



NETSPEED 2017

***For Library Professionals
Who Love to Tech***

Conference Program

October 3 & 4, 2017

University of Alberta

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**UNIVERSITY OF ALBERTA
LIBRARIES**

Conference Schedule

Lister Conference Centre, University of Alberta

Tuesday October 3rd

12:00 – 5:00 – Registration/Info desk open

1:00 – 1:55: Opening & Keynote Speaker: Jessamyn West

1:55 – 2:05: Transition

2:05 – 2:55: Concurrent Sessions Block 1A

2:55 – 3:10: Coffee Break

3:10 – 4:00: Concurrent Sessions Block 1B

4:00 – 4:10: Transition

4:10 – 5:00: Concurrent Sessions Block 1C

Wednesday October 4th

8:00 – 3:00 – Registration/Info desk open

8:30 – 9:20: Concurrent Sessions Block 2A

9:20 – 9:30: Transition

9:30 – 10:20: Concurrent Sessions Block 2B

10:20 – 10:40: Coffee Break

10:40 – 11:30: Concurrent Sessions Block 2C

11:30 – 12:50: Lunch served

12:00 – 12:50: Closing & Keynote Speaker: Dr. Sean Gouglas

12:50 – 1:00: Transition

1:00 – 1:50: Concurrent Sessions Block 3A

1:50 – 2:00: Transition

2:00 – 2:50: Concurrent Sessions Block 3B

2:50 – 3:10: Coffee Break

3:10 – 4:00: Concurrent Sessions Block 3C



Concurrent Sessions At-A-Glance

Note: All session room locations TBD

Tuesday October 3rd

Concurrent Sessions Block 1A – 2:05 – 2:55

- Keynote follow up: Discussing the Digital Divide - *Jessamyn West*
- The Alberta E-Book Project – *Kerry Andersen & Ken Feser, Public Libraries Services Branch*
- Patron Privacy and the Internet of Things: The Intersection of Policy and Technology – *Amanda Larsen, University of Alberta School of Library and Information Studies*

Concurrent Sessions Block 1B – 3:10 – 4:00

- A Makerspace Without Walls – *Sandra Anderson, Alberta Teachers Association*
- Beyond the Boolean: Modern Algorithms for Search & Discovery – *Sam Popovich, University of Alberta Libraries*
- Bridging the Digital Divide with Data and Tools – *David Chan, Cybera*

Concurrent Sessions Block 1C – 4:10 – 5:00

- Putting the User in the Center: Design Thinking in Digital Literacy Services – *Holly Arnason & Lydia Zvyagintseva, Edmonton Public Library*
- Decolonizing Description: Changing Metadata in Response to the Truth & Reconciliation Commission – *Sharon Farnel, Ian Bigelow, Denise Koufogiannakis, Anne Carr-Wiggin, Debbie Feisst, Kayla Lar-Son, & Sheila Laroque, University of Alberta*
- The Alberta Research Portal: Using Primary Sources for a Lifetime – *Salvy Trojman, Gale Cengage Learning*

Wednesday October 4th

Concurrent Sessions Block 2A – 8:30 – 9:20

- The Online Reference Centre - Intro & Training for public and school librarians – *Presenter TBA, TAL/ORC*
- FOLIO: The What and How of the New Library Services Platform – *Andrew Nagy, EBSCO*
- Customer Privacy in Digital Collections & Services – *Rachael Collins, Edmonton Public Library*

Concurrent Sessions Block 2B – 9:30 – 10:20

- Reframing Library Architecture for New Technologies – *Greg Whistance-Smith, University of Alberta HUCO/SLIS*
- "Woah, we have a chat thing? That's pretty cool!": Encouraging User Engagement with Proactive Chat – *Kara Blizzard, University of Alberta (Augustana)*



- Checkout the Internet: Hotspots as a Service – *Vicky Varga, Edmonton Public Library*

Concurrent Sessions Block 2C – 10:40 – 11:30

- Exploring Reconciliation Stories: Reimagining "Pehonan" in an Indigenous Digital Public Space – *Raquel Mann & Danielle Powder, Edmonton Public Library*
- All Technology is Assistive (but Not Always Accessible) – *John Buckmaster, Chinook Arch Regional Library*
- Insta-discoveries: Social Media, Accessibility, and Your Library's Website – *Jaci Wilkinson, University of Montana, Mansfield Library*

