



Libraries at the Crossroads

Resolving Identities



Tuesday 21 February

08:00 – 09:15 Registration Opens

Member Session One

09:15 – 10:15

Track 1 – Library Services

A. Regional and National Infrastructure in a Global Metadata Universe

Axel Kaschte – Product Strategy Director, OCLC EMEA; Simone Kortekaas – Head of Collection and Information Management, Wageningen University and Research Library; David Whitehair, Director, Metadata Services, OCLC.

WorldCat® forms part of a global network or platform of interconnected services. Some libraries choose to work individually and directly using those services, many more libraries operate within their own networks or groups which have traditionally defined the workflows for their region. The drive towards globalisation to derive greater efficiencies is as true in libraries as it is in any industry, and WorldCat is seen as one of the global assets that can aid this. OCLC is seeking new forms of collaboration with regional networks and groups to ensure that in such an evolving metadata universe we can support greater discoverability of resources, while protecting metadata quality and generating greater efficiencies. In this session, OCLC talks about some of the initiatives underway to define relationships with regional and national networks in this area.

In early 2014, the Dutch University Libraries took the initiative, together with the National Library of the Netherlands, to make the move from a national to a global information infrastructure, OCLC's WorldShare® Platform. The initiative by university libraries and the National Library, joined by the UKB consortium, came from the desire to streamline back-office routines, and make better use of the advantages of scale resulting from international cooperation. Together with OCLC, UKB started the program "Transition to WorldShare", which consisted of the joint transition of metadata workflows from the national environment to WorldCat. Today, the project is in its final stages. In this session, Simone Kortekaas, the UKB Project Manager (until December 2016), will share her insights of the UKB transition and tell us about the lessons learned during these past years.

Track 2 – Academic Libraries
B. Tackling Our Print Legacy

Jean-Louis Baraggioli – Library Director, Le CTLeS; Diane Bruxvoort – University Librarian and Director, University of Aberdeen; Constance Malpas – Research Scientist and Strategic Intelligence Manager, OCLC Research.

Libraries are groaning under the weight of print monographs and the cost of their shelving and storage. We've made great strides in collaborative purchase and retention of journal content, but is it time to deal with legacy monograph collections?

We will hear first about the French model for collaborative management of print journals. CTLeS was a repository for low-used print collections, but has now become in practice a facilitator for the French Ministry of Higher Education and Research to implement sustainable shared preservation programs at a national level. With ten years' experience in managing a shared preservation program for medical journals and because of its engineering logistics, CTLeS has taken on the role of coordinating a nationwide preservation program for scientific journals alongside libraries with academic expertise in the disciplinary field concerned. This marriage of scientific expertise with logistical skill is seen as a guarantee of success.

In Scotland, The Scottish Confederation of University, Research and National Libraries (SCURL) has set up a working group to begin to address the problem of growing monograph collections and how they can be resolved collaboratively. This session will include how SCURL is tackling the issues and look at examples of successful programs underway in the US, such as FLARE and 2CUL.

Constance Malpas, OCLC Research Scientist and Strategic Intelligence Manager, will moderate the session. Drawing on a decade of OCLC Research, she will present insights on the factors influencing the operational success, sustainability and scalability of cooperative print management in different national settings.

Track 3 – Public Libraries
C. “The Times Are A-Changin’”

Dr. Jan-Pieter Barbian – Director, Stadtbibliothek Duisburg; Prof. Cornelia Vonhof – Vice Dean of Information and Communication Faculty, Stuttgart Media University.

Libraries worldwide are faced with two main challenges: the digital revolution and fundamental changes within society. In former times, a librarian was a reader who conveyed his passion for books to people coming to a library. Nowadays, a librarian has to play a lot of different roles. He/she is not only expected to promote the competence of language and reading especially for children in cooperation with kindergartens and schools and to present a large collection of books and audio-visual material within their libraries. A librarian should also enable people to use different technical devices and to support various target groups in finding the information they need on the internet or via

databases. In addition, librarians have also become partners for institutions and organisations which are engaged in the integration of migrants and refugees. All of these challenges involve a sustainable change in the outline of the profession, librarians are going to be experts in digital media as well as information brokers, cultural as well as social workers. We have to think about and discuss how we can manage that necessary process of change.

