EMEARC19 CHANGE THE GAME

OCLC EMEA Regional Council Conference
26–27 February 2019 • Marseille, France

Tuesday 26 February	
08:30 – 09:15	**Registration Opens**
09:15 – 09:30	**Welcome**

Plenary Session One	
09:30 – 10:30	**How can we change the game?** *Skip Prichard, OCLC President and CEO* Join OCLC President and CEO and Author of Wall Street Journal best seller The Book of Mistakes: 9 Secrets to Creating a Successful Future, Skip Prichard, as he discusses how OCLC and Libraries can change the game, together.
10:30 – 11:00	**Refreshments**

Member Sessions One	
11:00 – 12:30	The first of a series of parallel tracks that are submitted by member libraries from all over the region. There will be five parallel tracks with one in French and four in English. Each track will reflect a different perspective from our members including academic librarianship, public librarianship, library research and library services.
	Track One – French Track **A. Collections to Connections: Space Transformation in Academic Libraries** *Marie-Louise Battault, Head of the Learning Center, Burgundy School of Business; Iegor Groudiev, Director, Université Paris 8 Vincennes-Saint Denis; Julien Roche, Directeur des bibliothèques et learning center de l'université de Lille.* In this session, we will learn how French academic libraries from all over the country are re-thinking their library space, services and branding to adapt to the expectations and needs of its visitors.

The library of the University Paris 8 Vincennes - Saint Denis celebrates its 20th anniversary. The "sober and classic" original spaces were conceived around the book and the reading activity. In 20 years, the needs of visitors have evolved, and the library has transformed its spaces and services: collaborative spaces, digital and connected, more relaxed seating areas, computer loans and connected furniture. The library is open beyond the campus.

Part of the global library system of the university of Lille, LILLIAD Innovation Learning Centre is a new building (2016), incorporating a refurbishment of the former Central Library of the "Cité scientifique campus" and an extension. LILLIAD is the result of a fruitful collaboration between the University and several partners, who decided to develop a branding policy in common, enabling LILLIAD to be part of the umbrella branding of the University but, in the same time, to have a specific identity compatible with the needs of a shared multi-branded equipment. The presentation will develop the main steps of the building of the LILLIAD brand under the umbrella of the University and its partners, the way the brand has been developed offline and online, why it's a good mean to change the image and the preconception of such an equipment, and the results so far. The presentation will stress in detail the online strategy, including website, multimedia, community management and emergency communication, to give a general overview of the digital footprint of LILLIAD.

The Burgundy School of Business will share their experience of transforming their traditional library in just nine months, into a state-of-the-art 'third place'. This change has seen their visitor numbers increased fourfold and their borrowing figures tripled.

Track Two – Research
B. Linked Data Interactive Mini Symposium

Sebastien Peyrard, Head of Metadata Engineering Services, Bibliothèque Nationale de France; Karen Smith-Yoshimura, Senior Program Officer, OCLC Research.

Join OCLC Research and a guest panel for this mini symposium on linked data. At the core of the conversation lies questions on how linked data is meeting interoperability challenges in the online information environment.

- What are emerging practices and ways of working?
- How is the linked data ecosystem evolving?
- How are libraries redesigning and reconceiving their data for shareability?
- How is working in an LOD-environment different from regular library cataloguing workflows?

The session is targeted at strategists and implementors alike. We want to initiate broad conversations, so a spectrum of viewpoints is needed. Due to room size, numbers will be restricted, so we encourage you to register early and registrants will receive questions

in advance to consider, so we can optimise the time we have together. The outcome we expect is a sharing of work and practical experiences with linked data, an exchange of real-world examples and use cases, and an exploration of pragmatic ways forward.

Track Three – Public Libraries/Museums and Archives
C. Changing the Game in Public Libraries

Paul Adels, Market and Product Development Unit Manager, Rotterdam Public Library; Julie Calmus, Head of Public Service Development, Bibliothèques de Bordeaux; Daniel Garcia Giménez, Director, Biblioteca Central de Santa Coloma; Theo Kemperman, Director, Rotterdam Public Library; Jaap Naber, Business Controller, Rotterdam Public Library.

