



Wednesday 20 November	
09:00 – 09.45	Registration Opens
09.45 – 10:00	<p>Welcome</p> <p><i>Eric van Lubeeck, Vice President, Managing Director, OCLC EMEA & APAC</i></p> <p><i>Kuang-Hua Chen, Chair of the Asia Pacific Regional Council and University Librarian and Full Professor, National Taiwan University</i></p>
Plenary Session One	
10:00 – 11:00	<p>Featured Keynote</p> <p><i>Skip Prichard, Author of Wall Street Journal best-seller The Book of Mistakes: 9 Secrets to Creating a Successful Future and OCLC President and CEO.</i></p>
11:00 – 11:30	Refreshments
Breakout Session One	
11:30 – 12:30	<p>A – Do things differently so you have time to do different things</p> <p><i>Shigeki Sasagawa, Library Consultant, EMEA & APAC, OCLC; Constance Wiebrands, University Librarian, Edith Cowan University.</i></p> <p>Libraries are constantly striving to give their users access to the most advanced technology and tools to help them find and use the information they need, despite library budget and staffing constraints. With WorldShare® Management Services (WMS), libraries can now update their workflows with integrated solutions giving staff time to do different things.</p>

	<p>During this session, Constance Wiebrands, University Librarian at Edith Cowan University, will share her institution's experiences of moving to a cloud-based service and how making some changes to their workflows, allowed her staff to work differently and focus on other projects within the library.</p>
	<p>B – The shift to open</p> <p><i>Axel Kaschte, Product Strategy Director, EMEA, OCLC; Yeo Pin Pin, Head of Scholarly Communication, Singapore Management University.</i></p> <p>Open access and the publishing of open content has caused a fundamental shift. Libraries are tasked with balancing budgets and priorities while still meeting the evolving needs and expectations of the communities they serve. Besides, it can be difficult for researchers to navigate the waters of paid and open content to find and access precisely the information they need. Our experts will address and discuss these topics. You will also have the opportunity to hear how OCLC works with governing bodies, publishers, aggregators, libraries, and the communities they serve to enhance the visibility and accessibility of open content.</p>
	<p>C – Going further for the user in the public and academic spheres</p> <p><i>Ivan Chan, Associate Librarian, The Hong Kong Polytechnic University; Hong Yao, Director of Technical Services, Queens Public Library and OCLC Americas Regional Council Delegate.</i></p> <p>The rapid development of technology has changed users' reading behaviour, the ways they seek information and their perceptions of libraries and their roles within society.</p> <p>At Queens Public Library, one of America's largest public library systems, they have been embracing change by offering programmes and services that meet and exceed the changing expectations of their users. During her talk, Hong Yao will highlight some programs they have launched with the help of their Technical Services department and, share the outcomes, feedback and challenges they have faced.</p> <p>Back in 2017, The Hong Kong Polytechnic University opened an i-Space, providing various facilities and studios for the library users. Traditionally, uptake of emerging technologies has been stronger amongst science and technology students, so the challenge was to lower the barriers to entry to provide these resources to everyone. In order to do this, they have introduced MakerMindset@i-Space, which encourages creativity and curiosity amongst their students when using these technologies by providing workshops and visits from industry experts to share their experiences.</p>
<p>12:30 – 13:30</p>	<p>Lunch and Networking</p>
<p>Plenary Session Two</p>	

13:30 – 14:30

Tracking of Library Performance Indicators Through Self-Service Data Visualization Dashboards

Adeline Lee, Head of Business Analytics, Knowledge and Risk Management Department, National Library Board Singapore; Phyllis Tay, Assistant Manager, Business Analytics, National Library Board Singapore; Laiman Li, Account Manager, ANZ, OCLC.

The National Library Board of Singapore manages a network of 26 public libraries. It regularly carries out performance measurement and assessment, as well as generates business insights so as to work toward achieving NLB's vision for Singaporeans to be 'Readers for Life, Learning Communities, Knowledgeable Nation'.

NLB tracks performance indicators such as visitorship, loans, web visits, membership, patrons' satisfaction, programme effectiveness, etc. To have a closer pulse on performance, interactive dashboards comprising key indicators have been developed where management and staff could track monthly. User access to the dashboards are either via their work computer and/or iPad for access on-the go. Examples of indicators made available on the dashboards are: total loans (physical and electronic) in the current year and the preceding years; physical loans only; e-loans only; loans year-on-year; loans month-on-month; loans by branch; loans by language; loans by item age level; fiction loans by subject and non-fiction loans by DDC; and titles loaned.