As we know for sure that the world for public libraries will change in the future, and that the velocity of change will increase, how will this affect the skills set of librarians? With regard to the findings of the IFLA Trend Report, the second talk will look into recent skills frameworks which try to identify future key work skills. It may not be possible to predict what will be the job description of a librarian in the future, we will also discuss future work skills – proficiencies and abilities – required across different jobs and work settings.

Track 4 – Libraries and Research

D. Evolving Practices in Research Information Management

Rebecca Bryant – Senior Program Officer, OCLC Research; Mijke Jetten – Project Manager, Research Data Management Support, Radboud University

Research universities are increasingly engaged in complex efforts to collect, synthesise, and share information about their institutional research footprint, and institutions as well as national bodies are establishing research information management (RIM) infrastructure—also often called Current Research Information Systems (CRIS). In this presentation, we will share about new OCLC Research Library Partnership research efforts into RIM/CRIS and discuss the functional drivers of RIM/CRIS adoption, noting similarities and differences between the EU and US ecosystems. The complexity and interoperability of RIM infrastructure is developing rapidly, and we will particularly highlight the increasing intersection between RIM/CRIS systems and Institutional Repositories (IR). Radboud University (the Netherlands) will provide a specific case study on how its university library has enhanced the local RIM/CRIS system to not only serve as an institutional registry of research outputs but to also provide a convenient workflow for deposit of research datasets into the national DANS data repository, supporting preservation as well as discovery and reuse.

Track 5

E. The Institution Identity – Provisioning Our Data for Greater Impact

Reinhard Altenhöner – Deputy General Director, State Library Berlin/Prussian Heritage; Günter Hipler – System Architect, Project swissbib, Basel University Library; Silvia Witzig – Metadata Specialist, Project swissbib, Basel University Library.

Over the last few years, the State Library of Berlin has expanded its activities for the provision of digitised data. In doing so, it follows dedicated quality rules which improves the usability of data for existing and future uses. These measures also serve as a whole for the brand

	<p>"Staatsbibliothek". Reinhard Altenhöner presents the results and the consideration that went into the development of the measures. He will discuss the framework conditions and limits under which institutional identity provisioning takes place. And, how an institution that puts its data (metadata and digital data) on the Web, for open reuse, retains its visibility.</p> <p>The project linked.swissbib.ch aims to integrate the Swiss library metadata into the semantic web. A Linked Data infrastructure has been created to provide on the one hand a data service for other applications and on the other hand an improved interface for the end user (e.g. a searcher). The workflow for the development of this infrastructure involves basically five steps: (1) data modelling and transformation in RDF, (2) data indexing, (3) data interlinking and enrichment, (4) creation of a user interface and (5) creation of a RESTful API. The team would like to highlight some of challenges faced during these stages, and the means found to solve them.</p> <p>Finally we would like to describe our further ideas: After integrating the linked.swissbib project artefacts into the productive swissbib platform we want to combine the experiences we have gained during the development process of the linked.swissbib.ch infrastructure enhancements with our knowledge collected during 6 years running a Metadata-Hub based on the OCLC CBS system together with methods of the BigData World to form a "Swiss Metadata platform".</p>
10:30 – 10:40	<p>Chair's Welcome Cendrella Habre, EMEA Regional Council and Director, Lebanese American University</p> <p>OCLC's Welcome Eric van Lubeek, Vice President, Managing Director, OCLC EMEA and APAC</p>
Plenary Session One	
<p>10:40 – 11:10</p> 	<p>Libraries at the Crossroads</p> <p><i>Skip Prichard – President and CEO, OCLC</i></p> <p>It is those times when we are at a crossroads – a key junction in a person's life, within a business or institution, or facing an entire community – when breakthroughs are most likely to occur. Options are considered, decisions are made, a direction is taken. Sometimes that shift in direction is evolutionary; other times it is revolutionary. Libraries themselves are at a crossroads, adapting to new technologies, evolving to meet new user requirements, and reshaping their roles within their communities. And, when viewed from another angle, libraries play a significant role in supporting patrons and communities at their respective crossroads. Libraries provide knowledge, facilitate connections, and offer a neutral space; all key ingredients in determining the path forward. Join us to discuss how libraries make breakthroughs possible in today's world of constant and accelerating change.</p>
The Big Deal about Big Data -	

