NETSPEED 2018

For Library Professionals Who Love to Tech

October 11 & 12, 2018

Strathcona County Community Centre

Conference Program

Produced by

TIMEWISE
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EBSCO

Conference Schedule

Thursday October 11th

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

1:00 – 1:55: Opening & Keynote Speaker: Joe Marquez

   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

Friday October 12th

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 (Sandwich Buffet)

12:00 – 12:50: Closing & Keynote Speaker: Jean Eaton

   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 – 3:00: Transition (Coffee will be served)

3:00 – 3:50: Concurrent Sessions Block 3C

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Keynote Speakers

Thursday October 11th

Joe Marquez, MLIS MBA
Reed College, Oregon

Joe Marquez is the Social Sciences and User Experience librarian at Reed College. Joe has co-authored multiple articles on service design, as well as two books: Library Service Design: A LITA Guide to Holistic Assessment, Insight, and Improvement (2016) and Getting Started in Service Design (2017). In 2017, he was awarded the first Future of Libraries Fellowship for his work in creating the Library Service Design Heuristics from the ALA Center for the Future of Libraries. In his free time he keeps bees, and his sons keep him on his toes

Friday October 12th

Jean Eaton, Information Managers Ltd.
Edmonton, Alberta

Jean is constructively obsessive about privacy, confidentiality, and security in the handling of personal information. The owner of Information Managers Ltd. and host of the Practice Management Nuggets podcast, Jean has helped organizations across Canada and the US improve their, policies, practices, and legal compliance regarding client information management.

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Concurrent Sessions At-A-Glance
Note: All session room locations TBD

Thursday October 11th

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

- FOLIO Session 1: Introduction to FOLIO. *Presented by Andrew Nagy, Director Software Innovation, EBSCO*
  - Room: Council Chambers
- Finding Bera: Using Augmented Reality for Enhanced Library Experiences. *Lydia Zvyaginsteva, Jolene Brisbois, and Hugh Lowry, Edmonton Public Library*
  - Room: Agora
- Pi & Python: Affordable Coding Programs for All Ages. *Keith McLean, Medicine Hat Public Library*
  - Room: Meeting Room 3

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

- FOLIO Session 2: Why Cornell University is Involved. *Presented by Jesse Koennecke, Director Acquisitions and E-Resources, Cornell University*
  - Room: Council Chambers
- Digital Literacy with a 'Why': Ethics & Politics in Public Library Tech Help. *Justin Unrau, Strathcona County Library*
  - Room: Agora
- Centralized E-Resources Usage Data for Easy Collection Assessment. *Cam Laforest and Sarah Polkinghorne, University of Alberta*
  - Room: Meeting Room 3

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

- *FOLIO Session 3: Developing technology for the FOLIO platform Presented by Dennis Bridges, Chief Product Officer, Stacks*
  - Room: Council Chambers
- Strathcona County Public Library guided tour. *Tour guide: Sue Colp, Strathcona County Library*
  - Meet your tour guide at the Registration Desk
- Beyond Making in a Space: How to Engage in Making Without a Dedicated Space. *Paula Hollohan, University of Calgary*
  - Room: Agora

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

- Online Resource Centre: K-12 Databases in Public Libraries. *Bethany Arsenault, The Alberta Library*
  - **Room: Agora**
- "Who Are You?" Tools & Techniques for Investigating the 5Ws of Library Use. *Wendy Merkley, Bryson Duda, Rob Horlacher, Jesse Malinsky, University of Lethbridge*
  - **Room: Meeting Room 2**
- Moving Data to a new ERA: Application of Triplestores for Data Migration. *Danoosh Davoodi & Mariana Paredes-Olea, University of Alberta*
  - **Room: Meeting Room 3**

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

- TAL Licensing Update: What's new, what's coming up, where we're going. *Christa Foley, The Alberta Library*
  - **Room: Agora**
- Social Media and Mental Health: What You Need to Know. *Katherine Koch, University of Alberta*
  - **Room: Meeting Room 2**
- Online Registration: Providing a Rewarding Customer Service with Confidence. *Andrew Nisbet & Virginia Clevette, Edmonton Public Library*
  - **Room: Meeting Room 3**