Traditionally, the library sector is very connected to the theme of inclusion. But inclusion does not come easy. Also, global and local developments underline the importance of the work of public libraries within society. It is not without cause that two of the UN Sustainable Development Goals are explicitly linked to inclusion, namely 'Gender equality' and 'Reduced inequality'. The city of Rotterdam is a multicultural metropole. With 645,000 inhabitants, 50% of whom stemming from 170 different countries, the city faces issues just like any other big city in the western world. The city government has expressed the ambition of creating a more inclusive society under the slogan 'Everyone participates'. The library's own mission statement is aligned with the priorities of both the UN and local government, indicating Rotterdam Public Library's commitment to contribute to an inclusive society. During this talk, colleagues from the Rotterdam Public Library will discuss the role public libraries can play as a local catalyst for inclusion, illustrating this with a few cases from their own experience.

For the library in Bordeaux, being mobile is a matter of public conquest. For people from medium to high educational level, going to library is a standard option, but for others, the library is viewed as a place that is « not for them ». The library has been fighting against this wrong perception. For people who can't come anymore, because of great age, disease or handicap. Mobility is an easy and relevant way to communicate what libraries can offer nowadays. In Bordeaux, the mobile strategy is pursuing a triple objective: Library for everyone: for those who think that library is not for them or for the elderly that cannot come anymore; Library access in every district with the Librarybus; and Library advocacy.

Santa Coloma de Gramenet is a one hundred and twenty thousand habitants' town connected by underground public transport with Barcelona. There, a four public libraries network makes up the library service in town. The service and the buildings belong to the City Hall, but they are getting the technical assistance, the services, the orientation and financial support including management professionals and periodical activities and book contributions from Diputació de Barcelona, a regional government who join all the public libraries of the region in a unique catalogue and technical organization, reinforcing the municipal organization in libraries as singular units. To

equalize a unique library plan, with only one bibliographic development policy, an integral activities menu and an unified technical criteria system, the library is implementing a coordination project. The talk will focus on how to manage, join objectives, deduct efforts and multiply skills and capacities to set up a more efficient public service.

Track Four – Library Services
D. Sharing and Collaboration

Kate Petherbridge, Executive Manager, White Rose Libraries; Karin Clavel, Manager of Library Resources, TU Delft; Frank van Klaveren, Team Lead Professional Services, OCLC; Petra Otten, Project Manager, Wageningen University & Research Library; Will Roestenburg, Policy Officer, Library Development, TU Delft; René Verwijmeren, Manager, Information Provisioning, Erasmus Universiteit Rotterdam.

Libraries are shifting from information content providers to providers of services that support processes for both staff and users. This session will look at ways in which libraries are working together to enable them to offer more to their users, with the same resources.

The libraries of TU Delft and Wageningen University and Research have collaborated their back offices with the goal of making a more efficient use of their limited resources by dividing tasks and sharing knowledge. They will talk about how they organised it and how it worked.

Twelve university libraries, the National Library in the Netherlands, OCLC and SURFmarket have developed a joint model for the knowledge base of the Dutch UKB association. This has allowed a 'team in the cloud' made up of library specialists to maintain over 120 collections. They will share their learnings and what this could mean on a national level.

The White Rose Library Consortium (universities of Leeds, Sheffield and York) has pioneered collaborative service delivery, developing two e-print repositories. They will look at the critical success factors, the staffing strategies adopted and the impact of the Consortium on the culture and development of the individual libraries.

Track Five – Academic Libraries/General
E. Indicators for True Assessment of Student and Research Performance

Grégor Blot-Julienne, Director, Caen Normandie Academic Library; Rebecca Bryant, Senior Program Officer, OCLC Research; Rita Marzoli, Head of Library and Documentation Centre, INVALSI; Ornella Papa, Researcher, INVALSI; Cécile Swiatek, Deputy Director, Université Paris II Panthéon-Assas Academic Library; Charlotte Wien, Professor of Scholarly Communication, University of Southern Denmark.

	As we are facing an evolution in research and new models of teaching and learning, a strong increase in student numbers is evident everywhere. It is required to document changes in student outcomes and to define criteria for measuring inputs and assessing indicators for student learning and research performance.

Cecile Swiatek and Gregor Blot-Julienne, ADBU launched a European comparative study on Key and Performance indicators in Academic Libraries over the 2013-2016 period. We will hear about their findings on how to better assess the contribution made by libraries to student success and research performance.

Rita Marzoli and Ornella Papa (INVALSI) will address the issue through their research examining the relationship between the school library and students' performance, taking into account socio-economic and cultural backgrounds.

