LIBRARY FUTURES
Community Catalysts

VIENNA, AUSTRIA
3–4 MARCH 2020

Tuesday 3 March

09:00 – 09.45	**Registration Opens**
09.45 – 10:00	**Welcome**

Plenary Session One

10:00 – 11:00	**The 5 C's to Becoming a Community Catalyst**
	Skip Prichard, *President and CEO, OCLC and Author of Wall Street Journal best-seller The Book of Mistakes: 9 Secrets to Creating a Successful Future.*
11:00 – 11:30	**Refreshments**

Breakout Session One

The first in a series of parallel tracks that are submitted by member libraries from all over the region. There will be four parallel tracks, including one in German. Each track will reflect a different perspective from our members including academic librarianship, public librarianship, library research and library services.

11:30 – 13:00	**A. LIBER-OCLC Open Science Workshop**
	The LIBER Open Science Roadmap provides advice on how libraries can advocate for Open Science both within their institutions and internationally to expand the impact of research. It also provides practical ideas for supporting Open Science through tools and services. In this 90-minute interactive workshop, LIBER and OCLC invite participants to discuss the role of the library in supporting the transition to Open Science, particularly as it relates to the seven focus areas outlined in the roadmap. Round table discussions will be facilitated to create a bold vision for the role of libraries in each of the seven Open Science Roadmap focus areas. The obstacles to realizing that vision will be surfaced and discussed while also considering how the library community collectively might overcome some of these obstacles. This is an interactive session, so we will require participants to familiarize themselves with the Open Science Roadmap. We welcome all participants and if you are involved in Open Science activities at your library, we will be interested in hearing your experiences.

*Hosted by **Rebecca Bryant**, Senior Program Officer, OCLC Research;*
***Annette Dortmund**, Senior Product Manager and Research Consultant, OCLC Research;*
***Jeannette Frey** , President, LIBER;*
***Rachel Frick**, Executive Director, Research Library Partnership, OCLC Research;*
***Friedel Grant**, Communication Officer, LIBER;*
***Nienke van Schaverbeke**, Partnership and Events Manager, LIBER;*
***Astrid Verheusen**, Executive Director, LIBER;*
***Titia van der Werf**, Senior Program Officer, OCLC Research.*

B. Improving life chances of young people

Libraries are instrumental in improving the life chances of young people. In this session, we will explore initiatives that demonstrate how libraries are doing this. Also, we will look at how libraries in international schools can contribute to the success and increased engagement of international students. We will hear how computer and information literacy is approached in different countries and the factors that impact on how computer and information literacy is taught in schools. Before switching to a project that focuses on higher education students in Humanities who are being taught literacy skills using gamification techniques. Finally, we will look at how we can release the potential of our young people and develop their talents in creative writing, spoken word and poetry within the safe space that is the library.

***Marjolein Hordijk**, Secondary Education Project and Literary Program Developer, Bibliotheek Gelderland Zuid;*
***Vincenza Iossa**, Librarian, Min. of Education, Universities Research Library;*
***Rita Marzoli**, Director, INVALSI Library and Documentation Centre;*
***Anna Maria Tammaro**, Editor in Chief, Digital Library Perspectives;*
***James Toner**, Head of Libraries, Doha British School and University College London (Qatar).*

C. Networks and Collaboration

In this session, several institutions will show how the power of the network has changed the course of their activities. We will hear from the Bibliotheksservice-Zentrum Baden-Wuerttemberg (BSZ) and Verbundzentrale des GBV (VZG) and how their new joint initiative, K10plus, will result in the largest catalog for scientific libraries in Germany. In Spain, FESABID has been focused on highlighting the capacity that libraries and library professionals have to transform society. Various actions have been directed towards both professionals and civil society, citizens and decision-makers. FESABIB will explain the work and collaboration lines they have created, as well as some of the successes achieved. Finally, the National Library of Latvia has been questioning their identity for their centenary. They will explain how the library, through the concept of cooperation or friendship, has become a centre of culture, science and education, which, by bringing together like-minded people, has a power of action, influence and ability to unite.