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

- Behind the Scenes with Interlibrary Loans in Alberta. *Brian Lin, The Alberta Library and Robin Hepher, Chinook Arch Library*
  - **Room: Agora**
- Defending Technologies in Your Library: Allocate! Advocate! Illuminate! Demonstrate! *Shauna Darbyshire, Wood Buffalo Regional Library*
  - **Room: Meeting Room 2**
- Does a Shelfie Speak 1000 Words? Investigating Library Content on Instagram. *Hanne Pearce, University of Alberta*
  - **Room: Meeting Room 3**

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

- The Blackfoot Digital Library: A Place to Call Home. *Bryson Duda & Adrienne Heavy Head, University of Lethbridge*
  - **Room: Agora**
- Privacy Education and Programming in Public Libraries. *Laina Kelly, University of Alberta School of Library and Information Studies*

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- o **Room: Meeting Room 2**
- Kids Coding: Easy Programs Anyone Can Do! *Ceima Kemaldean & Shawna Cevraini, Olds Municipal Library*
  - o **Room: Meeting Room 3**

Concurrent Session Block 3B – 2:00 – 2:50
- Strathcona County Library Bookmobile Tour. *Tour Guide: Diana Balbar, Strathcona County Library*
  - o **Meet your tour guide at the Registration Desk**
- Overdue Finds: An Adventure in Library Podcasting to Engage and Connect with New Communities. *Kim Bates & Bryce Crittenden, Edmonton Public Library*
  - o **Room: Agora**
- A Non-Makerspace Technology Service. *Romany Craig & Rob Horlacher, University of Lethbridge*
  - o **Room: Meeting Room 2**

Concurrent Session Block 3C – 3:00 – 3:50
- What is the Role of an Interdisciplinary Makerspace in an Academic Library? *Kerry Harmer, Mount Royal University Library*
  - o **Room: Agora**
- Managing Metadata in Your Institutional Repository. *Michael Brundin, MacEwan University*
  - o **Room: Meeting Room 2**
- Automation is Here: How Google Apps can be Leveraged to Automate Tasks in Library Technology Environments. *Sam Hamilton, Edmonton Public Library, & Laura Gerlitz, University of Alberta Libraries*
  - o **Room: Meeting Room 3**

Concurrent Sessions Full Descriptions
Note: All session room locations TBD

Concurrent Sessions Block 1A

Session 1: Introduction to FOLIO. *Presented by Andrew Nagy, Director Software Innovation, EBSCO.* **Room: Council Chambers**

FOLIO, the open source library services platform, has a community of librarians, developers and vendors that have been evolving this ground-breaking technology to support libraries of all types. As the first LSP to no longer rely solely on the MARC record through innovations in resource management and data modeling, FOLIO introduces the Codex, a data storage model based on BIBFRAME principles that allow multiple knowledge bases to support a library's collection.

In this presentation, participants will learn how FOLIO eliminates issues around 'legacy' software through a new technology approach that is based on a microservices architecture, which ensures that the platform will be future-proof and sustainable. We will look at the FOLIO data model and infrastructure for bibliographic metadata and e-resource knowledge bases. The data model, which is based on BIBFRAME principles, allows for the integration of multiple knowledge bases to help move away from copy cataloging and operate more efficiently. In addition, this session will feature a demonstration of a live instance of FOLIO.

Finding Bera: Using Augmented Reality for Enhanced Library Experiences. *Lydia Zvyaginsteva, Jolene Brisbois, and Hugh Lowry, Edmonton Public Library.* **Room: Agora**

Augmented reality (AR) can enrich natural settings with perceptual information, creaking a mixed and immersive experience of both the real and the digital. In this presentation we will be discussing Edmonton Public Library's implementation of AR in the form of a digital scavenger hunt and AR posters. Will will provide an overview of AR, the technologies involved, and share additional examples from Alberta-based industries using AR. To help others consider the use of AR in their library, we will frame AR within the digital literacy approach to programming, instruction, and discovery. Session participants will have an opportunity to test such applications in a hands-on activity using their own mobile devices.