The Innovative Metrics Working Group of LIBER has also been sharing best practices that can be used to develop recommendations for the optimal use of metrics in research libraries and information infrastructures. Charlotte Wien (University Library of Southern Denmark), Head of LIBER's Innovative Metrics Working Group will give an insightful presentation: Politicians have not paid much attention to the differences between the scientific domains and have implemented performance indicators in a 'one size fits all'-mode and have created a 'Pandora's Box' of perverse incentives for researchers and potential conflicts of interest. How can research libraries maintain a balance and remain neutral providers of services to both researchers and university management?

Finally, the latest OCLC Research + Ithaca S+R report examined the impact of increased institutional differentiation in universities on the organization of academic libraries and the services they provide. They have managed to develop a new framework for understanding the fit between emerging library service paradigms and university types which is of high interest to the academic world. |
| **12:30 – 13:30** | **Lunch and Networking** |
| **Plenary Session Two** | |
| 13:30 – 14:30 | **People are our catalysts for change**

Alex Clifton, Artistic Director, Storyhouse; Jenny Johnson, Executive Director of Marketing, OCLC.

Question: How do we move people from being passive allies, to active supporters and users of our library?
Answer: Put people at the heart of our change.

The Storyhouse in Chester transformed the fortunes of its community's library service by bringing together the city's main library, a cinema, a theatre, and a restaurant in one vibrant communal space. The new library is the only one in the UK open daily until 23.00. Books are everywhere, throughout the whole building. And |

	whether you enter to go to the theatre or have a meal in the restaurant, the library is constantly beckoning you in. As a result, the city has seen a big increase in the number of library card holders. More importantly, the library is used in ways that are not purely about the collection but are contributing to its role as an indispensable community asset with 125 community groups using Storyhouse every month. In this session, we will hear more about this remarkable journey from Alex Clifton, its Artistic Director. And, Jenny Johnson, OCLC Executive Director, Marketing will show how the Storyhouse experience embodies themes identified in OCLC research with public libraries relating to community engagement and marketing. Alex and Jenny will discuss ways their learnings can inform changes in your library and your community.
14:30 – 15:00	**Refreshments**
15:00 – 15:30	**OCLC Highlights from 2018**
	Eric van Lubeek, Vice President, Managing Director, OCLC EMEA & APAC.
	OCLC Board of Trustees Update
	John Szabo, Chair, OCLC Board of Trustees and City Librarian, Los Angeles Public Library.
<td colspan="2">**Plenary Session Three**</td>
15:30 – 16:00	**From What We Count to What Counts: Creative Bibliotherapy**
	Régine Detambel, Writer and Physiotherapist.
	Life is made of challenges, and the library can be a shelter to overcome them. Creativity will help, at any age, to recharge and unwind, by using our imagination, invention, inspiration, emotions and sensitivity.
	How can books bring a new momentum of creativity? Can words help us live? How can librarians help their users by using creative bibliotherapy during practical workshops?
<td colspan="2">**Member Sessions Two**</td>
16:15 – 17:30	The second of a series of parallel tracks that are submitted by member libraries from all over the region. There will be five parallel tracks with one in French and four in English. Each track will reflect a different perspective from our members including: academic librarianship, public librarianship, library research and library services.
	Track One – French Track **F. Knowledge Transfer Powered by Metadata**
	Marianne Giloux, Research Engineer, ABES; Frédérique Joannic-Seta, Director of Metadata Department, Bibliothèque Nationale de France; Karen Smith-Yoshimura, Senior Program Officer, OCLC Research.

Please note this session will be conducted in both English and French. There will be interpretation both ways, so listeners can follow the entire session in either English or French.

The fuel that powers the transfer of knowledge is metadata. And, as the specialists in this field we look for ways to boost its capacity. To exercise the way it is created, aggregated, transformed and transposed to improve knowledge transfer, regionally, nationally and globally. In this bilingual session, we will hear about three different approaches to this challenge.

In France, there are two bibliographic agencies which coordinate the reporting of library collections on the national territory, as well as the standardization of bibliographic data. The BnF produces the data of the French National Bibliography, constituted from the legal deposit and ABES runs the Sudoc collective catalogue of 1500 university libraries. We will hear about, the national Bibliographic Transition Program, co-led by the two French bibliographic agencies, provides an opportunity to jointly improve the structuring of bibliographic information and will result in a National File of Entities upon completion.

The cream of the world's culture and heritage is shared by being translated—it's how we learn about other cultures. At OCLC Research, there is interest in the metadata needed to describe and provide multilingual access to the resources managed by libraries, archives, museums and other cultural heritage organizations. The potential of linked data to display the metadata in the preferred language and script of the user, and particularly in associating translations with their original work offers powerful possibilities. We will share how a translation model has been applied, with experimentation on representing works and their associated translations in Wikibase, as part of the OCLC Research Linked Data Wikibase Prototype.