***Alícia Sellés,** President, FESABID;*
***Reiner Diedrichs**, Director of the VZG, the Head Office of the GBV;*
***Augusts Zilberts**, Head of Public Relations, National Library of Latvia.*

	D. Community Engagement and Focusing on the User (German Session)
	The speakers from the City Libraries in Frankfurt and Ludwigshafen talk about different ways to lead libraries successfully into the future.
	Birgit Lotz: **"Let's Make Innovation Tangible! Claiming a Role in the Emergence of Smart Cities".** The increasing digitization of our lives has major implications for public libraries – from the media we provide to the channels that we use to engage in our communities. In her talk, Birgit will discuss the opportunities in the shift towards smart environments. Her central thesis is that we can claim an important role in this process by making digital agendas tangible in concrete situations. Moreover, we can be the arenas in which society members are encouraged to participate in municipal strategies. To illustrate her thesis, Birgit will provide several examples from Frankfurt.
	Tanja Weißmann shows how Ludwigshafen established the **"City Library as community hubs empowered by young adults".** Ludwigshafen City Library is vividly alive and bursting with young people. It hasn't always been like that, so how did they get there? Young people are full of ideas, creative energy and the wish of finding friends to share their hobbies with. Actively participating in their passions and giving them the possibility to create a place for themselves is the goal of Ludwigshafen City Library. The staff don´t judge their interests and they don´t create an elitist environment. Everyone is valid and has a place in their library. Being an active part of the library gives a feeling of responsibility, ownership and belonging. The process of this development is never finished. They are constantly shaping the library towards the needs of our users.
	Scott Livingston, Executive Director, Management Services, OCLC; Birgit Lotz, Executive Director of Central Libraries, Frankfurt Public Library; Tanja Weißmann, Director, Ludwigshafen City Library.
13:00 – 14:00	**Lunch and Networking**
Plenary Session Two	
14:00 – 15:30	**OCLC Research Session: Technology as a Catalyst for Change in Research**
	Responsible Operations: Data Science, Machine Learning, and AI in Libraries
	In light of widespread interest, OCLC Research commissioned the development of a community research agenda that charts library engagement with data science, machine learning, and artificial intelligence. "Responsible Operations: Data Science, Machine Learning, and AI in Libraries" is the result. This work was guided by an advisory board and constituted by interviews, an in-person working event, and asynchronous contributions. Suggested areas of investigation are interdependent in nature, spanning responsible operations, description and discovery, shared methods and data, machine-actionable collections, workforce development, data science services, and interprofessional and interdisciplinary collaboration. Given the scale of positive and negative impacts presented by the work that lies ahead, committing to interdependence across challenges is more important than ever. This talk will introduce Responsible Operations and initiate a conversation focused on collective action.
	How I Learned to Stop Worrying and Love Black Boxes

One of the constant concerns about Digital Humanities in the academy, both in research and in teaching, is what to do about the so-called black boxes that digital tools and methods represent for most users. It has been argued that the 'black box' of software in use by some scholars can generate a misplaced sense of trust. And that the lack of transparency in these programs can obscure the subjective nature of the data and its processing. In this talk, Tara will discuss how the label has been misused to describe algorithms from statistical analysis to machine learning, and how it has turned the term from a signifier of trust to one of distrust. Her central claim is that, if we can understand what a black box really is, then we will have a greater insight into how algorithmic tools should be not only applied, but also critiqued, in the humanities.

Univ.-Prof. Mag. Dr. Tara Andrews, University Professor of Digital Humanities, Universität Wien;
Rachel Frick, Executive Director, Research Library Partnership, OCLC Research;
Thomas Padilla, Interim Head, Knowledge Production, University of Nevada Las Vegas.

15:30 – 16:00	**Refreshments**

Breakout Session Two

The second in a series of parallel tracks that are submitted by member libraries from all over the region. There will be five parallel tracks, including one in German. Each track will reflect a different perspective from our members including academic librarianship, public librarianship, library research and library services.

