

# Netspeed 2009

October 21 - 23, 2009  
Carriage House Inn  
Calgary, Alberta

*Connecting libraries to cutting-edge technologies*

Plenary Sessions:

**Wednesday**

**Samuel Trosow**

Associate Professor, University of Western Ontario

**Glenn Rollans**

Publisher and Publishing Consultant

**Thursday**

**Margaret Mackey**

Professor, School of Library and Information Studies, University of Alberta


**Friday**

**Frank Work**

Information and Privacy Commissioner of Alberta

# Conference @ a Glance



## Wednesday, October 21

9:00 a.m. - 4:30 p.m.	TAL Universal Core Database Training (Preconference Workshop) Location: SAIT Library	
9:00 a.m. - 4:00 p.m.	Assistive and Adaptive Technologies (Preconference Workshop) Location: Carriage House Inn	
4:30 p.m. - 7:00 p.m.	Conference Check-in/Information Desk	
4:30 p.m. - 7:00 p.m. & 8:45 p.m. - 10:00 p.m.	Vendor Showcase Internet Cafe	Sponsored by
7:00 p.m. - 7:30 p.m.	Netspeed Conference Opening and Welcome Location: Carriage House Inn	
7:30 p.m. - 8:45 p.m.	Plenary Address: Hot Copy: Perspectives on Canadian Copyright	
8:45 p.m. - 10:00 p.m.	Opening Reception (Cash Bar)	

## Thursday, October 22

7:30 a.m. - 3:30 p.m.	Conference Check-in/Information Desk	
7:30 a.m. - 8:45 a.m.	Breakfast	
8:00 a.m. - 5:00 p.m.	Vendor Showcase Internet Cafe	Sponsored by
9:00 a.m. - 10:00 a.m.	Plenary Address: Big Worlds and New Literacies Margaret Mackey, University of Alberta	
10:00 a.m. - 10:30 a.m.	Coffee Break	Sponsored by
10:30 a.m. - 11:45 a.m.	Concurrent Sessions A1 - A5	
11:45 a.m. - 1:00 p.m.	Lunch	
1:00 p.m. - 1:30 p.m.	Networking Break	
1:30 p.m. - 2:45 p.m.	Concurrent Sessions B1 - B5	
2:45 p.m. - 3:15 p.m.	Coffee Break	Sponsored by
3:15 p.m. - 4:30 p.m.	Concurrent Sessions C1 - C5	

## Friday, October 23

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10:30 a.m. - 11:45 a.m.	Concurrent Sessions D1 - D5	
11:45 a.m. - 1:00 p.m.	Lunch and Conference Closing Presentation	

# WELCOME

Today's libraries are Tweeting, YouTubing, videoconferencing, automating, and overall, expanding access to resources. How do you leverage these technologies to work for your library? Netspeed, the pre-eminent western Canadian technical conference, is your opportunity to learn about current and emerging technologies and how libraries are implementing them to improve library services.

The conference includes plenary and break-out sessions featuring library and technology leaders from across North America, an exhibit showcasing technology vendors and networking opportunities for library staff. Netspeed is intended for decision-makers, librarians, IT and library staff.

Join us for Netspeed 2009 and be on the leading-edge of library technology!

## Wednesday, October 21

### PRECONFERENCE WORKSHOPS

Conference registration is not required to attend the workshops.

Preconference workshops are available at an additional cost. Please register for the workshops using the Registration Form at the end of this package.

#### TAL Universal Core Database Training (9:00 a.m. - 4:30 p.m.)

Join our vendor representatives as they provide hands-on training for the databases in the TAL Universal Core. This training will provide general interface and product information for the resources included in the TAL Universal Core. Vendors are asked to cover a range of relevant features from basic to advanced as well as any recent changes or highlights.

Database training is open to TAL member library staff. Register early as space is limited!

**Location note:** This session will take place at the SAIT Library.

Cost: \$25.00 + GST (Lunch will be provided)

#### Assistive and Adaptive Technologies (9:00am - 4:00pm)

Imagine being able to offer complete accessibility to all patrons! This workshop will provide an overview of accommodation solutions for patrons experiencing blindness, low vision, physical access, learning disabilities, hearing impairment and/or literacy challenges.

You will learn what solutions are available to accommodate individuals who need assistive technologies. This workshop will provide basic training and ensure that you can support and/or provide appropriate options to all customers.