<p>11:10 – 12:00</p> 	<p>And How Libraries Are Key to Our Data-Driven Future</p> <p><i>Viktor Mayer-Schönberger – Professor of Internet Governance and Regulation, Oxford University’s Internet Institute</i></p> <p>There is much hype around the fundamental shift to a data-driven world. This keynote goes beyond the hype, looking at the essence of Big Data and how it may offer us a new perspective on reality. We’ll look at how Big Data changes the way we make sense of the world, and how it reshapes every sector of our society, from mobility to health and learning. This will entail significant changes in how and where we educate our children. But unlike data-driven efficiency exercises of the past, Big Data has the potential to truly improve the process of learning, intriguingly perhaps by making learning more social. As vast opportunities as well as significant challenges lie ahead, trusted intermediaries are crucial in guiding us through this shift-change in understanding and knowledge creation. Might this offer a new key role for libraries?</p>
	<p>Q & A Session with Audience</p>
<p>12:00 – 13:10 Lunch and Networking</p>	
<p>Plenary Session Two</p>	
<p>13:15 – 14:30</p> 	<p>Libraries and the Big Data Revolution: how data-driven management is transforming library service provision</p> <p><i>Constance Malpas – Research Scientist and Strategic Intelligence Manager, OCLC Research.</i></p> <p>Libraries of all kinds are increasingly challenged to leverage data-driven approaches to quantify, and maximise, the value collections and services deliver to key stakeholders. In academic libraries, declining use of legacy print collections and a shift to engagement-oriented service models has stimulated new interest in cooperative management strategies informed by data on local, group and global collections. Among public libraries, there is increased attention to data-driven discovery and recommendation services, as well as quantitative assessment of outreach and education programs. This session will explore the growing importance of large-scale data, including OCLC’s global data platform, in strategic planning and assessment for libraries at the crossroads. Constance Malpas, OCLC Research Scientist and Strategic Intelligence Manager, will describe how member libraries are putting big data to work to deliver services that reflect the diverse needs, and distinctive identities, of the communities they serve.</p> <p>Deep Learning with Deep Responsibilities</p> <p><i>Annette Demmel – Partner of Squire Patton Boggs and Certified Lawyer; Julie Presas - General Counsel and Vice President of Legal Services, Secretary, OCLC.</i></p> <p>Big data and advanced data analytics can be very powerful, but with great power comes great responsibility. Legislators in Europe and around the world have recognised the need to protect the personal data used to make Big Data breakthroughs. Providing that protection while</p>

	<p>preserving the data's value is a complicating balancing act. Julie Presas, OCLC's General Counsel and Vice President of Legal Services and Annette Demmel, OCLC Data Privacy Lawyer in Germany, will discuss some of the key protections around personal data and how cloud services providers generally, and OCLC in particular, operate in an environment where the openness of data is prized but must be carefully balanced with its protection.</p>
	Q & A Session with the Audience
14:30 – 15:15	<p>Lightning Talk Sessions</p> <p>This year we would like to invite 5 lightning talks from across Germany, Austria and Switzerland.</p>
15:15 – 15:45	Refreshments
Member Session Two	
15:45 – 17:15	<p>Track 1 – Library Services</p> <p>F. How 'Different' Can Your Library Be When Moving to a Cloud-Based Library Services Platform?</p> <p><i>Judith Gulpers – Liaison Librarian, Philosophy and Psychology, Erasmus University Rotterdam; Eugenie van den Hoven – Project Manager, Library Renewal, Erasmus University Rotterdam; Veronique LeCat – Cataloguing and Metadata Librarian – American University of Sharjah; Scott Livingston – Executive Director, OCLC.</i></p> <p>In this session, we will explore the freedoms and limitations a library might experience from a move to a cloud-based library services platform.</p> <p>Artificial intelligence and machine learning are transforming the way we engage with the world. For libraries, AI offers the promise of just-in-time information delivery, predictive analytics and deep, targeted patron engagement. But, AI demands big data to learn and develop. How do concerns such as personal privacy affect the types of machine learning solutions that libraries might deploy in the future?</p> <p>The American University of Sharjah became the first library in the Middle East to implement WorldShare Management Services as their library system in 2016. While excited by this move, being a library in the Middle East has presented some unique challenges for a cloud-based library services platform. This presentation will cover topics such as Arabic-language cataloguing and searching, updating cloud services in an 'always on' global environment, patron privacy in the cloud and the reality of receiving 24x7 customer support, wherever in the world your library may be.</p> <p>Erasmus University Rotterdam has transitioned to WMS. They have a number of faculty libraries that are quite different, both in terms of collections and user communities. Their transition required intense collaboration between the libraries to accommodate the needs of all in their move to the cloud. They will talk about how they achieved a balance between agreeing standards across libraries while at the same time enabling them to maintain their own distinct identity.</p>