16:00 – 17:00	**E. Helping citizens to improve their digital awareness**

Developing literacy skills has always been a core task of libraries. Now we need to translate it into a digital context where online networking is the norm, and where we go to find trusted information. We are preserving and protecting the rights of our users, teaching them to be vigilant and aware, while embracing the opportunities the digital knowledge space and economy is bringing. In this session, we will hear about three initiatives that are delivering in this way. At the City Library of Stuttgart, they have developed a concept that offers an attractive and future-oriented program of events in partnership with stakeholders from across the city. At the Frisian Library Network (which is a network of about 50 public libraries in Friesland), they are developing a Dutch version of a 'Data Detox Kit', which is an 8-day cure originally developed by Tactical Tech, a Berlin-based non-profit organization working at the intersection of technology, human rights, and civil liberties. Finally, we will hear from NewsGuard, an organization working with libraries to empower their users through information about the credibility of news websites. Anna-Sophie will explain how NewsGuard's ratings process works and how librarians can help their users strengthen news literacy skills online.

Jeroen de Boer, Innovation Advisor, Fers;
Anna-Sophie Harling, Managing Director, Europe, NewsGuard
Meike Jung, Public Relations, Stuttgart City Library, Digital Competence Initiative.

F. Gaining insights from the computational analysis of data

The computational analysis of data to foster greater insights from a research, artistic or pedagogical point of view is an activity that libraries are engaging in more and more.

When two Italian researchers started collecting texts five years ago, from research carried out in public libraries, the idea of creating a permanent

'observatory' grew. The observatory could be exposed to textual analysis, increasing engagement between researchers and the library profession and ultimately become a precious historical source of information about libraries that future generations could use.

OCLC is uniquely positioned to serve as a valuable partner in the "collections as data" community. In the past, we have worked with a number of researchers and scholars to mine WorldCat data to explore a number of interesting questions. Our own research team often turns to WorldCat as we think about collective collection scenarios, the national presence in our published record, and extensibility of existing metadata. Rachel will provide explore these areas, as well as frame out future work and collaborative opportunities to work with OCLC research in this exciting space. Join us to find out more.

Rachel Frick, Executive Director, Research Library Partnership, OCLC Research;
Anna Galluzzi, Librarian, Biblioteca del Senato "Giovanni Spadolini";
Thomas Padilla, Interim Head, Knowledge Production, University of Nevada Las Vegas.

G. Curating and exhibiting the book

There are unique challenges and difficulties to the job of curating and exhibiting books and manuscripts. In this session, we will explore the role of museum librarians in this context. We will hear about the important connections established through this activity, particularly between libraries and the museums in which they reside. At the Museum of Military History in Vienna, the library was like a 'sleeping beauty', housing precious books within the museum but hardly noticed by its management. New leadership brought new efforts to establish the library as an important entity in the museum's structure, including the establishment of special book exhibitions. We will hear about the journey this library took to awaken awareness of its importance. At the National Art Library (NAL), part of the V&A, they have a curatorial remit for the art and design of the book and publishing. They will show examples of the various ways in which their collections are used to fulfil functions in both museum and library contexts. And, reflect on the challenges and opportunities inherent in their dual role. Finally, we will hear what the Center of Bavarian History at the Bavarian State Ministry of Science and the Arts has introduced as part of their national exhibitions. As many of the items they exhibit are highly valuable and have extremely limited loan periods, they have had to think about other methods of exhibiting the items. Join us to discover what they are doing.

Erik Gornik, Chief Librarian, Museum of Military History;
Dr. Wolfgang Jahn, Research Associate, Haus der Bayerischen Geschichte;
Elizabeth James, Head of Collections, National Art Library, Victoria & Albert Museum;

H. Linking data to provide a collective approach

Moving to linked data is not an overnight process. Titia van der Werf will start this session by giving a bird's eye view of the breadth of OCLC's recent linked data initiatives and highlight why these experiments are necessary to advance our understanding and inform a shared vision of the way forward. From records to things, from headings to identities, from Dublin Core to structured heritage data: what are new insights from and, questions raised by the OCLC linked data prototypes and pilots?

At Istituto degli Innocenti, they have been looking at linking together the different entities and resources they have around childhood and adolescence across several sections of the institution. And as a result, they have been testing a method which takes them from a siloed approach to a cross-channel approach to engage with their users at different levels and we will hear about the status of this.

Consorci de Serveis Universitàris de Catalunya (CSUC) has worked on projects based on Linked Open Data Technologies and Jordi Pallarès from Universitat Ramon Lull (URL) one of the consortium members will share their experiences participating in these projects, including what went well and where they could be room for improvement.