Concurrent Session Block 3A – 1:00 – 1:50

- Your Social Media Plan: Making the Most of Your Library's Online Social Spaces – *Caleigh Haworth, Marigold Library System*
- Robots Took My Job: AI, Automation, and it's Impact on Libraries – *Steven Shelton, University of Tennessee at Chattanooga*
- Data of Unusual Size: A Policy Framework Investigation – *Leah Vanderjagt & Laura Gerlitz, University of Alberta*

Concurrent Session Block 3B – 2:00 – 2:50

- All We Can Do For You: TAL Services For Your Library – *Christa Foley & Brian Lin, The Alberta Library*
- A Dance With the Unknown: How Gamification of Digital Literacy Training has Staff Excited about Tech Troubleshooting – *Kim Bates, Edmonton Public Library*
- Linking Out, Linking In: Preparing for Linked Data at the University of Alberta – *Ian Bigelow & Sharon Farnel, University of Alberta*

Concurrent Session Block 3C – 3:10 – 4:00

- Break Out Learning with Critical Inquiry – *Nicole Lakusta, Parkland School Division #70*
- Seniors Need Hookup Apps, Too: Tech Without Age – *Carley Angelstad, Camrose Public Library*
- Embracing Anarchy? A Code4Lib YEG Retrospective – *Lydia Zvyagintseva, Sam Popowich, & Dana Ouellette, Code4Lib*

Concurrent Sessions Full Descriptions

Note: All session room locations TBD

Concurrent Sessions Block 1A

Keynote follow up: Discussing the Digital Divide - *Jessamyn West*

Join Jessamyn West to continue the conversation sparked by her opening keynote. Questions, discussion, and input from the audience are all warmly encouraged!

The Alberta E-Book Project – *Kerry Andersen & Ken Feser, Public Libraries Services Branch*

In 2013, Public Library Services Branch made contact with the Book Publishers Association of Alberta to discuss the possibility of a provincial ebook collection. In 2017, the dream is finally a reality. Ken Feser and Kerry Anderson from PLSB will tell the story of the project, its innovative licensing terms and technology, and what it means for Alberta libraries.

Patron Privacy and the Internet of Things: The Intersection of Policy and Technology – *Amanda Larsen, University of Alberta School of Library and Information Studies*

As the Internet of Things (IoT) advances and an increasing number of personal and household devices become connected, the implications for individual privacy become much greater. Public librarians occupy a unique position in their potential for advocacy and education about privacy and the IoT. Makerspace programs are an especially apt place to begin a dialogue with patrons to help them understand how new technologies can affect their privacy and how they can better navigate online and data-sharing environments. While Canada's privacy legislation undergoes review over the next few years, librarians can open a dialogue with patrons and provide educational programs that will allow patrons to become more critical digital citizens.

Concurrent Sessions Block 1B

A Makerspace Without Walls – *Sandra Anderson, Alberta Teachers Association*

Three years ago, our library wanted to get involved with makerspaces, but we faced some unique challenges. How can a library have a makerspace when the majority of clients cannot access the physical library? What can the library do to excite our remote users about emerging technologies that can be used in their classrooms? Our solution was to create a different kind of makerspace – a space with no space, no place, no walls. Come and learn how we adapted the idea of a makerspace to meet our clients' needs.

Beyond the Boolean: Modern Algorithms for Search & Discovery – *Sam Popovich, University of Alberta Libraries*

This presentation will discuss modern algorithms for search and discovery. In contrast to



traditional Boolean searching, modern discovery systems use algorithms that weight record content in order to provide a ranked list of results. We will examine some newer search algorithms, how they appear to users, and how they differ from traditional search methods.

Bridging the Digital Divide with Data and Tools – *David Chan, Cybera*

Innovation thrives on a digitally literate population with access to powerful computing tools. Data consumption is becoming more pervasive as everything becomes digitized and all levels of government are making a push for open data. However, access to tools is not evenly distributed, and the digital divide is growing deeper between those that have the means to use the tools and data and those that don't. In our presentation, we will discuss how free and open tools are being used in Alberta and around the world to participate in the digital economy and increase digital literacy. We will highlight Jupyter, an open source analytics tool combining live code, visualizations, and text in an entirely web-accessible format.