Pi & Python: Affordable Coding Programs for All Ages. *Keith McLean, Medicine Hat Public Library.* **Room: Meeting Room 3**

Learn how Medicine Hat Public Library provides coding education to all ages with Raspberry Pis and Python. Raspberry Pi is a small and affordable computer, and Python is an excellent coding language for beginners. Through the use of reasonably priced add-on boards, sensors, and electronic components, we've completed interesting activities such as a Magic 8-Ball that involves literally shaking the Pi, a marble maze that's responsive to changes in pitch and roll, a quick reaction game using LED light and buttons, and much more. You'll have the opportunity to get hands-on with the equipment.

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Concurrent Sessions Block 1B

FOLIO Session 2: Why Cornell University is Involved. *Presented by Jesse Koennecke, Director Acquisitions and E-Resources, Cornell University.* Room: Council Chambers

Libraries of all shapes and sizes are planning to deploy the FOLIO platform to replace their current ILS as early as 2019. This session will cover the plans of ARL library, Cornell University, including when and how they will migrate from their current ILS over to FOLIO. Attendees will learn why Cornell University has selected FOLIO to be their next library system and how they are involved in the development of the platform.

Digital Literacy with a 'Why': Ethics & Politics in Public Library Tech Help. *Justin Unrau, Strathcona County Library.* Room: Agora

Tech help can be a tricky area of public library service. In our efforts to ensure the library remains relevant to the public we embrace helping our users with technology. We point to this as success and evidence of the library's relevance and empowering mission. But that goal of individual empowerment often comes at the cost of obscuring systemic complexity. What does that obfuscation cost us as a community? In this session we will explore this issue and discuss Strathcona County Library's approach to creating room for the discussion of politics and ethics within our tech programs.

Centralized E-Resources Usage Data for Easy Collection Assessment. *Cam Laforest and Sarah Polkinghorne, University of Alberta.* Room: Meeting Room 3

This presentation will demonstrate how the University of Alberta's Collection Strategies Unit has been using the Libinsight platform from SpringShare as a repository for usage data. Using the example of e-journal usage data, the presentation will demonstrate how using a centralized repository simplifies collection management tasks and creates a powerful data set for collection analysis and assessment.

Concurrent Sessions Block 1C

FOLIO Session 3: Developing technology for the FOLIO platform. *Presented by Dennis Bridges, Chief Product Officer, Stacks.* Room: Council Chambers

The FOLIO project is being developed by a rapidly growing community of development teams from around the world. These teams, represented by developers, librarians, vendors and members of consortia, are working in parallel to build the most exciting new innovation in library technology: an extensible, open source library services platform. This session, presented by a FOLIO development partner based in Edmonton, AB will describe how the FOLIO system is built, who is working on the project and how this massive initiative is being organized. A live demo of the FOLIO system including the Acquisitions module will be demonstrated.

Strathcona County Library guided tour. *Tour guide: Sue Colp, Strathcona County Library.* **Meet your tour guide at the Registration Desk**

The Strathcona County Library is an award-winning facility that draws both locals and tourists alike. This tour will take you behind the scenes of this incredible library, with a few of their systems, equipment, art displays, and more. To join the tour, please meet the tour guide at the registration desk at 4:10 pm.

Beyond Making in a Space: How to Engage in Making Without a Dedicated Space. *Paula Hollohan, University of Calgary.* **Room: Agora**

Makerspaces are popping up in learning commons and libraries in educational facilities across the province. Libraries are the natural landing spot for makerspaces, but is it always about the space? What role does the mindset and attitudes towards adaptation and learning of the librarians play in the success of this kind of program, especially when there isn't a dedicated makerspace? Can making still be facilitated within the library without a permanent space for it? This session reflects on the pop-up makerspace currently used in the Doucette Library of Teaching Resources at the University of Calgary. We will help uncover what making in the library looks like without a dedicated space, and how the mindset of the staff impacts the atmosphere of making both in the library and at pop-up makerspace locations.