Jordi Pallarès, Library Coordinator, Ramón Llull University;
Antonella Schena, Head of Library, Istituto degli Innocenti;
Titia van der Werf, Senior Program Officer, OCLC Research.

I. The Metadata Services that Underpin Global Cataloging Work (German Session)

Metadata is still key for academic institutions and the scholarly community and can be a real treasure. The creation of qualitative metadata is a core competency of librarians. It can be used not only for cataloging but also for repositories or publication databases. For an institution, however, the question arises of how much to invest in appropriate resources, since this can mean a considerable effort for the library. Using the Institute of Science and Technology Austria (IST Austria) as an example, it will be shown how centrally stored structured data has the potential to generate added value.

Not to forget the extended use of catalog data (especially article indexing) in the context of the Art Discovery Group Catalogue (ADGC). Launched in May 2014, the ADGC offers an art-focused research experience within the OCLC WorldCat® environment. Researchers may search within this specialized subset of WorldCat data to focus in on a vast trove of art-historical literature held in an ever-increasing number of the world's finest art libraries. These art library records are searchable alongside additional content from a multitude of sources in the large metadata pool derived from thousands of commercial and freely accessible collections, portals and repositories provided by OCLC as the WorldCat Central Index. In the paper recent outcomes of collaboration between ADGC libraries and OCLC, in terms of interaction of centralized sources with holding information, will be presented.

OCLC WorldCat can also be seen as an indispensable instrument of academic location policy. Indeed, there are numerous practical examples of how WorldCat can help Dean's Offices, Rectorates and academic authorities design optimal publication strategies as a navigational aid in times of academic rankings.

Patrick Danowski, Manager of Library Facility, Institute of Science and Technology Austria;
Arno Tausch, Honorary Associate Professor of Economics, Corvinus University, Hungary and Adjunct Professor of Political Science, Innsbruck University.

17:00	**Close of Day One**
17:30 – 20:30	**Conference Reception**

Wednesday 4 March

Breakout Session Three

The third in a series of parallel tracks that are submitted by member libraries from all over the region. There will be five parallel tracks, including one in German. Each track will reflect a different perspective from our members including academic librarianship, public librarianship, library research and library services.

09:30 – 10:30	**J. Libraries, learning technologies and 'the flipped classroom'** With technologies like virtual reality (VR), augmented reality (AR), 3D modelling, and others coming onstream, there are huge new opportunities for students to learn and engage with subjects in wholly new ways. Sometimes, with the added dynamic of a 'flipped classroom' approach where instructional content can be delivered online individually and explored in more depth, in a group setting. In this session, we will hear from Oxford Brookes University about some of the many successful projects their Digital Services team have delivered, using technology to enhance pedagogy. We will also hear from Royal Holloway, University of London, whose library is the first to deliver live online teaching using Adobe Connect, taking the lead at the University in developing this service. *Martin Bukacek, Lifeliqe;* *Robert Curry, Associate Director of Learning Resources, Oxford Brookes University;* *Greg Leurs, Digital and Online Teaching Information Consultant, Royal Holloway, University of London;* *Stanislav Luska, Lifeliqe;* *Debbie Phillips, Information Consultant, Royal Holloway, University of London.*
	K. The change outside comes from transformation from within Libraries need to transform themselves if they are to make transformational change outside of themselves and within their respective communities. This means a move from a process-driven organisation to a service-based one; putting engagement with community at the heart and designing organisational structures as well as services, facilities, and content in order to meet the evolving needs

of communities. We will kick off this session with the approach that the University of Reading took to achieve impactful engagement with their community. Then we will hear from Vienna University of Technology. They aimed to increase the library's level of institutional embeddedness and to expand their service portfolio in the areas of publication and research support, all while orchestrating system change, meaning there was very little time for employee involvement. With such challenges, came real opportunities, we will find out more. Finally, we will hear from University of Warsaw Library who will talk about the importance of the articulation of strategy to drive organisational and cultural change. When they rewrote their library's strategy in 2019, they wanted to make the process as open and dialogue based as possible, in order to revise their view of the library and consider themselves in new contexts.