Concurrent Sessions Block 1C

Putting the User in the Center: Design Thinking in Digital Literacy Services – *Holly Arnason & Lydia Zvyagintseva, Edmonton Public Library*

You've heard of UX and design thinking, but probably wondered how it related to technology work in libraries. This session combines theory, discussion, and illustrative hands-on activities that will bring that connection to life in a way that applies to public libraries of all sizes. We will provide a brief overview of user centered design and design thinking, framing these both as strategies to understand user needs and as a broader approach that integrates user experience planning into the design and continual improvement of library services. Come learn how design thinking and user centered service design practices are particularly information rich, low-cost approaches to engaging communities in everything from digital literacy instruction to the design of new digital services.

Decolonizing Description: Changing Metadata in Response to the Truth & Reconciliation Commission – *Sharon Farnel, Ian Bigelow, Denise Koufogiannakis, Anne Carr-Wiggin, Debbie Feisst, & Kayla Lar-Son, & Sheila Laroque, University of Alberta*

Like most large academic libraries in North America, University of Alberta Libraries (UAL) currently relies heavily on Library of Congress Subject Headings (LCSH) and Library of Congress Classification (LCC) for subject access to both our print and digital collections. While the use of LC standards comes with many recognized advantages, it understandably causes challenges in terms of adequate and appropriate representation of the Canadian context. In the fall of 2016, the Decolonizing Description Working Group was formed to investigate, define, and propose a plan of action for how we could more accurately and respectfully represent Indigenous peoples and contexts through our descriptive metadata practices. This presentation will provide an overview of the group's process and recommendations and subsequent plans and outcomes.



The Alberta Research Portal: Using Primary Sources for a Lifetime – *Salvy Trojman, Gale Cengage Learning*

The Alberta Research Portal is here, and it has millions of digitized documents. This amazing resource offers books, newspapers, and hand written originals (manuscripts) that can help Albertans with everything from family history and K-12 schoolwork all the way to graduate and faculty research. This session will provide background on where these documents came from and how they differ from what is available on the open web.

Concurrent Sessions Block 2A

The Online Reference Centre - Intro & Training for public and school librarians – *Bethany Arsenault, The Alberta Library*

The Online Reference Centre is an outstanding resource for K-12 students, staff, and parents offering professionally vetted databases mapped to all areas of the Alberta curriculum. Public library staff now have access to the ORC as well, enabling them to deliver better service and homework help for their young patrons. Come to this session and learn the basics of the ORC and everything it has to offer!

FOLIO: The What and How of the New Library Services Platform – *Andrew Nagy, EBSCO*

In June 2016, the FOLIO project – a community collaboration to develop an open source library services platform – was announced to the library community. This platform has been developed on fundamental functionality established through a network of participants are focused on delivering architecture for evolution and growth. This presentation gives you the opportunity to learn about the FOLIO project and community, as well as its current status, and its underpinnings that support community collaboration and innovation. FOLIO represents an industry shift in vendor-library collaboration through the creation of a true platform built for community participation involving vendors and libraries alike.

Customer Privacy in Digital Collections & Services – *Rachael Collins, Edmonton Public Library*

Public libraries have an ethical obligation to preserve our customers' privacy and right to privacy. Libraries traditionally collect customer information to allow access to our physical collections, but customer privacy concerns become much more complicated when thinking about how that customer information is used by libraries' digital content vendors to give customers access to our online resources and initiatives. EPL is exploring how our customers' information is transmitted, collected, and stored by our digital content vendors. Learn more about the new ALA Digital Privacy Guidelines, privacy initiatives, and the new tools and policies EPL is using to protect our customer information and to increase our customers' understanding of their online privacy with our digital collections.



Concurrent Sessions Block 2B

Reframing Library Architecture for New Technologies – *Greg Whistance-Smith, University of Alberta Digital Humanities*

How can the architecture of the public library serve and reflect the ethos of the institution? What does the built library communicate to its users, and how does that communication work? And vitally, how can its spaces adjust to—and thrive in—a digitally augmented 21st century? This session explores how the public library functions as a communications technology and an important public asset in the media landscape. I will argue how the building can be understood as a framework for facilitating a diverse range of communications within and across communities, and how new technologies can strengthen this.

"Woah, we have a chat thing? That's pretty cool": Encouraging User Engagement with Proactive Chat – *Kara Blizzard, University of Alberta (Augustana)*

We know that library users do not always take the initiative to ask for help when they need it. With this challenge in mind, University of Alberta Libraries (UAL) introduced a proactive chat feature to its online chat service in fall 2015. With proactive chat, pop-up windows appear on designated library webpages after a custom amount of time, inviting users to chat if they have questions. This feature positions the library to take initiative and engage with users at their point of need. Use of UAL's chat service has increased dramatically since the addition of proactive chat pop-ups. This session will explore the strategies and outcomes of UAL's proactive chat initiative.