Prior to the launch of the dashboards, the business analytics team conducted consultations with management and users to determine that the indicators identified were indeed those that users would need. This would ensure usability of the dashboards' across a range of users. Data preparation and cleansing, as well as scripting are required to transform the data. Once the dashboards were built, the team conducted user training and provided self-help learning through videos.

NLB's library performance indicators dashboards using a self-service analytics and visualization tool provides month-to-month year-to-year data and trends. Staff are empowered to develop tactical strategies by deep-diving on patrons' behaviours and profile so as to provide library collections, programmes and services that meet patrons' needs and interests.

OCLC's EZproxy is widely recognized as leading on access management for e-resources. In the process of validating library users requesting access to subscription-based resources from off-campus, the proxy server offers an additional and perhaps more powerful benefit for libraries. The log data generated from 'access events', offers a rich seam of intelligence, which can be analyzed and visualized to inform library staff in assessing the performance of content platforms.

Laiman Li will give an overview of OCLC's recent EZproxy Analytics pilot, and the data transformations necessary to accomplish the goals of the pilot.

14:30 – 15:15	<p>The metadata services that underpin global cataloging work</p> <p><i>Chris Négre, Director of Library Solutions, OCLC.</i></p>
15:15 – 15:45	<p>Refreshments</p>
<p>Plenary Session Three</p>	
15:45 – 16:45	<p>Build powerful networks to achieve more together</p> <p><i>Helene Blowers, Executive Director, Member Relations, OCLC; Alison Dellit, Assistant Director - General Collaboration, National Library of Australia.</i></p> <p>At OCLC, we have thousands of library members in more than 100 countries all making information more accessible and more useful. Executive Director of Member Relations at OCLC, Helene Blowers will share how OCLC works with these libraries to help build powerful networks that make breakthrough possible.</p> <p>Alison Dellit, the Assistant Director – General Collaboration at the National Library of Australia will share how the Trove service has developed partnerships within their country to help share their resources even further. In its first decade, the Trove service – managed by the National Library of Australia in partnership with more than 1000 libraries and other cultural institutions – has become an established part of Australian culture. Millions of Australians use the service to engage with their own history and volunteer to improve text – more than 12 lines of text have been corrected in the service for every Australian. In 2019, the Library significantly expanded Trove into more contemporary cultural material. In February, the 60 billion files comprising the 1996-2018 Australian Web Domain were added to the service. In April, National and State Libraries Australia launched the National Edeposit Service, allowing publishers to provide unmediated, immediate (or embargoed) access through Trove, with thousands of community and government publications added. In 2020, a revitalised interface will be released, designed to welcome new audiences. Through consultation with Aboriginal and Torres Strait Islander communities, a First Australians portal has been developed, cultural protocols and navigation to materials in Australia’s many Indigenous languages will be available. In this presentation, Ms Dellit discusses updating an icon, the power of digital collaboration and the future of combined bibliographic and digital content services.</p>
16:45 – 17:00	<p>Introducing Discovery and Fulfillment – a Global Council Survey</p> <p><i>Constance Wiebrands, University Librarian, Edith Cowan University.</i></p> <p>Every year, the OCLC Global and Regional Councils select an area of interest to explore further the interests, issues, concerns, and challenges that OCLC Members face throughout the different regions. This year, the Global Council is exploring how individuals discover resources and get access to these resources and is interested in hearing your perspective.</p>

17:00	Close of Day One
17:30 – 19:30	Conference Reception, Village Hotel Sentosa Old Barracks



Thursday 21 November

Plenary Session Four

09:30 – 10:15

An interactive discussion with OCLC

Eric van Lubeeck, Vice President, Managing Director, OCLC EMEA & APAC; Shu-En Tsai, Executive Director, Asia Pacific Services, OCLC.

In this session, you will hear about both the market developments in Asia Pacific and the product developments that have happened in the last twelve months.

10:15 – 10:30

OCLC Board of Trustees Update

John F. Szabo, City Librarian, Los Angeles Public Library and Chair of the OCLC Board of Trustees.

During this session, John F. Szabo will give an update on what the OCLC Board of Trustees has been working on over the last twelve months.

10:30 – 11:00

Refreshments

Breakout Session Two

11:00 – 12:00

D – EZproxy: Connect users to content they want

Fiona Leslie, EMEA Marketing Director, OCLC.