Track Two – Research
G. Session cancelled

Track Three – Public Libraries/Museums and Archives
H. Game Changing Projects in the Museums and Archives Sphere

Esther Chen, Head of Library, Max Planck Institute for the History of Science; Gildas Illien, Library Director, Muséum d'histoire naturelle; Félice Faizand de Maupeou, Research Engineer, Université Paris Nanterre.

Like many, the Library of the Natural History Museum in Paris has invested in the acquisition of electronic documentation and the digitization of its holdings over the past 20 years in order to match researchers' expectations and to keep up with the massive dematerialization of scientific publications in the field of natural sciences. And it has been quite successful indeed, since researchers

barely use the physical library anymore. What should we do now with our empty seats, reading rooms and reference staff? Should we close everything or try to think differently about our mission and services? Designing the post-digital library and revisiting the potential of its materiality is not about going backwards. The digital experience and the dematerialization of cultural transactions has impacted our users' lives in many ways. There are things people are starting to miss, senses that need to be reactivated. What if the library could be a good place to start addressing this sense of loss and look at the physical and social experience of a reading room or the discovery and manipulation of original collections as legitimate services of their own? This presentation will develop the vision of a post-digital library focused on human experience and tell the story of how our team has engaged major changes in its own organization and has started experimenting new forms of mediation with their users in order to be attractive again to a totally new public.

The library at the Max Planck Institute for the History of Science (MPIWG), like many other institutions worldwide, faces the growing challenge of digital research data produced by various projects at the institute and scattered across numerous databases in different formats. The format of scholarly output is changing: currently this output does not necessarily flow back into any reliable information system that guarantees persistent data retrieval. The research life cycle as we know it from the print age is disrupted. Simultaneously, researchers who set up new projects are "reinventing the wheel" over and over again. In order to face this challenge, the library—in close collaboration with Research IT—is working on the development of a new digital research infrastructure for the humanities. Its main goals are to enable research data to flow back into the library and the "research life cycle"; provide new research projects with integrated tools "out of the box"; preserve provenance by linking research data and sources in a "knowledge graph". The technical solutions are based on Linked Data technology.

The aim of the presentation is to provide insights into the background of the project, to highlight its crucial questions and challenges, and to demonstrate the curation and storage of research data as a field within the Digital Humanities, where libraries urgently need to gain expertise in building and offering infrastructures and know-how to the scholarly world.

The creation of the Artist Libraries Project was sparked by the observation that artist libraries are still not well known, yet many art historians are interested in this archive for the value it adds to understanding the person behind the artist and his or her creative process. The problem is that these libraries are rarely physically preserved. Therefore, they require a great deal of investigation and collaborative research. This academic project brings art historians, literary historians and curators together to make accessible, to researchers and the general public, artist libraries from the 19th and 20th centuries via the website, www.lesbibliothequesdartistes.org. This speech will explain how we built this collaborative study between academic researchers and cultural institutions, and how the

implementation of IT tools has raised questions about the use of this resource as an archive on the one hand, as well as its value for art history on the other.

Track Four – Library Services
I. New Strategies for National Libraries and Networks in Serving their Communities

Paul Jansen, Senior Project Manager, OCLC; Axel Kaschte, Product Strategy Director, EMEA, OCLC; Agnieszka Kasprzyk, Librarian, NUKAT; Frank van Klaveren, Team Lead Professional Services, OCLC; Thorsten Meyer, Deputy Director and Chief Librarian, ZBW.

Axel Kaschte will show how OCLC is leading the way with the introduction of Syndeo®, a suite of services that facilitate national and regional library collaboration.

Find out how the Polish Union Catalog is changing dramatically to chart a completely new course, redefine what, how and to whom they deliver, focus more on what they do instead on how much they do, to make themselves indispensable to the community.

As a National Library, the ZBW is responsible for the collection, and sustainable provision of worldwide information for the research community in economic sciences in Germany. As this was quite straight to achieve via document delivery services in the world of print, there are more legal obstacles in the digital era. Therefore, ZBW established a digital strategy to transform its library into a digital library. This presentation elaborates the idea of the strategy, its implementation and challenges for the staff.

The Netherlands is the first country in Europe to transition from their current ILL infrastructure to the WorldShare® platform. The current services for resources sharing have been in service for decades and are still popular with the users. How do you migrate to a new ILL system whilst keeping the current system running? What is the best way to approach communication, planning and training? Why would you replace it in the first place?