**Location note:** This session will take place at the Carriage House Inn.

Cost: \$45.00 + GST (Lunch will be provided)

### CONFERENCE OPENING (7:00PM - 7:30PM)

Please join us as we kick off Netspeed 2009! You are invited to help celebrate the start of another great conference with TAL staff, conference speakers and vendor representatives at the Conference Opening and Welcome. Following the opening plenary address, you are invited to attend the opening reception – your chance to meet and mingle with fellow delegates, speakers and vendors.

### OPENING PLENARY ADDRESS (7:30PM - 8:45PM)

#### Hot Copy: Perspectives on Canadian Copyright

Copyright is an ongoing and important issue for libraries and library staff, and it is a topic that has moved to the forefront of our consciousness and experience in recent months. The Government of Canada has been conducting a cross-country tour to hear what shape individuals, as well as organizations, think new copyright legislation should take. Please join us for a lively discussion about copyright in Canada, featuring Samuel Trosow, Associate Professor in the faculties of Law and Information Studies at the University of Western Ontario, and Glenn Rollans, Publisher and Publishing Consultant. The speakers will examine the issues surrounding fair dealing, format shifting, and other concerns of various parties in this ongoing debate, the results of which will have lasting implications for libraries and librarians.

#### *Glenn Rollans, Publisher and Publishing Consultant*

Glenn Rollans has held a number of senior positions in the publishing industry over the past 20 years, including General Manager of Thomson Duval, Director of the University of Alberta Press and Editor-in-Chief of Lone Pine Publishing. He has also held senior positions on a number of boards, including 10 years with the Book Publishers Association of Alberta and 12 years with Access Copyright.

Rollans has a BA from the University of Alberta, and has completed the Radcliffe Publishing Procedures Course at Harvard University. He has also completed several writing and publishing courses from the Banff Centre for the Arts.

Rollans has been a writer, editor and researcher since 1975, with many book, magazine, television, video, radio and exhibition credits.

#### *Samuel Trosow, Associate Professor, University of Western Ontario.*

Samuel Trosow is an Associate Professor at the University of Western Ontario. His research focuses on information policy issues, particularly copyright. He is a frequent speaker on these subjects and is co-author of Canadian Copyright: A Citizen's Guide (with Laura Murray, Between the Lines, 2007). Trosow's teachings include lectures in the Faculty of Law and the Faculty of Information and Media Studies. This winter he will offer a new course called Copyright, Creativity, Technology and the Music Industry.

Previously Trosow was a law librarian at the Boalt Hall Law Library at UC Berkeley and also a private law practitioner. His UCLA dissertation, Information for Society: Towards a Critical Theory of Intellectual Property Policy, 2002, received the Association for Library and Information Science Education (ALISE) Eugene Garfield Dissertation Award.

Trosow is a member of the Copyright Working Group of the Canadian Library Association. He maintains a website at <http://samtrosow.ca> where he comments on copyright and other issues.

### PLENARY ADDRESS (9:00AM - 10:00AM)

#### Big Worlds and New Literacies

*Margaret Mackey, School of Library and Information Studies, University of Alberta*

In 1989, only twenty years ago, the fax machine was still a novelty. Ordinary people did not use email and nobody had seen a DVD. The Internet allowed one techie to link to another but was unsurfed by the less committed. Telephones mostly had wires connecting them to the network and allowed people only to speak to one another, not to communicate in any other way.

Over the very short span of two decades, huge numbers of people have learned a broad range of new literate skills and behaviours; and much of this learning has taken place outside of school. How have we collectively managed such an enormous change? This presentation will explore one thread of our new culture - the idea of "big textual worlds" - that provides ideal conditions for fostering and enhancing our capacity to experiment playfully with new media possibilities. What are the implications of this kind of learning for information technology, for libraries, for information and media centres, and for users of all kinds.

### CONCURRENT SESSIONS A1 - A5 (10:30AM-11:45AM)

#### SESSION A1

#### Creating the Blackfoot Digital Library: The Challenge of Cultural Sensitivity

*Marinus Swanepoel, University of Lethbridge*

In 2006 the University of Lethbridge and Red Crow Community College joined to ensure that as much as possible of the Blackfoot cultural record will be preserved and made accessible through the creation of a Blackfoot Digital Library. This initiative was made possible through funding from the Lois Hole Campus Alberta Digital Library.