Track 2 – Academic Libraries
G. Academic Library Transformation (Part 1)

Jyldyz Bekbalaeva – Director of the Library, American University of Central Asia; Dr. Silke Glitsch - Deputy Head of Readers' Services, Göttingen State and University Library ; Dr. Kerstin Helmkamp – Head of Readers' Services, Göttingen State and University Library; Kate Price – Associate Director (Collections & Research Support), King's College London; J.K. Vijayakumar – Interim Library Director and Collections and Information Services Manager – King Abdullah University of Science and Technology (KAUST).

In the wake of the digital revolution, many options have opened up for academic libraries to change the way they serve students, teachers and researchers both on and off campus.

In the first talk, we will hear how academic libraries are being charged with responsibility for establishing e-infrastructures, vital for research particularly in the realm of e-Science. The Readers' Services Department at Göttingen State and University Library are doing this through collaboration with other partners both locally and globally. By developing and marketing a range of e-learning content and formats, they are carving out a new role for themselves as part of their institution's e-infrastructure.

At American University of Central Asia, the library's transformation was triggered by major changes at the institution level, including relocation to a new campus, further integration of technology into teaching and learning, the launch of new graduate and undergraduate programs and the opening of the university's high school. In this session, we will hear how wider organisational dynamics enabled the library to forge a new identity.

The Library Services Division at King's College London has embraced a new vision for their library, which has informed everything from physical space to job descriptions. "Library Services 2025: Our Vision" is an approach that removes the perception of library as 'support service' and replaces it with a vision of library partners being collaborators, co-creators and leaders within the university.

King Abdullah University of Science and Technology (KAUST) Library in Saudi Arabia aspires to be one of the great new-generation libraries in the field of scientific research. Its services and systems support a digitally born collection, 97% of their collection is electronic. The spectacular library facility with lots of space for collaboration and its collections remains open twenty-four hours, every day of the year and is facilitated by a staff coming from 12 different nationalities. It has an Open Access mandate, the first in the Middle East region, and runs a successful digital research repository.

Track 3 – Public Libraries
H. Trading Places and Changing Spaces

Volker Heller – Director, Zentral und- Landesbibliothek Berlin; Ronald Huizer – Program Manager, Innovation, BiSC Utrecht; Arend Middelveld

– Director, *Biblionet Groningen*; Jacqueline Roelofs – Manager, *Market and Innovation, Biblionet Groningen*.

In this session, we will hear from public libraries across the region who have either re-located services into new multi-purpose facilities or are evolving their own spaces to accommodate other uses.

Firstly we have two public libraries in the Netherlands. They are seeing an increase in usage of their spaces, especially in larger city libraries where new facilities are very popular. They are delighted with the attention, but there is a fundamental question that still worries them, who are these people and what are they doing here? And what is the role of the library, other than to provide coffee and Wi-Fi?

At Eemhuis library in Amersfoort, they started a process of co-creation, with 120 Masters Students of Industrial Design. Their aim, to produce working prototypes of new services that will be implemented at Eemhuis library. At Biblionet Groningen, they want to move from a library that lends books to an organisation with social importance which supports citizens so they can be a part of the community. Their new strategy assumes modern libraries are situated in multi-functional buildings.

Secondly, we will hear from Zentral und Landesbibliothek Berlin, who take as their premise that it is the citizen's ability to transform information into knowledge, to share experiences, to talk, that shapes the society they live in. To gather together these different forms of knowledge creates new values and new meanings. The public library provides not only a media place, it is a platform for well-informed discussion and community building. Education and knowledge is never-ending raw material that increases through sharing and exchange. The future Central and Regional Library in Berlin is a library that serves as a platform, a trading place, as a hub to combine extensive multidisciplinary knowledge and make it usable for urban development as well as individual progress.

Track 4 – Research and Libraries **I. Libraries, Culture and Identity**

Barbara Beckers – Head of Library, Centre for the Social History of Limburg; Szabolcs Dancs – Chief Advisor, National Széchényi Library of Hungary; Marie-Louise Fendin – Library Director, Stockholm School of Economics; Ylva Sommerland – Librarian, National Bibliography Division, National Library of Sweden.