Concurrent Sessions Block 2A

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

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!

"Who Are You?" Tools & Techniques for Investigating the 5Ws of Library Use. *Wendy Merkley, Bryson Duda, Rob Horlacher, Jesse Malinsky, University of Lethbridge.* **Room: Meeting Room 2**

This session will review tools and techniques used by the University of Lethbridge Library in gathering information to help develop an understanding of the people who use our library. Specifically, we were interested in answering questions related to the 5ws: "Who are you?" "What are you doing when you are here?" "When are you in the library?" "Where do you go when you're here?" and "Why are you here?" We will cover the data gathering process, tools used for data analysis, and approaches taken to creating audience specific reports. We will also examine the use of the data gathered in informing decisions around service provision and library design.

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Moving Data to a new ERA: Application of Triplestores for Data Migration. *Danoosh Davoodi & Mariana Paredes-Olea, University of Alberta.* Room: Meeting Room 3

The University of Alberta Libraries recently built a new platform for our ERA institutional repository. Part of the process of moving into this new system entailed migrating the content and metadata into a Linked Data-friendly format. In order to achieve this, we developed a migration process that included the use of one triplestore for metadata manipulation and another for terms mapping. Our presentation will briefly outline the methods and processes used for this work, such as SPARQUL embedded in Python script for data querying, custom web applications, creating documentation for github repositories, and more. We will explore the ways the use of a local terms vocabulary contributes to long-term data and metadata preservation, use, re-use, and interoperability purposes.

Concurrent Sessions Block 2B

TAL Licensing Update: What's new, what's coming up, where we're going. *Christa Foley, The Alberta Library .* Room: Agora

Join TAL Licensing Librarian Christa Foley for a view of what's going on with the TAL licensing programs. Questions, comments, and discussions are all encouraged! *Full session description TBA.*

Social Media and Mental Health: What You Need to Know. *Katherine Koch, University of Alberta.* Room: Meeting Room 2

There are many upsides to social media, such as a feeling of community and being able to connect with others anytime and anywhere. Social media can be educational, expand horizons, and enable opportunities for connection not otherwise possible. However, research is becoming increasingly clear that the more time spent on social media, the more likely we are to suffer from mental health issues. Understanding the impact of social media on children, teens, and adults is something that all of us working in libraries should not ignore. This includes knowledge and awareness of the negative impact on ourselves, our users, and members of our communities. This session will review new and developing research in this complex area of study and look at strategies for healthy use of social media.

Online Registration: Providing a Rewarding Customer Service with Confidence. *Andrew Nisbet & Virginia Clevette, Edmonton Public Library.* Room: Meeting Room 3

The Challenge: Create a customer-mediated, online registration (OLR) service that can determine a customer's identity with enough confidence that Edmonton Public Library can instantly issue a library card with full privileges. Challenge accepted! EPL's OLR can do all these things and more, but success only came through understanding the customer perspective, careful planning, and execution. If you're interested in pushing service to the next level and would like to benefit from what we've learned, join us as we discuss the history and future of the OLR project, its design and implementation, and compare our solution to other services, past and present.

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Concurrent Sessions Block 2C

Behind the Scenes with Interlibrary Loans in Alberta. *Brian Lin, The Alberta Library and Robin Hepher, Chinook Arch Library*. Room: Agora

Robin Hepher from the Chinook Arch Library System and Brian Lin from the Alberta Library will be discussing how TAL Online and VDX work together to help public library users discover, request and receive physical library items from across Alberta.

Defending Technologies in Your Library: Allocate! Advocate! Illuminate! Demonstrate! *Shauna Darbyshire, Wood Buffalo Regional Library.* Room: Meeting Room 2

Inspired by recent events at our own library in which some patrons have been challenging the additions of new technologies (especially those for children), this presentation aims to share practical ways in which libraries can defend their choice of tech to patrons, coworkers, management, investors, and the public in general. Learn how to graciously obliterate the simplified and outdated concept of libraries that still prevails in the views of many of our customers!