Beate Guba, Library Director, Vienna University of Technology;
Stuart Hunt, Director, University Library & Collections Services and University Librarian, University of Reading and Chair, OCLC EMEA Regional Council;
Anna Wolodko, Library Director, University of Warsaw.

L. Wikidata and libraries

In the cultural heritage sector, Wikidata is gaining more attention. It is seen as an important hub for existing authority files and is facilitating the linking and extension of library authority data to other sources. We will hear an overview of what libraries are doing with and in Wikidata at large and consider some of the lessons learned from Project Passage and, more recently, the CONTENTdm IIIF Wikibase pilot.

Following this, we will look at some examples of how libraries are interacting with this free and open knowledge base. Kicking off with a presentation from Vienna Public Library who will give an overview about their exciting and sustainable interaction with Wikidata. Then we move to Italy, where the aim of the "Abruzzo Wiki Grand Tour" is to promote the treasures of Abruzzo, territory and tourism. We will hear about the University of Teramo's experience of working with partners in the region to deliver on this important cultural project.

Carla Colombati, Academic Librarian – EDC – Website, University of Teramo;
Annette Dortmund, Senior Product Manager and Research Consultant, OCLC;
Christian Erlinger, Systems Librarian, Vienna Public Library;
Pietro Valocchi, Volunteer, Wikidata Italia.

M. Decolonizing the library

By changing the westernized lens through which we have traditionally viewed collection development we hope to create more balanced, globalized collections, that give our readers the widest perspective. In October 2019, Jos Damen, Director of the Library of African Studies in Leiden published an article on "How to Decolonize your Library" which he will revisit and discuss in more detail with us in this session. We will then hear how the South African Government has embarked on a transformative exercise to undo the effects of colonization on public libraries. With initiatives that include, the South African Classics Project which is aimed at celebrating local authors writing in the nine indigenous languages of South Africa. And, International Mother Tongue Day which celebrates indigenous languages and promotes the preservation and protection of those languages. Finally, we will hear

	from the African Studies Institute at the University of Vienna and the C3-Library of Development Research, who have an ongoing project together. As a library for international development, the C3 Library provides information on regions outside Europe. On close analysis, they have identified that their collection, which has a missionary background, contains various forms of racism and colonial concepts which they are now working with the African Studies Institute to address using a number of approaches.
	Jos Damen, *Director of the Library, Afrika-Studiecentrum;* *Dr. Maisela Eddy Maepa*, *Executive Director: Core Programmes, National Library of South Africa;* *Sarah Schmelzer*, *Head of the Library, Austrian Foundation for Development Research (OEFSE) in the C3;* *Dr. Gabriele Slezak*, *Senior Scientist & Lecturer, African Studies Dept, University of Vienna and Head of Public Relations and Science Communication at the Austrian Foundation for Development Research (OEFSE).*
	N. The Shift to Open (German Session) The most barrier-free access to (scientific) information is considered one of the keys to achieving the United Nations Sustainable Development Goals (SDGs). Andreas Ferus will discuss in this session how Open Science or Open Scholarship can help to achieve these goals and what role libraries (could) play in this context. Axel Kaschte will then focus on highlighting the development of Open Content now and into the future. The industry-wide shift to Open is a trend of much broader scope than the move towards Open Access (OA). It is part of a larger trend of making public sector and scholarly information more easily and freely available and re-usable in a digital environment. As such, the shift to Open aims to unlock massive amounts of data, information and knowledge—contained in publications, information systems, databases, collections, etc.—by increasing their digital availability and removing access restrictions. In doing so, it is bound to impact libraries who have a role in managing and providing access to this content. *Andreas Ferus*, *Interim Head Librarian and Open Access Officer, Academy of Fine Arts Vienna;* *Axel Kaschte*, *Product Strategy Director, EMEA, OCLC.*
10:30 – 11:00	**Refreshments**

Plenary Session Three	
11:00 – 11:45	**An interactive discussion with OCLC** In this session, we will hear about the market developments in Europe, Middle East and Africa and the product developments that have happened in the last twelve months. *Eric van Lubeek*, *Vice President, Managing Director, OCLC EMEA & APAC;* *Mary Sauer-Games*, *Vice President, Global Product Management, OCLC.*
11:45 – 12:00	**OCLC Board of Trustees Update** During this session, we will hear an update on what the OCLC Board of Trustees have been working on over the last twelve months.