A foundational requirement of the initiative was that it should be done with cultural sensitivity and in a manner that appropriately honors the Blackfoot worldview.

The solution to this challenge was the design of a custom-made search interface that displays the search results on a digital map where the user is immediately confronted with the land. The map displays the place(s) where the assets that were retrieved by the search originated from, and offers access to the various assets themselves.

#### SESSION A2

#### Taking Stock: Usability Testing and Design Considerations for Library Websites

*Kat Marlowe, SAIT Library  
Kristian McInnis, SAIT Library*

Since its launch in August 2006, the new SAIT Library website has been well received by the SAIT community. Always interested in improvement and advancement, the SAIT Library endeavors to build on our success, but how? We came up with two questions: how do we evaluate what we created, and where do we go from here? From planning and approval to implementation and analysis, this session will discuss the challenges and rewards of usability testing for libraries. The focus of this session will be on managing website design, testing and follow through, and using skills and resources available in most libraries.

#### Neo-Reference - Getting Ready for Real Change

*Helen Clarke, University of Calgary Library  
Susan Beatty, University of Calgary Library*

What is the future of reference? This presentation will contemplate a future where a new reference service must emerge. We have two choices. We can be traditionalists. We can maintain our roles with ever diminishing numbers and seek out that vanishing species of users who still need "help" with simple tasks. Or we can expand into new territory, mastering a higher level of skill and far more complex tools.

Using the compelling vision of the Taylor Family Digital Library at the University of Calgary we reflect on the impact such a change will have on traditional structures, staffing, and collection development. What are the possibilities related to rebuilding and reconstructing information for reference purposes? The purpose of our session is not to define one model of neo-reference but rather to offer up some thought provoking ideas to get people thinking about our future.

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#### SESSION A4

#### Videoconference Adventures: RISE Phase II

*Steven Pattison, Marigold Library System  
Shannon Vossepoel, Brooks Public Library*

The RISE Project, whose goal is to enhance existing services by developing a videoconference network connecting member libraries in Chinook Arch, Marigold and Shortgrass Library Systems, is now half way through its three year mandate. The \$5 million dollar project is providing access to distance education, government information and a wide range of community based programs and at the end of Phase 2 will be reaching more than 450,000 people in 89 municipalities throughout southern Alberta.

This session will address:

- Project challenges and successes to date. A review of the Outcome Achievement Plan and the Key Indicators of Success established for Phases 1 & 2 of the Project.
- Network design and implementation. An overview of the innovative network design developed for the Project and the core technologies employed to manage the network.
- The end-user experience. A look at how the libraries are using and planning to use the videoconferencing equipment. Issues related to partnership building and community involvement.
- Transferability of the project to other areas throughout Alberta.

## SESSION A5

### New Social Networks for Library Promotion and Reputation Monitoring

*Paul Pival, University of Calgary Library*

Twitter is one of the fastest-growing social networking tools around; do you know how to leverage it to work for your library? Participants will be introduced to Twitter and explore how libraries are using it. Learn about hash tags, ReTweets and followbacks, and tools and services to effectively market and monitor what others are saying about your library. Facebook has been around longer, but has recently introduced changes to the way groups or organizations can represent themselves. See some best practices around library use of Facebook, and see if the world's largest social network should be part of your marketing program.

## CONCURRENT SESSIONS B1 - B5 (1:45PM -3:00PM)

### SESSION B1

### Digitization and CONTENTdm: Strategies, Pitfalls and Best Practices

*Sarah Jones, Calgary Public Library*  
*Court Brinsmead, Calgary Public Library*

With the "It All Begins with Story" project, funded through Public Library Development Initiative (PLDI) funding, Calgary Public Library digitized 4000+ photographs from the Community Heritage and Family History Collection. CONTENTdm, a digital asset management program, was purchased to manage these digitized items and to make them easily accessible to the public. The speakers will discuss the process of digitization, the reasons behind the software choice, provide an explanation of the metadata schema used, best practices for digitization based on this experience and ideas for future Web 2.0 delivery mechanisms.