Does a Shelfie Speak 1000 Words? Investigating Library Content on Instagram. *Hanne Pearce, University of Alberta.* Room: Meeting Room 3

Library communication strategy within social media communication is heavily influenced by quantitative measures offered by social media platforms, and successful outreach is measured by number of engagements (likes and comments) that posts receive. Analytics measures do not, however, provide confirmation that intended messages are being received, nor do they reveal how visuals shared as part of greater messages shape larger perceptions of the library. My presentation will focus on findings from research I am currently conducting on library content shared on Instagram. My research emerges from professional practice as part of a communication team at the University of Alberta Libraries which creates and curates content for library social media accounts. I will cover a content analysis of several hundred photos shared by University of Alberta Libraries on Instagram, interviews with students who make use of photo elicitation techniques, and an exploration of connections between the qualitative findings with the analytics retrieved from the Instagram platform.

Concurrent Sessions Block 3A

The Blackfoot Digital Library: A Place to Call Home. *Bryson Duda & Adrienne Heavy Head, University of Lethbridge.* Room: Agora

Since its inception in 2009, the Blackfoot Digital Library has been almost as nomadic as the people whose history is described within it. This unique collection of photographs, videos, documents, and audio clips has faced a number of technical hurdles since that time, but earlier

this year the BDL was moved to its third and (hopefully) final home among the Digitized Collections of the University of Lethbridge Library. This session will provide an overview of the Blackfoot Digital Library and its history, as well as a summary of the lessons learned from the transition from a custom Drupal site to a specialized CONTENTdm collection.

Privacy Education and Programming in Public Libraries. *Laina Kelly, University of Alberta School of Library and Information Studies.* Room: Meeting Room 2

This presentation will cover basic methods and ethical questions around protection of privacy of library customer data. It will also involve some ideas for incorporating privacy education programs into a public library's adult programming repertoire, and resources to help library staff feel confident developing and presenting programs that will educate customers about online privacy.

Kids Coding: Easy Programs Anyone Can Do! *Ceima Kemaldean & Shawna Cevraini, Olds Municipal Library.* Room: Meeting Room 3

This presentation outlines the successful implementation of the Google CS First club in Olds, Alberta. The program is a partnership between the public and school libraries that introduces computer science to kids in a fun and interactive after school program that anyone can

run in their own library. Teachers, parents, and librarians alike have used CS First. No computer science experience needed! Instructional videos guide students through each activity, allowing you to work with students individually and encouraging them to help each other. We will show you how to start your own program and outline best practices for a successful program.
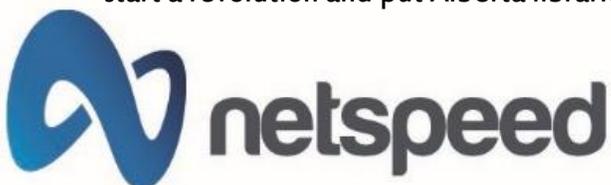
Concurrent Sessions Block 3B

Strathcona County Library Bookmobile Tour. *Tour Guide: Diana Balbar, Strathcona County Library.* Meet your tour guide at the Registration Desk

The Strathcona County Library Bookmobile is a mighty and impressive beast! Join SCL staff on a tour of this marvelous machine, which has expanded library services to Strathcona County communities. The tour guide will meet you at the registration desk at the start of this session.

Overdue Finds: An Adventure in Library Podcasting to Engage and Connect with New Communities. *Kim Bates & Bryce Crittenden, Edmonton Public Library.* Room: Agora

While exploring new ways of promoting Edmonton Public Library, the idea of a podcast came up. Within a few short weeks, 2 intrepid EPL staff were in front of a microphone recording the first episode of Overdue Finds. 8 months later, Bryce and Kim have several episodes under their belt, some impressive amateur recording and editing skills, and would like to spread the word about how fun and easy podcasting can be. Join Kim and Bryce and learn about how they got Overdue Finds off the ground, hardware and software, tips and tricks for production and editing, and why a good podcast might be the right way to promote your library in your communities. Let`s start a revolution and put Alberta libraries on everyone`s podcast playlist!