Track Five – Academic Libraries/General
J. Open Access: A Game Changer in Scholarly Publishing

Dalia Corkrum, Library Director, Whitman College; Frank Scholze, Director of Library Services, Karlsruhe Institute of Technology; Julie Therizols, Library Partnership Officer, OpenEdition; Titia van der Werf, Senior Program Officer, OCLC Research.

In this session, we will explore the many Open Access initiatives taking place in the region. In Germany, the goal of Project DEAL is to conclude nationwide licensing agreements with respect to the entire portfolio of electronic journals by major academic publishers. The intention is also to bring about significant change to the status quo with respect to negotiations, content and pricing. To reach a "publishing and reading" license model (PAR) which helps the large-

	scale transformation to open access and which is in line with OA 2020. While in the US, a group of libraries have seized the initiative to make changes to the scholarly monograph publishing industry. Lever Press devotes itself to producing high quality scholarship in an economically sustainable model and leads the way towards establishing best practices for born-digital, peer reviewed, open access monograph publishing. We will also hear from a prominent open access publishing portal from Marseille, OpenEdition. OpenEdition is a non-profit public initiative run by scholars committed to developing high-quality research publishing. OpenEdition is complemented since 2011 by a Freemium programme. This economic model aims at developing open access publishing in partnership with libraries.
17:30	**Close of Day One**
19:00 – 22:00	**Conference Dinner** Palais du Pharo

Wednesday 27 February
Member Sessions Three

09:00 – 10:00	The third of a series of parallel tracks that are submitted by member libraries from all over the region. There will be five parallel tracks with one in French and four in English. Each track will reflect a different perspective from our members including: academic librarianship, public librarianship, library research and library services.
	Track One – French Track **K. From evolution to revolution in French academic environments** *Johann Berti, Director, Aix-Marseille Université; Fanny Clain, Assistant Director, Communication and Evaluation Manager, Aix-Marseille Université; Sarah Hurter-Savie, Head of University Libraries, University of Nice Sophia Antipolis and member of the OCLC EMEA Regional Council; Sophie Raisin, Associate Professor in Genetics and Developmental Biology, University of Nice Sophia Antipolis.* In 2012, the three universities of Aix-Marseille joined together to form Aix-Marseille University (AMU), the biggest French university. On an unprecedented scale for 60 years, the modernisation of equipment creates new library and service "matrixes", which registers at the heart of the training and research activities of the university, but also at the heart of cultural and social action of the campus. – By integrating documentary training into university courses, by developing original training formats, by welcoming spaces dedicated to innovative pedagogy within their four walls, the libraries of the Aix-Marseille University accompany the students at all levels and contributes to their academic success. – Thanks for the political will of the government and the work of the librarians on the Open Access of SCD, Aix-Marseille University today has a political structure of promotion and the valuation of open access which was reinforced by the launch of Ministry's "national plan for open science" on 4 July 2018.

The University of Côte d'Azur has decided to place the mastery of information skills at the heart of its actions to promote student success. This innovative approach within the university community is part of the university's main strategic orientation as defined in the institution's framework documents on training, namely: developing a competency-based approach, giving priority to active pedagogies designed to foster student autonomy, encouraging online training, and registering information skills in compulsory, assessed and ECTS-credited UEs. All the actions carried out contribute to the acquisition of a critical view of information but also a better understanding of the mechanisms of changing models and scientific knowledge. What levers have made it possible to deploy a systematic, sustainable and transforming system for the university? What were the obstacles and difficulties encountered during its development? What organizational and technical structuring decisions have been made to promote successful implementation? These are the questions to which the speakers will bring concrete insights.

Track Two – Research
L. Research Data Management

Rebecca Bryant, Senior Program Officer, OCLC Research; Jacquelijn Ringersma, Data Management Coordinator, Wageningen University & Research Library; Simona Turbanti, Librarian and Adjunct Professor of Library and Information Science, University of Pisa.

OCLC Research will give the latest insights on the Realities of Research Data Management and how research data are key to the evolving scholarly record. A quick overview of their research project on this topic and the findings, along with some comparisons of the different institutional practices will be presented. Wageningen University and Research will complement that story with a case study of how their institution is engaged in developing RDM services. They will share their insights on defining a policy for RDM and what it entailed to set up their Data Competence Centre.