	John F. Szabo, *City Librarian, Los Angeles Public Library and Chair of the OCLC Board of Trustees.*
Plenary Session Four	
12:00 – 12:30	**The Power of the Network** At OCLC, we have thousands of library members in over 100 countries all making information more accessible and more useful. In this session, we will share how OCLC works with these libraries to help build powerful networks. We will hear from a member of the EMEA Executive Committee, who will explain how this cooperation happens, by using the concrete example of OCLC's work with libraries to learn about open content. Titia van der Werf, OCLC Research, will conclude on the results of this cooperation and share results of the international Open Content survey. *Chris Négrel,* *Director of Library Solution, OCLC EMEA* *Titia van der Werf*, *Senior Program Officer, OCLC Research.*
12:30 – 13:30	**Lunch and Networking**
Breakout Session Four	
The fourth and final in a series of parallel tracks that are submitted by member libraries from all over the region. There will be five parallel tracks, including one in German. Each track will reflect a different perspective from our members including academic librarianship, public librarianship, library research and library services.	
13:30 – 15:00	**O. Libraries as social and cultural catalysts** Libraries are expanding their audiences beyond core communities and broadening the concept of what is the 'library' to incorporate the use of other community spaces. All, with a spirit of greater inclusion and diversity in terms of what we can offer to those who may never have crossed our thresholds before. None more so than at Burnaby Public Library who have succeeded in establishing a lasting and impactful Pride movement within their community with other service providers after hosting a series of Lesbian, Gay, Bisexual, Transgender, Queer or Questioning and Two-Spirit (LGBTQIA2S+) events. In Bremen, the city library is meeting this challenge by adopting new partnerships from across the city, to surprise its customers with new services. Whereas at Aberdeen University, they are bringing in the general public in collaboration with the city council to define a self-service space in their award-winning library building. The Diffuse Library Project in Trieste offers a 'galaxy' of reading points and small libraries across the city hosted in often unusual places like a swimming pool, or a restaurant but all with the shared aim of bettering the life quality of Trieste's citizens. *Simon Bains*, *University Librarian and Head of Library Services, University of Aberdeen;* *Duncan Olenick*, *Librarian, Burnaby Public Library;* *Simonetta Pasqualis*, *Librarian, Casa Internazionale delle Donne di Trieste e Centro Linguistico di Ateneo dell'Università di Trieste;* *Mavis Toffoletto*, *Head of the Newspaper and Journal Library "Fulvio Tomizza", Servizio Musei e Biblioteche del Comune di Trieste;* *Lucia Werder*, *Deputy Director, Bremen Public Library.*
	P. The challenges posed by digital scholarship

Research libraries are increasingly engaged with a wide variety of initiatives in support of digital scholarship. The continued growth and diversification of these activities offer many opportunities for libraries to work and collaborate in new ways, both within and beyond their own institution, between disciplines, and across borders. Yet they also pose a series of infrastructural, skills, and cultural challenges, in a continually shifting landscape. In this session, we will hear the results of RLUK's recent study, "Digital scholarship and the role of the research library", which was published in June 2019, and focuses on the changing role and remit of research libraries. We'll hear about the semantic challenges encountered by the University of Vienna where they adopted an institutional repository for the domain-specific needs of life scientists, and how a cross-functional team is working to support research data needs. In their case, the realisation soon came that finding common definitions and a common language is often the most challenging part of such projects. We will also learn about OCLC Research investigations into how libraries are increasingly working with a broad array of institutional stakeholders to support research activities.

Rebecca Bryant, Senior Program Officer, OCLC Research;
Beth Clark, Head of Digital Scholarship and Innovation, London School of Economics and Political Science;
Raman Ganguly, Leader of the Software Design and Development Department, Vienna University Computer Center (ZID);
Matt Greenhall, Deputy Executive Director, Research Libraries UK (RLUK).