What is the responsibility of libraries in the piecing together and socialising of their nation's cultural identity?

In this session, we will investigate different aspects of this question. How much influence should cultural identity have on our services and collections at all? What impact might it have on information seeking practices? In our first talk, we will hear from the National Széchényi Library of Hungary who will look at these questions and explore how we can support our users to work with their tradition and sometimes against it, to create their own cultural identity.

A core activity of national libraries is the saving of the nation's stories for future generations. The international phenomenon of self-publishing is challenging national libraries to capture, collect and describe them for the national published record. As a consequence of an increased interest in knowledge around the identity of the self-publisher and the character of the self-published output, the National Library of Sweden has started to investigate methods to present statistics on the self-published output of the country, including visualisations, which they will talk about.

In our third talk, we will hear from the Centre for the Social History of Limburg. It holds more than 80,000 titles on the regional history of the Dutch province of Limburg, but holds a deconstructionist view on Limburgian identity, summarised in the slogan 'Limburg does not exist'. This is however at odds with both the general public and funders who lean towards a populist view of what is 'typically Limburgian'. This paradox brings challenges to policy-making, collection management, public outreach and daily practice in the library department. In this session, a number of strategies will be proposed to navigate between these different interests and to see if and how these can be reconciled by positioning the library as bridge-builder.

Finally, we will hear from Stockholm School of Economics which is in essence a scientific institution that has launched its own art initiative. The initiative explores and develops transboundary knowledge exchange, production and transfer through art and the humanities. It generates art exhibitions and symposiums directed towards researchers, students and the public. We will hear the story of how this initiative has changed the identity of the library. And the impact it has had on students and visitors who are gaining academic knowledge while experiencing cultural expression.

Track 5 – Technology

J. Resolving the Identities of Entities and Linking Them via Semantic Indexing

Marta Cichoń – Custodian, National Library of Poland; Rob Koopman – Architect, OCLC; Lars Svensson – Advisor for Knowledge Networking, Deutsche Nationalbibliothek; Shenghui Wang – Research Scientist, OCLC Research.

Libraries are busy preparing legacy bibliographic data for the new Web of Data where resources about works, people, places, subjects, etc. are interconnected using the Linked Data principle. Various levels of solution are being proposed, such as adding unique identifiers linking bibliographic records to authority records, transforming MARC records into triples connecting entities, detecting new relations between entities using statistics and machine learning techniques, etc. This session will present a few such solutions.

The library community has always valued differentiating names. Undifferentiated authority records are desired less than ever as libraries are increasingly involved in the open linked data expansion. In order to be able to connect entities in the web of data, their semantic value must be recognisable. For the purpose of supporting the Semantic Web

	<p>through addressable authority data, the National Library of Poland decided to start using MARC21 standard fields. This talk will show the process of populating newly added MARC fields in authority records as well as highlighting the benefits as a result.</p> <p>Transforming the catalogued MARC records into triples is a straightforward way of constructing linked bibliographic data, such as OCLC's Schema.org markup. However, implicit knowledge especially about "relatedness" or "similarity" between bibliographic entities is not easily captured. Questions like, which journals contain similar content, who are the prominent authors in certain disciplines, are not easily answered. In this talk, OCLC Research will report on experiments of semantic indexing over large scale bibliographic datasets, visually and interactively representing the context of entities in terms of their most related entities, such as authors, subjects, journals, citations, publishers, etc. They will present the possibilities of using statistics and machine learning techniques to discover new links between bibliographic entities.</p> <p>Finally, we will hear from the Deutsche Nationalbibliothek, where, linking bibliographic data has become a part of a cataloguer's core tasks. Those links include the links from manifestations to authors, topics and works as well as links between authority resources. Other links are provided by external suppliers, like VIAF or the Wikipedia community. This presentation will give an overview of the creation and import and management of different kinds of linking information used in the German National Library's bibliographic services and how this information is published in the different exchange formats.</p>
17:00	Close of Day One
19:00	Conference Dinner