The University of Pisa will share how more and more academic libraries have for many years been involved in research data management processes. Their librarians count on their experience of data verification, implemented especially in the process of checking authority files. Their practice with checking sources allows them to be mindful of the data (and metadata) curation, which is central for proper management of sensitive data of scholars and researchers. For these and other reasons, academic librarians are a value-added asset in RDM – and the processing of scientific communication – and they cannot delegate this delicate task to others.

Track Three – Public Libraries/Museums and Archives
M. Negotiating Changing Customer Behaviour

Birgit Lotz, Executive Director of Central Libraries, Frankfurt Public Library; Maisela Edward Maepa, Executive Director, Core Programmes, National Library of South Africa; Daniëlle Plantenga, Strategic Marketeer, Kennemerwaard Libraries.

Library users are becoming ever more savvy over what they want and how and when they access it. This means libraries are having to adapt and negotiate their way around this to stay a vital part of the community. This session will highlight three such projects.

The National Library of South Africa has developed a project in collaboration with the South African Government's Department of Arts & Culture that seeks to make ICT accessible in rural and marginalised communities, helping them to enjoy the benefits offered by technology. They will look at how this project and others has helped their rural and marginalised communities.

A representative from Frankfurt Public Library will consider how changes in the music industry driven by digitisation, the shift from physical to digital media has changed the "core business" of music libraries and the user behaviour and their expectations. They have had to rethink their music and to ask some tough questions - How can it present itself as a public music library? What added value can it offer as a "third space"? And, what strategies can it develop? Hear how they have faced these issues in this session.

Staff at Kennemerwaard Libraries realised that there were more than 240,000 people in their area, but only 50,000 had a library card - they needed to know more! With the use of various marketing tools and research, they were able to identify how each target group warranted a different approach and by know this could alter their services accordingly.

Track Four – Library Services
N. EZproxy® and Analytics

Don Hamparian, Senior Product Manager, OCLC; Julian McFall, Operations Manager, OCLC.

Assessing e-resource usage is a challenge. Producing clear, meaningful reports can cause serious frustration for library staff. In this session, OCLC will share information on a current pilot project to develop EZproxy analytics. The outcome of the pilot will inform a coming-soon service from OCLC that will make e-resource assessment easier, and report on new insights gained into collection development, user experience, student outcomes, and more.

Track Five – Academic Libraries/General
O. Transformation of Library Space

Jyldyz Bekbalaeva, Library Director, American University of Central Asia; Saara Ihamäki, Director of Regional Library Services, Helsinki City Library; Lotta Muurinen, Project Manager of International Affairs, Helsinki City Library; Elena Turdieva, User Service Librarian, American University of Central Asia; Augusts Zilberts, Head of Public Relations, National Library of Latvia.

The Library is a gathering place where people come together to explore, learn and share ideas. It is a space for quiet study and

| | collaboration, for deep thought and discovery. Over the past few years, we have seen some unique transformations of library spaces which have reimagined their physical facilities to best meet the changing needs of their visitors.

The Library of the American University of Central Asia is a state-of-the-art building designed to enact a movement from "dense to open" and to integrate elements inspired by local nomadic traditions of mobility, allowing multi-use and transformations of space. Jyldyz Bekbalaeva and Elena Turdieva will discuss some approaches that helped transform the perception of the library from the traditional learning space to a "nomads-friendly space".

The building of the National Library of Latvia is among the greatest cultural projects of the 21st century in Latvia with an infrastructure that serves as a platform for activities of various cooperation partners and a place of unique creative synergies. Augusts Zilberts will tell us about its multi-functional structure that meets the needs of a modern information-based society.

The Oodi Helsinki Library is "the crown jewel of Finnish libraries" and is famous for its impressive design and structure. This digitally intelligent library provides the city residents with information to support their decision-making in everyday life. The key to Oodi's success is careful listening of its users and participation all the way through its planning process. Saara Ihamäki and Lotta Muurinen will introduce several topics through case studies, observations and statistics. Among others they will explore "library as a game changer", new types of services in a library, Oodi's role in Helsinki and in the Finnish library scene, how the public library network in Helsinki has affected the city, as well as customer engagement in their library. |
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| **10:00 – 10:15** | **Refreshments** |

Plenary Session Four	
10:15 – 11:30	**OCLC and the Evolving Scholarly Record**

Ixchel Faniel, Senior Research Scientist, OCLC Research

In 2014, OCLC published "The Evolving Scholarly Record", a foundational report that explored the shifting centre of gravity for research libraries, because of the shift in research outputs. The increasing complexity of various research assets beyond a traditionally published journal article has fundamentally changed how libraries manage their collecting operations, shifting to an inside out model that promotes and gives context to the knowledge created by the institution activity as well as the unique materials curated by library.