Checkout the Internet: Hotspots as a Service – *Vicky Varga, Edmonton Public Library*

Public libraries are built on the idea of providing society-at-large with communal access to information. As information containers have expanded and evolved beyond the codex, libraries experiment with access strategies, loaning non-traditional items, and expanding their definition of "access." EPL undertook one such experiment in 2016: loaning the internet! EPL acquired 40 hotspots with unlimited data connections and developed a 2-year pilot aimed at loaning devices to customers without home internet or who are socio-economically disadvantaged. This presentation will outline similar hotspot loaning projects that inspired EPL's approach, the ins and outs of how the service operated in its first phase, the successes and setbacks of the initial pilot, and the adjustments made for the second pilot phase.

Concurrent Sessions Block 2C

Exploring Reconciliation Stories: Reimagining "Pehonan" in an Indigenous Digital Public Space – *Raquel Mann & Danielle Powder, Edmonton Public Library*

How can libraries use new technologies to support reconciliation, community-building, and engagement in a way that honors cultural protocol and perspective? In this interactive



session, learn about the Edmonton Public Library's journey to create an Indigenous Digital Public Space that fosters understanding, awareness, and celebration of diverse Indigenous cultures, languages, histories, and experiences. Gain insights on how to approach projects through culturally respectful process and transform your digital collection into a community knowledge gathering place.

All Technology is Assistive (but Not Always Accessible) – *John Buckmaster, Chinook Arch Regional Library*

This session will cover how everyday technology is used by underprivileged groups, and what accessibility barriers are faced. You will learn how marginalized people use technology daily, how every day occurrences can impede usage, and useful tips on how to improve access to technology and programs for those most in need. Special attention will be paid to disability rights, with a focus on how libraries can make Assistive more Accessible.

Insta-discoveries: Social Media, Accessibility, and Your Library's Website – *Jaci Wilkinson, University of Montana, Mansfield Library*

The Mansfield Library Archives and Special Collections had a simple enough request. Their homepage had been static for years, but they have a robust Instagram account with over a thousand followers. Was there any way to synchronize workflows with an Instagram embed on the homepage? The answer was more complicated than we thought. Instagram's system design present unique challenges and conflicts with our website content management system. We also ran into problems when it came to creating an accessible user experience. This case study of developing an Instagram embed ask and (at times) answers questions that all tech workers in the library grapple with. How do we streamline the creation and sharing of ephemeral, dynamic content? How do we reconcile web accessibility standards with the innovative new platforms we want to incorporate on our websites? I will share code, a final product (hopefully!), and lessons learned from this project.

Concurrent Sessions Block 3A

Your Social Media Plan: Making the Most of Your Library's Online Social Spaces – *Caleigh Haworth, Marigold Library System*

Most of us are familiar with Facebook, Twitter, Pinterest, and Instagram. Some of us already use these tools for our libraries. But are we using them effectively? Let us show you how to create a social media plan and set goals so you can get the most out of social media and effectively market your library, programs, and services. You will learn why a social media presence is essential for your library's advocacy and marketing, tips on creating the best posts for each platform, and how to create your own customized social media plan.



Robots Took My Job: AI, Automation, and its Impact on Libraries – *Steven Shelton, University of Tennessee at Chattanooga*

In an age of increasing automation, we are all at risk of being replaced by robots. It doesn't seem possible, but it is right around the corner. This session will explore Artificial Intelligence in general, and its particular potential impact on the library field. Paranoid about losing your job to a robot? Worried about Skynet? Already rolling out the welcome mat for our robot overlords? This is the session for you!

Data of Unusual Size: A Policy Framework Investigation – *Leah Vanderjagt & Laura Gerlitz, University of Alberta*

Over the last several years, many academic libraries have engaged in institution-wide outreach efforts promoting the value of research data management and the importance of data archiving and sharing. A happy result of this work is that PIs leading research projects that are concluding are now bringing data archiving requests for well-managed research data directly to libraries. But much of this data has the potential to consume hundreds of terabytes of storage space – some from individual projects alone. These storage-hungry datasets require development in software, hardware, policy, and service so that these large digital treasures can be archived according to academic library commitments to strong data stewardship. We conducted an environmental review of select mature large-filesize data archiving services to identify services offered to research. We will share practices and policies for data archiving and an overview of the more challenging large data archiving scenarios facing academic libraries.