OCLC's EZproxy is widely used around the world for access management. However, the proxy server also offers an additional and perhaps more powerful benefit for libraries. The log data generated from 'access events' provides a rich seam of intelligence, which can be analysed and visualised to inform library staff and assess the performance of content platforms. In 2019, OCLC has embarked on a

	<p>pilot with six institutions in the US and Europe to enrich EZproxy log data to make it more useful in library analytics, provide an interface for query and export of transformed data, and to establish goals for usage data and analytics in relation to the proxying and use of electronic resources. This session will give an overview of this work.</p>
	<p>E – Creating networks through social interaction: how can you apply the latest social media trends in your library?</p> <p><i>Kalliope Stavridaki, Marketing Specialist, OCLC.</i></p> <p>Social media, like any other digital media, is always evolving. New functionalities and capabilities are added every day to reflect our own changing behaviours. But what are the latest social media trends and how can we keep up with the numerous functionalities that appear every single day? And more importantly, how do we apply these new trends to our libraries – to make sure we remain relevant and ahead of the curve? Join this interactive session and find out how to stay on top of your game and make your library more powerful in the social media world!</p>
	<p>F – Strengthening your academic library community</p> <p><i>Kusala Fernando, Senior Assistant Librarian, University of Ruhuna; Remedios Janier, Director of Library Services, University of Science and Technology of Southern Philippines; Sakunthala Senevirathna, Senior Assistant Librarian, University of Ruhuna.</i></p> <p>As library technologies and services diversify, academic libraries are being challenged to continually modernise and to keep their customer base growing.</p> <p>The University of Science and Technology of Southern Philippines introduced Faculty Library Advisory Committees to help develop their academic libraries. With their in-depth faculty knowledge, they were able to influence collection development, promote library services and liaise between faculty and library staff, strengthening their link between the library and its community.</p> <p>The scholarly community is seen as a major stakeholder in an academic library as they are constantly exposed to existing knowledge, which they then consider alongside social matters, to provide knowledge for the improvement of society. Kusala Fernando and Sakunthala Senevirathna will consider how an academic library can expand its services through automation, community collaboration and engagement to achieve what their users expect.</p>
<p>12:00 – 13:00</p>	<p>Lunch and Networking</p>
<p>Plenary Session Five</p>	
<p>13:00 – 14:15</p>	<p>Leading with Technology</p> <p><i>Axel Kaschte, Product Strategy Director, EMEA, OCLC; Kee Siang Lee, Director Resource Discovery and Management, National Library Board Singapore; Richard Wallis, Founder, Data Liberate.</i></p>

	<p>With a mission to make knowledge come alive, spark imagination and create possibilities and a vision of creating readers for life, learning communities and a knowledgeable nation, NLB's culture has incorporated the innovative spirit by empowering staff to innovate and getting senior management to lead the way with innovation programs. In this session, the NLB of Singapore will share their broad strategies and innovations initiatives, including their work on Linked Data Management, discovery via the web, and integration with other Singapore Government departments. Richard Wallis will join the conversation, to further develop the topic of linked data and bring it into a context of what it can and should mean for libraries. Finally, we will conclude the session with an update from Axel Kaschte who will talk about OCLC's contribution to the topic of discoverability and what the open web needs and what OCLC is doing to bring library collections to the forefront of the discovery experience.</p>
14:15 – 14:45	Refreshments
Plenary Session Six	
14:45 – 15:30	<p>Closing Keynote Session</p> <p><i>Ayesha Khanna, Co-Founder and CEO of ADDO AI.</i></p> <p>Ayesha Khanna will close the conference by looking at what libraries may look like in the future, not just in 2020, but decades from now. With an artificial intelligence lens, she will examine how access to knowledge can be personalized, using voice and virtual reality. From there, she will take a look at the library building itself, which has become more and more hi-tech, but what does this actually mean? It means a more tailored, nurturing library environment for their users. We will take in some innovative case studies that highlight what libraries are capable of.</p>
15:30 – 15:45	Close of APRC 2019
16:00	<p>Bus departs for Library Visits to</p> <ul style="list-style-type: none"> • Singapore Management University, • Library @ Orchard Road or, • Library @ Harbour Front
17:00 – 18:00	<p>Library Visits</p> <ul style="list-style-type: none"> • Singapore Management University, • Library @ Orchard Road or, • Library @ Harbour Front



Friday 22 November

10:00 – 11:00

Library Visits

- Library @ Orchard Road or,
- Library @ Harbour Front