Ixchel Faniel will focus on the need for libraries to position their expertise outside of the traditional workflows and into the larger information ecosystem.

Title to be confirmed |

	Marin Dacos, OpenEdition Director, Open Science Advisor (French Ministry of Research).
	Abstract to be confirmed

11:30 – 12:30	The fourth of a series of parallel tracks that are submitted by member libraries form all over the region. There will be five parallel tracks with one in French and four in English. Each track will reflect a different perspective from our members including academic librarianship, public librarianship, library research and library services.

Track One – French Track
P. Community Efforts Effect Change

David Aymonin, Director, ABES; Grégor Blot-Julienne, Director, Caen Normandie Academic Library; Dominique Lechaudel, Engineer, Centre National de la Recherche Scientifique; Frédéric Truong, Community Manager, Centre National de la Recherche Scientifique.

In this session, we will hear how community effort is effecting change, and improving services that benefit all libraries.

Abes is donating data from many French libraries to WorldCat® making it possible to locate millions of French documents in more than 2000 establishments. Users of search engines can easily access documents of their choice. Abes will present its insights to improve the visibility of French collections and libraries through joint work with OCLC on data quality.

We will also hear from programmers representing the ezPAARSE and ezMESURE project. Both these tools are heavily reliant on the user community to analyse data coming from the many publishing platforms currently covered. The project team have now introduced an "Open Badge" system which recognises the contributions of institutions in supporting the effort of analysing the usage statistics of digital resources captured by ezPAARSE.

The permanent Commission of Evaluation and Steering from ABDU will present 2 of his projects. First, the results and methodological propositions of an impact study on student success run in spring 2018 will be outlined. Then, ADBU will talk about the setting up of an evaluation 'toolbox' on its website, to share tools, methods and actions that are implemented in libraries around evaluation questions.

Track Two – General Library
Q. Supporting Diversity and Inclusion

Sanja Bunic, Zagreb City Libraries; Olena Waskiewicz, Senior Library Assistant (Technical Services), University of Winchester; Lucia Werder, Deputy Director, Bremen Public Library.

Libraries have been providing intercultural services for their users from a wide variety of cultures for many years.

At Bremen Public Library, they have recognised the benefit of diversifying their team too. Lucia Werder will look at how they have been working with refugees in their area by offering them career prospects and in turn, using what the refugees can offer to improve the library services.

Whilst staff at Zagreb City Library have been working with homeless people in their area to provide them with somewhere to go and with the services, skills and tools they need to improve their situation.

The final speaker in this session will look at how the Human library is a perfect community engagement tool for both academic and public libraries. Olena Waskiewicz will share some practical tips on how to get this sort of project started in your library and how it can build connections within the wider community.

Track Three – Library Services
R. Strategies Driving Library Technology Change

Javier García García, Deputy Director of Library Processes and Services, Universidad Complutense Madrid; Veronique Lecat, Cataloging and Metadata Librarian, American University of Sharjah; Nicola Potgieter, Acting Director, Bibliographic Services and Collection Management, National Library of South Africa.

Libraries are forced to adopt a strategy of intense cooperation to survive, defend their autonomy and guarantee useful and innovative services. Library cooperation is being intensified in two directions: internally, to optimize work processes and resources, and externally, going beyond borders and achieving a global international framework. For this, Complutense participates in efforts like: Google Books, HathiTrust and has selected OCLC's WMS as its library management system. In this talk, Complutense explains the reasons behind these decisions.

We will then hear from the National Library of South Africa, they are custodians of a large heritage collection, where standards that facilitated the visibility and sharing of their collection seemed out of reach. Their search and subsequent choice of WMS as a library management system has enhanced the international visibility of its collections as a National Library. In this session, we will learn how they have been able to leverage the metadata expertise of OCLC and Sabinet to make this possible.

At the American University of Sharjah, they have been looking at ways to extend discoverability and accessibility of faculty publications, graduate theses and LibGuides. They are harvesting collections held in their DSpace repository and from LibGuides into WorldCat. This talk will cover the workflows and best practices they have put in place.

Track Four – Academic Libraries
S. Empowering Change in our Libraries

Isabelle Eleuche, Library Director, Université Claude Bernard Lyon I; Eugenie van den Hoven, Head of Academic Services, Erasmus University; Petter Nerelius, Project Manager, Library Services Division; IT Unit, Uppsala University; Linda Thorn, Process Manager for Information and Reference Services, Uppsala University.