Concurrent Sessions Block 3B

All We Can Do For You: TAL Licensing and Technology Services – *Christa Foley & Brian Lin, The Alberta Library*

From the Alberta Research Portal to licensing, from toolsheds to comic book consortium, The Alberta Library has exciting, innovative services for its members. Join our Licensing Librarian Christa Foley and IT Librarian Brian Lin to learn about and discuss the latest updates in TAL services and how your library can make the most of what our member-driven organization has to offer!

A Dance With the Unknown: How Gamification of Digital Literacy Training has Staff Excited about Tech Troubleshooting – *Kim Bates, Edmonton Public Library*

Anxiety, frustration, and fear were barriers for many frontline staff in helping customers troubleshoot technology issues. To address this barrier, we developed a multi-stage online and in-person gamification approach to tech troubleshooting, buttressed by a self-paced e-collection learning plan. As staff progress through the training, even the most anxious and apprehensive became more participatory, testing what they've learned, and collaborating with colleagues to solve problems. This session will show our approach to digital literacy training and how it works to overcome these psychological barriers to improve staff technical competencies, build staff confidence, and provide customers with more consistently positive experiences when coming to the library for help with digital literacy questions.



Linking Out, Linking In: Preparing for Linked Data at the University of Alberta – *Ian Bigelow & Sharon Farnel, University of Alberta*

Linked data is an emerging web-native method for publishing and consuming structure (meta)data in order to promote discoverability of, and linkages between, resources. The move to linked data within libraries has been uneven, with lack of skills and expertise as well as practical starter projects often identified as barriers to joining the movement. The University of Alberta Libraries has been working with the Canadian Linked Data Initiative (CLDI), forming partnerships at the local, national, and international levels, and participating in groups and projects aimed at developing standards and practice for linked data in libraries. These partnerships and experiments are being used to guide practice at the local levels. We will give an overview of linked data and its importance to libraries, a survey of ongoing developments in linked data application for libraries, and a view of planned and ongoing projects at the U of A and CLDI as exemplars of possible ways forward.

Concurrent Sessions Block 3C

Break Out Learning with Critical Inquiry – *Nicole Lakusta, Parkland School Division #70*

This session will have you engaging in various education games suitable for both the classroom and for public library programming for school-age children. Challenges from grades 3 – 12 will be presented that ignite students' natural drive to problem-solve and can be used to teach core academic subjects which already embed competencies and provide many cross-curricular connections.

Seniors Need Hookup Apps, Too: Tech Without Age – *Carley Angelstad, Camrose Public Library*

Is your library full of older patrons who struggle to use a computer or send a text message? This presentation will outline how increased digital literacy can have a positive social impact in your community. When your senior patrons are comfortable using, understanding, and creating digital content, they become active digital citizens – able to reliably interact with the world through the use of technology. As we debunk the myth that seniors are unwilling and unable to learn about technology, we will explore the many ways to incorporate technology and digital literacy into library programming. From one-on-one support to intergenerational learning and passive programming, digital literacy learning can be supported in a variety of ways in libraries. Learn the dos and don'ts of teaching tech to seniors and discuss solutions to common issues, such as varying literacy levels, a lack of familiarity, and losing your patience!

Embracing Anarchy? A Code4Lib YEG Retrospective – *Lydia Zvyagintseva, Sam Popowich, & Dana Ouellette, Code4Lib*

Did you know there is a collective of rogue librarians who have been organizing professional development opportunities for the Alberta library community over the past 4 years? Code4Lib is a worldwide volunteer-driven collective of programmers, archivists, cataloguers, librarians, and other practitioners working in libraries, archives, and museums who wish to share



“approaches, techniques, and code across institutional and project divides”. In Canada four organizations represent professional development interests for library technologists. In this presentation, we reflect on the years of organizing meetings, workshops, conference, and social events as the local Code4Lib YEG Edmonton chapter. We will share lessons learned from organizing events on a virtually zero budget and memorable moments of peer-to-peer learning. In addition, we will also discuss our thoughts on growing the library technology community across Alberta, especially as it relates to our commitment to the philosophy of organizing without formal structure.