Libraries at the Crossroads

Resolving Identities



Wednesday 22 February	
08:55 – 09:00	Welcome by Chair – Cendrella Habre, EMEA Regional Council and Director, Lebanese American University
Plenary Session Three	
09:00 – 10:15 	<p>Our Year in Review</p> <p>Join us for this update from the OCLC leadership.</p>
	<p>The Latest News from OCLC</p> <p><i>Eric van Lubeeck - Vice President, Managing Director, OCLC EMEA and APAC</i></p>
	<p>Spotlight on OCLC Products and Services</p> <p><i>Mary Sauer-Games – Vice President, Product Management, OCLC</i></p>
	<p>Board of Trustees Update</p> <p><i>Barbara Lison – Member of the OCLC Board of Trustees and Director, Bremen Public Library</i></p>
	<p>OCLC Membership</p> <p><i>Peter Sidorko - President of OCLC Global Council and University Librarian, The University of Hong Kong Libraries</i></p>
10:15 – 10:45	Refreshments
Member Session Three	
10:45 – 11:45	<p>Track 1 – Library Services</p> <p>K. Improving User Experience and the Opportunities for Engagement</p> <p><i>Cathy King – Director, End User Services Product Management, OCLC; Marc Loman – Information Specialist, Wageningen University</i></p>

and Research Library; Amada Marcos – Head Librarian, IE University; José Luis Menéndez – Library Director, IE University.

Cathy King introduces this session by reflecting on why our library users' digital experiences need to be as engaging as those we have in person. She'll share insights into her approach and best practices for building engaging web experiences, before introducing two libraries that are building their own unique digital experiences for their users.

Wageningen University Library are focused on improving user experience. They are analysing data about users and their prior usage of services to do this. In this talk, we will hear about the personalisation features they are developing, gained from knowledge about the user's identity and preferences.

In an attempt to establish services offered by the library outside the strict scope of its facilities, the IE Library in Madrid has taken the concept of 'vertical library' (one that transcends the physical boundaries of a closed environment), as its vision. They have adopted various technologies including smartphone technology and augmented reality to offer library services at the point of need, wherever the user happens to be. Join this session to find out more.

Track 2 – Academic Libraries

L. Academic Library Transformation (Part 2)

Benson Ali – Library Director, American University of Nigeria; Lars Binou – Team Manager, Library Facilities and Stacks, Technical University of Denmark (DTU); Catherine Walsh – Director of Library Services and University Librarian, University of Essex.

In this session, we will hear about three very different library transformations brought about by social, economic and environmental factors.

The American University of Nigeria (AUN) is located in Yola, in the North-East of Nigeria. AUN promotes its identity as a development university. It is the only virtual library with full internet facilities in the region. These facilities have been put under extreme pressure in recent times, with the displacement of people, due to Boko Haram insurgency. Difficult times have led to innovative measures. We will hear about how AUN has worked to alleviate pressure on its library with effective new ideas.

It's a challenging new environment we are in, where student satisfaction has a direct impact on a university's position in the higher education league tables. The library team at the University of Essex wanted to play its part in contributing to the success of the institution by removing any perception of the library as a remote or elitist environment. The team undertook a huge transformational project with the aim of creating a more personal and engaged service for students and staff. This talk will address how the University of Essex put the library at the heart of their institution, creating a place where students felt both supported and inspired.

Imagine a student walking into the library, the library app is triggered and opens on the cell phone, it informs the student that the preferred temperature of 20 degrees centigrade and an empty seat are available in zone 8. The student walks to zone 8, feels a little tired and therefore turns up the light to 450 lux, so that adrenaline starts kicking in. It's winter and depressingly dark outside so the student turns the colour to 4500 on the Kelvin scale, which simulates daylight and will stimulate wellness. Noise from the event in the large atrium can barely be heard due to the white noise that breaks the sound, with the calming effect of running water, from the speakers. The student downloads the latest movement data collected from the library and creates a heat map showing the preferred seating possibilities, needed for the project assignment. This vision is being implemented incrementally at DTU Library and you can find out more from this talk.

Track 3 – Public Libraries
M. Building Your Brand Identity

Sytske Schoenmakers – Strategic Marketing and Communications Consultant, Hollands Handelen.

In this track we will address how public libraries can redevelop their identity and their image reaching out to new customers and members without losing loyal customers. Sytske will address the key elements to reinforce your brand and redevelop the image of public libraries - that are in fact much more than a place where one finds 'just' books...