A Non-Makerspace Technology Service. *Romany Craig & Rob Horlacher, University of Lethbridge.* **Room: Meeting Room 2**

Incepting a new service at your institution has many hurdles. It can be challenging to compete for funds and convince your colleagues that your service is not a duplication. We faced these challenges when trying to build a service that empowers students through the use of technology. A small budget and similar services creates barriers, but they also present an opportunity to think outside the box. Though we were unable to over 3D printers, Virtual Reality technology, or tools to use microcontrollers, we were able to provide students with the language to understand and use various technology products and concepts. This approach gave us a way to differentiate ourselves from other technology services at our University. In this presentation we will discuss the process of creating a new technology service for our library, the challenges that we faced, and what we learned from this experience. This presentation will serve as an example of an academic library using the tools we had at our disposal to offer a new service and finding a niche learning opportunity for our students.

Concurrent Sessions Block 3C

What is the Role of an Interdisciplinary Makerspace in an Academic Library? *Kerry Harmer, Mount Royal University Library.* **Room: Agora**

This presentation will discuss the role played by the Maker Studio in the Mount Royal University (MRU) Library. The Maker Studio was designed as part of the new LEED-Gold certified Riddell Library and Learning Centre at MRU. The Maker Studio opened in Spetember 2017 and in its first year has facilitate research and interdisciplinary collaborations, has been integrated across the curriculum in several programs, supported extra and co-curricular learning, and provided hands-on experiential learning for the internal and external community. User data, case studies, and examples of projects undertaken in the Maker Studio will be presented, demonstrating the impact that interdisciplinary makerspaces in academic libraries can have on teaching and learning. The challenges and success in building capacity around integration and outreach in the early stages of opening a makerspace in an academic library will be discussed. The lessons learned will be shared, as will be future plans for the MRU Maker Studio.

Managing Metadata in Your Institutional Repository. *Michael Brundin, MacEwan University.* **Room: Meeting Room 2**

This session will be devoted to techniques to batch extract, process, and reingest metadata back into a repository. Using the Islandora Institutional Repository as an example, session attendees will learn about the workflow process that was used to clean up and fix the MODS and DC XML-based records in MacEwan University Library`s Islandora repository. Specifically, the following workflow phases will be reviewed: batch extraction of MODS records, batch cleanup of MODS and DC records, batch format and indent (pretty print) of MODS and DC records, and batch reingestion and replacement of the MODS and DC datastreams in the repository. Different tools and utilities that were used to perform different aspects of the workflow will be highlighted, and various Unix commands and XSLT code extracts will be illustrated. Although this metadata

cleanup operation was specific to Islandora, the general procedures that were followed are applicable to clearing up and fixing metadata in any institutional repository.

Automation is Here: How Google Apps can be Leveraged to Automate Tasks in Library Technology Environments. *Sam Hamilton, Edmonton Public Library, & Laura Gerlitz, University of Alberta Libraries.* Room: Meeting Room 3

With so many software options available, it can be easy to overlook the tools library staff may already have at their disposal, such as office productivity software like G Suite. Google`s suite of applications (Google Apps) can, with some customization and a bit of coding know-how, create efficiencies for library technology environments ranging from the one-branch public library to the large, resource-rich academic library. These apps offer robust and flexible tools that can be used to accomplish a variety of library-related tasks, at no cost to individual users and at a low cost to institutions. This presentation will demonstrate how library staff can leverage Google Apps to increase accuracy and efficiency, streamline workflows, and manage data. While some prior coding knowledge is useful, we approach this topic from a self-taught and experimental perspective, using real-world examples from a public library (Strathcona County Library) and for an institutional repository at an academic library (the Education and Research Archive at University of Alberta Libraries).