Q. WorldShare® Management Services

All are welcome to this product-focused session, on WorldShare Management Services. Many libraries have moved library services to the cloud in the last decade, with the promise of greater efficiencies and visibility to a global audience of users. We will visit some of the experiences of libraries who have taken this step with OCLC as their partner.

The National Art Library (NAL) at the Victoria and Albert Museum in London have a prestigious history of cooperation, dating from its leadership in art documentation in the 1860s right up to its current 21st century mission of 'embracing change as a constant' and moving their management services into the cloud. This has uncovered some successes, issues and opportunities, which they will share.

We will hear how WMS is enabling librarians to not only collect more granular levels of data about the utilization of electronic and physical resources, but to act upon them. At the American University of Sharjah, they are using this data to improve selection and acquisitions processes. Presenting resources in a 'just-in-time' fashion, and all in an atmosphere where greater time savings have been sought.

In Germany, Fachhochschule Münster, have been collaborating closely with other German libraries for a long time to facilitate interlibrary loans. They use a domestic service called ZFL which automatically determines the most suitable library for delivery within the network they are in or throughout Germany. Much is made of the global connectivity of WMS, but in this talk we will hear more about the important local integration needed to expedite this important in-region operation.

Finally, we will conclude with a talk by Anna Jones, the Community Center Manager of OCLC who will highlight how the Community Center

is making important connections between library staff who are using WMS around the world.

Thomas Hodge, Associate University Librarian for Technology and Technical Services, American University of Sharjah;
Carmen Hüning, Librarian, FH Münster;
Anna Jones, WMS Community Manager, OCLC;
Victoria Worsfold, Head of Onsite Services, National Art Library, Victoria and Albert Museum.

R. Library futures or classic disruption?

This session will take a provocative look at some of the directions academic libraries might consider as we build services based on sophisticated data intelligence. We are asked by the University of Sheffield whether it is feasible or indeed, desirable, to construct a library service that allows for different categories of user having different levels of access to content. Perhaps based on course, preference, competence or on the licensed use of the content. Moving library services away from the prevailing, historical, one-size-fits-all approach and towards a more personalised user experience.

Then, if we are to believe that we are living in an era of disruption where changes are evolving in a continuous and increasing pace, where certainties have become uncertain and 'old trusted models' have become questionable. Should we not ask whether we need to 'Flip the Library' and look for solutions/approaches outside the 'classical library' framework? This is the question VU Amsterdam asks us to ponder in their talk.

Gavin Boyce, Interim Director, University of Sheffield;
Harm Derks, Library Services Manager, VU Amsterdam;
Ger Potze, IT Manager, VU Amsterdam.

S. Austrian Library Cooperations (German Session)

Efficient collaboration and cooperation between libraries can make all the difference. It can be particularly exciting when different types of libraries join forces. In this session, we will consider two practical examples that demonstrate the approaches, challenges, and successful solutions.

The Austrian Military Library and its branches, as well as the Library of the Military History Museum form the "library landscape" of the Federal Ministry of Defence. They are closely linked by their library management system, SISIS-SunRise, which is operated jointly by the different departments. But how did the introduction of a common library information system come about? The structure and organisation of the largest independent government and authority libraries, organisational processes, and the support of a common IT system by two different libraries will be presented, along with a brief overview of the planned future developments.

Another unique cooperation has been realized with the "Bibliothek im Zentrum" in Wiener Neustadt—the impossible made possible. There the public library and the library of the University of Applied Sciences were brought together and re-opened as one joint library in September 2019, on the new campus of a revitalized historical monastery and using WorldShare Management Services (WMS). The merger of a public and an academic library into one institution—that is definitely

	something new within the Austrian library world. And we should mention that we are not simply talking about the cooperative library management of items, records and customers, but what is really new— the interdisciplinary work of all staff members.
	Marion Götz, *Library Director, University of Applied Sciences Wiener Neustadt;* *Dr. Roland Schaffer*, *Deputy Director, Austrian Military Library in Vienna.*
15:00 – 15:30	**Refreshments**

Plenary Session Five	
15:30 – 16:15 	**The future of libraries: opportunities and challenges** Dr. 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. *Dr. Ayesha Khanna*, *Co-Founder and CEO of ADDO AI.*
16:15 – 16:30	**Close of Library Futures Conference 2020**