Track 4 – Libraries and Research
N. Case Studies in Capacity Acquisition: Institutional Strategies for Sourcing Research Data Management Service

Constance Malpas – Research Scientist and Strategic Intelligence Manager, OCLC Research

In 2014, OCLC published a report documenting important trends in the evolving scholarly record, including the rapidly diversifying range of research outputs that are regarded as primary publications vital to the practice of open, reproducible science. Among these, research data sets have assumed special prominence as a growing number of funders and national science agencies have established open data mandates that require institutions to comply with specific research data management (RDM) requirements. How are universities sourcing the capacity needed to support researchers in finding, creating, storing, sharing and preserving research data? What kinds of "build, buy or ally" choices are research institutions making to procure appropriate infrastructure and services? This session will describe a current OCLC Research project that is documenting the choice and key decisions points in sourcing RDM capacity at four research institutions operating in different national contexts: the University of Illinois at Urbana-Champaign, Monash University, the University of Edinburgh, and Wageningen University and Research Centre. Constance Malpas, OCLC Research Scientist and Strategic Intelligence Manager, will provide a preview of the upcoming report series and an opportunity for

	audience discussion about library roles in developing and deploying RDM services.
11:45 – 13:00	Lunch and Networking
Member Session Four	
13:00 – 14:00	<p>Track 2 – Academic Libraries P. Collaborative Library Platforms for Discovery, Sharing and Impact</p> <p><i>Tuba Akbaytürk – Library Director, Koç University; Leslie Alter Hage – Director of the University Libraries, Notre Dame University-Louaize; Inge Heslinga – Information Specialist and Subject Librarian, Tresoar; Hans Laagland – Data Manager, Tresoar.</i></p> <p>In this session, we will hear about three different projects that had at their heart, a desire to generate impact. In all three instances, joining together with other libraries to deliver change was the key.</p> <p>Beyoğlu Research Centers Network (BiblioPera) is a partnership project of nine international research centre libraries located in Istanbul. These libraries are known for their multilingual collections on Anatolian civilizations, archaeology, history and art history. Each centre and its library play a unique role in the cultural and research climate of the city and adds to the urban identity of Istanbul. This talk will explore the impact this collaboration has had for the libraries involved and the research community.</p> <p>As a Frisian archive and library, Tresoar has the ambition of becoming a node in an international knowledge network for wetlands research. The unique UNESCO World Heritage site, the Wadden Sea, stretches out along the borders of the Netherlands, Germany, all the way to Denmark, and is of great ecological and economic importance to these regions. By initiating a Wetlands Library, Tresoar's aim was to 1) connect libraries, 2) provide access to datasets, and 3) digitise literature. We will hear about their work to create a group catalogue for libraries in the region with a wetland collection.</p> <p>Since joining the WorldShare® Interlibrary Loan service network, Notre Dame University has seen a remarkable increase in ILL requests, particularly from US-based institutions. They have changed from being a net borrower, to a net lender, primarily in the realm of international lending of materials. Since a part of their strategic plan 2014-2019 was to increase the visibility of their library collections, particularly within the global library community, they have been enthused by this impact.</p> <p>Track 3 – Public Libraries Q. Public Library Innovation</p> <p><i>Henrik Secher Nielsen – Project Manager, Randers Public Library; Michael Studt – Chief Financial Officer, Hamburg Public Library and Managing Director of Bücherhallen Medienprojekte GmbH</i></p>

At Hamburg Public Libraries, they have considerably expanded their digital portfolio in the last few years. No longer supplying just eBooks and databases, but also giving customers access to various digital learning worlds, stream music or download interactive books. In Finkenwerder, a small Hamburg district an "Open Library" has been operating with great success. In the first talk, we will examine the experiences with the Open Library and what it means to equip a library so that it can be opened without the presence of staff. After two years of operation, it turns out that citizens fully appreciate the service and no vandalism or theft has occurred. Further libraries are planned and the parameters for offering such a service are discussed.

Randers Public Library is working on a project called "The Transformative Library" with Silkeborg Public Library and Viborg Public Library in Denmark. It aligns with the widely used "Open Libraries" concept.

The Transformative Library was built around these questions:

- How can we communicate new materials and events to the patrons using open libraries?
- How do we make the physical library room attractive in a time when you can sit at home and get information online?

In response, they built a system that can personalise the library according to the people who are currently in the library room, by collecting data from the use of self-service machines, movement in areas of the room and other input. The real-time data is processed and a 'mode' is selected for the library.