Human nature often rebuffs enforced change, preferring change made through own free will. At Erasmus University Rotterdam, they put in place the systems and processes for staff to make change for themselves. They empowered people to make their own decisions. Managers are coaching and offering guidance to help focus but they are not taking the lead. In this way, they are shaping an environment where people are taking responsibility.

At the Université Claude Bernard Lyon I, it was the focus on service quality (with an ISO 9001 certification) that drove change. Quality changed the way they worked because they became really focused on the needs of users and giving them what they really wanted. As a result, the library has become heavily involved in space transformation and offering new services.

At Uppsala University library, a major re-organisation, with the aim of increasing collaboration and becoming more user-focused, triggered change. It began with the merging of library units, introducing new roles as process managers and by starting three activity development projects. Suddenly, the only constant was change!

Three different journeys towards a new horizon, join us to find out more.

Track Five – General Library
T. The British Library—working in partnership with public libraries

Liz Jolly, Chief Librarian, The British Library; Liz White, Head of Strategy Development, The British Library.

In a digital age, what does it mean to be a national library and how do we bring new value to the communities and networks we serve?

This is a question the British Library has reflected upon deeply as it explores new ways to listen, innovate, and adapt to a changing world—putting users at the heart of everything it does.

The British Library launched its Living Knowledge vision in 2015, an ambitious prospectus for growth and continued development, driven by a vision to become the most open, creative, and innovative institution of its kind in the world and to make the UK's intellectual heritage available to everyone.

The past few years have seen significant challenges for libraries and for public libraries in particular. At the same time, user needs and expectations are changing exponentially and libraries of all kinds are investing in innovative ways to engage diverse and representative audiences, both digitally and within the public areas of library buildings.

	In 2019, it's noticeable that both the value and values of libraries and library professionals are growing in importance as we seek to define our changing role.

In this session, Liz Jolly, Chief Librarian at the British Library, explains how the British Library's *Living Knowledge* vision reshapes the organization's enduring public purposes, and highlights the institution's significant contributions to research, culture, education, and economic prosperity for local, national, and international audiences.

Guided by the commitment to openness and inclusivity set out in *Living Knowledge*, the British Library has developed a series of strategic partnerships with the public library sector, including the Business & IP Centre and [Living Knowledge Networks](#). Following a request from [Arts Council England](#) and the [Carnegie Trust UK](#) in 2017, the British Library is leading a scoping study on behalf of the public library sector to examine the rationale for a single digital presence for public libraries. Also speaking on behalf of the British Library, Liz White, Head of Strategy Development, will detail how the research might inform future service design and promote public library use (including footfall), to amplify the impact and value of libraries at local, national, and global levels. |
| **12:30 – 13:30** | **Lunch and Networking** |
| **Plenary Session Five** | |
| 13:30 – 14:45 | **Third Revolution of the Sign: How the Game Has Changed**

Alexandre Lacroix, Chief Editor of Philosophie Magazine and Co-Founder & President of Les Mots

We know that a revolution of the sign produces major effects on the public's relationship to knowledge and to the notion of truth. It affects the way humans produce traces and put these traces into circulation. For those reasons, it's not possible to maintain our old habits in pedagogy, in the way we conceive the act of writing and of reading, either in literature or in the sciences.

The revolution brought about by the Web has created either the biggest library known to man or a haven for conspiracy theories and fake news. We, as librarians, can change the game. We have the responsibility; our decisions will affect the future. |
| **14:45 – 15:15** | **Refreshments** |
| **Plenary Session Six** | |

15:15 – 16:15	**The engagement of researchers in digital humanities: the BnF Corpus project** *Emmanuelle Bermès, Deputy Director for Services and Networks, Bibliothèque nationale de France.* In a digital world, research libraries are reinventing their mission, as service providers for researchers in the field of digital scholarship. In particular, they are working on providing ad hoc services on request from researchers. These services range from documentation and collections access, to open access publishing, archiving and training. If we are to scale, we must develop reusable tools and generic services such as APIs. Librarians and researchers can work together to develop such tools and processes, creating platforms that enable new types of scientific investigation and using technologies such as artificial intelligence, deep learning and 3D modelling. Corpus is an internal 4-year research project led by the BnF to define future services both virtually and physically in the library. Now in its fourth and final year, the project has based its work on iterative agile experiments with research teams and in partnership with DH Laboratories to engage different skills and to unveil the potential of digital heritage.
16:15 – 16:30	**Close of EMEARC 2019**