to be absolutely certain of what you cannot live without and be willing to compromise on other points. If you require more of a vendor's time for your project, the project will inevitably become more expensive. The eternal balancing act between funds available and desired outcomes dictates that communication be honest and constant.

Closing Keynote

Sutton South

Library Automation: Today's Best Options

3:00 p.m. – 4:00 p.m.

Pamela Cibbarelli, *Cibbarelli's*

When it comes to library automation, there are numerous options. Whether you're choosing a system for the first time, which most libraries are not, or whether you're planning to switch to another vendor, there are multiple questions to ask. What is the most important thing for your library to know so that you can successfully choose a vendor and implement a successful automation project?

At-A-Glance

9:00 a.m. – 10:00 a.m.
Opening & Keynote

10:00 a.m. – 10:45 a.m.
Opening of Exhibition/Networking Break

10:45 a.m. – 11:30 a.m.
E301 — Managing Resources and Measuring Performance
F301 — Constructing Web-Enabled Databases

11:45 a.m. – 12:30 p.m.
E302 — Public and Academic Library Portals
F302 — Constructing Web-Enabled Databases *(continued)*

12:30 p.m. – 2:00 p.m.
Lunch Break

2:00 p.m. – 2:45 p.m.
E303 — Flexibility, Accountability and Integrated Reference
**F303 — Communicating for Excellent
            Retrospective Conversions**

3:00 p.m. – 4:00 p.m.
Closing Keynote — **Library Automation:
            Today's Best Options**