Track 4 – Libraries and Research

R. Meeting New Needs within Scholarly Communities: Evolving Librarian's Roles and Responsibilities

Ixchel M. Faniel – Research Scientist, OCLC Research; Anna Marie Tamaro – Professor, University of Parma.

Research data sharing policies have created new needs within scholarly communities. As data producers, scholars want to easily manage, curate, and share the range of outputs they produce throughout the research lifecycle. As data consumers, they want to easily discover, access, and reuse the range of outputs others produce.

Although academic librarians are well suited to support scholarly communities, they have tended to support downstream activities post-publication. In order to support upstream activities related to data sharing and reuse, they have had to formulate new roles and responsibilities. In this talk, Ixchel M. Faniel (OCLC Research) will discuss findings from a study examining librarians' early research data management (RDM) experiences in the United States. Anna Maria Tamaro (University of Parma) will talk about findings from an international study which examines the human resources perspective. Specifically, perceptions and definitions about data curator roles and competencies.

	<p>Track 5 – Technology S. Balancing Service and Data Security, APIs and Interoperability</p> <p><i>Carmen Hüning – Librarian, FH Münster; Henrik Haagenen – Project Manager, Danish Royal Library - Aarhus; Bjorn Rohde Jensen – Software Developer, Danish Royal Library - Aarhus; Chris Négrel, Director – Library Solutions, OCLC EMEA.</i></p> <p>Kicking off this session, we will take a look at the range of APIs that are available today on the WorldShare Platform. We will also review some of the examples we have today of institutional usage of OCLC APIs, before handing over to hear from two member libraries.</p> <p>When the Münster University of Applied Sciences moved to WMS, it was essential that their choice of library services platform could slot perfectly into a landscape of diverse systems and technologies. RFID technology, authentication systems, finance and accounting systems, all needed to integrate and interoperate with WMS in a logical way, while high standards of data security were observed. This talk will investigate more the experience of FH Münster.</p> <p>The Danish Royal Library - Aarhus has a central role in providing ILL services not only to students and staff at the University of Aarhus but to public libraries in Denmark as well. This service required using both Danish ILL software and WorldShare ILL (for brokering international interlibrary loans), and for the two systems to interoperate behind the scenes. This talk will explore their use of web services to automate processes between regional and global systems and what they have learnt as a result.</p>
<p>Plenary Session Four</p>	
<p>14:15 – 15:00</p> 	<p>Today we are capturing many different types of public data, for instance government data, financial data, heritage data, research data and scholarly communication data and hosting it in the cloud. Data capture could be desirable for the growth of our knowledge-based economies, as is the ability to interpret and analyse such data to derive new learning and improve the nature of our services. In this session, we will hear two different perspectives on how data is driving new innovation in research and in libraries.</p> <p>Open Science – Libraries get engaged!</p> <p><i>Prof. Dr. Klaus Tochtermann – Library Director, ZBW - Leibniz Information Centre for Economics</i></p> <p>According to OECD’s definition, Open Science refers to an approach to research based on greater access to public research data, enabled by ICT tools and platforms, and broader collaboration in science, ..., and finally, the use of alternative copyright tools for diffusing research results. The European Commission is promoting the development of the European Open Science Cloud (EOSC). The EOSC is considered to be an eco-system of infrastructures, such as libraries, joining forces to leverage particularly research data management to a new level of quality. However, so far libraries are very little (if at all) involved in this process. Within this context, the talk</p>

	<p>will address the current development towards an EOSC at the national, the European and the G7 level. It will illustrate what role libraries can take in this process and why they should become more active. The project “Generic Research Data Infrastructure” (GeRDI) coordinated by the ZBW – Leibniz Information Centre of Economics, is one example showing how libraries can engage in this important development.</p>
	Q & A Session with Audience
<p>15:00 – 15:45</p> 	<p>Conversations at the Crossroads: Innovative ways to Connect with your Community</p> <p><i>David Lee King – Digital Services Director, Shawnee & Topeka County Libraries</i></p> <p>A modern library is all about making and maintaining connections. Connections to library customers, connections to community partners, and even helping some customers connect to the library and the web for the first time. All are important in today’s library.</p> <p>In this presentation, David shares examples of how libraries can use data to better connect with customers; innovative ways to create new community partnerships; and how some libraries and other organisations are using technology tools to help all customers connect to the library and to the world.</p>
	Q & A Session with Audience
15:45 – 16:10	Round up and closing speeches - Close of EMEARC 2017