### SESSION B2

### Make Your Website Mobile-Ready

*Paul Pival, University of Calgary Library*  
*Kenton Good, University of Alberta Libraries*

The iPhone has been in Canada for a year, and the iPhone killers keep coming. More and more of your users have the ability to access the web from their handheld devices; how does your website look and work for them? Learn how the University of Calgary and the University of Alberta are building mobile-friendly interfaces to their websites, and how you can too. Participants will be introduced to tools that will help build mobile-friendly pages, and to tools that can redisplay your pages on the fly. We'll also discuss how to choose which of your pages and services are good candidates for delivery to mobile devices.

## SESSION B3

### Digital Resources for Digital Classrooms

*Diane GallowaySolowan, Online Reference Centre*

The Online Reference Centre (ORC) is a collection of digital resources provided on behalf of all K-12 students in Alberta as the result of a unique partnership initiated between TAL and Alberta Education in 2001. The ongoing success of this project is evidenced by its ability to support curriculum outcomes and inquiry-based research in an increasingly digital teaching and learning environment while building sound information literacy skills.

This session will demonstrate six digital tools teachers are accessing through the ORC resources: *Bookcarts, Student Backpacks, Curriculum Links, Timeline Builders, Lexile/Audio/Translation features, and 21st Century Research Skills.*

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Start here.

### SESSION B4

### Video Streaming for a Consortium

*Susan Weber, Langara College*

Video has the power to transform any lesson into a memorable learning experience. This session will provide a brief look at streaming media for the school and academic audience. The types of options available will be discussed, followed by a review of the process to get set up for streaming, from the B.C. perspective. All parts of a library or school team needs to be supportive to the process. The final goal is to provide access to video content to students and instructors, no matter where they wish to view it. Licensing and acquisitions of the content will also be discussed.

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CONNECTING LIBRARIES & PUBLISHERS

### SESSION B5

### Do Consumer Information Technologies Need to be Taught? The RSS Example

*Dale Storie, University of Alberta Libraries*  
*Thane Chambers, University of Alberta Libraries*

Many information technologies appear to be straightforward enough that an interested user should be able to work through basic instructions, help screens and tutorials to incorporate these technologies into their lives. This study looks at RSS as an example of a consumer technology that needs to be taught.

RSS is a relatively simple technology, with obvious benefits that is used regularly by only about eight per cent of the general population. The study began with a broad survey of health sciences faculty and residents, which revealed high interest in RSS feeds, but low use of them. Respondents were then offered formal instruction in the use of RSS feeds. Class participants were surveyed two months after the instruction to determine their responses to the instruction, the extent of post-instruction RSS use and their sense of barriers to RSS use.

## CONCURRENT SESSIONS C1 - C5 (3:30PM - 4:45PM)

### SESSION C1

#### A Rough Guide to LibGuides: Pathfinders Go Web 2.0

*Sona Kothari, Red Deer College Library*  
*Nadine Anderson, Red Deer College Library*

What if you could create online pathfinders and subject-guides that integrate videos from YouTube, RSS feeds from blogs, and links to your licensed databases? What if you could create these pathfinders quickly, collaboratively, and with no technical expertise?

Let us show you how Red Deer College Library has quickly and effectively created web-based guides for students and instructors, using an online, subscription-based application called LibGuides.

LibGuides is a web 2.0 content management and information sharing system designed specifically for libraries. It is a hosted solution that requires no installation and is highly customizable.

Learn how your library can use this easy tool to collaboratively create online pathfinders on topics from genealogy to zoology, perfect for use at the reference desk or in information literacy classes. LibGuides can even be used to create booklists, or as your library's website! We will demonstrate some of the guides we have created to spark your interest, and show you how you can be on your way to having a completed guide in less than an hour!

### SESSION C2

#### Increasing User Access by Transforming to a Metadata Driven Website

*Betsy Hamid, Alberta Agriculture and Rural Development*

The role of Alberta Agriculture's website, Ropin' the Web, is to provide information and services to producers, organizations and communities in rural Alberta. Over the years, the website has increased in size and complexity while Internet access for many of our users remained restricted to dial-up modems. To increase the usability of the site and user access, and to comply with international metadata standards, Ropin' the Web was transformed into a predominantly metadata driven website utilizing certain metadata elements to streamline the retrieval of information.

In this seminar, we will examine the utilization of these metadata elements in the creation of a faceted structure that would enhance the retrieval of documents and tools by reducing the website to a manageable size. We will further examine the successes and difficulties encountered in implementing these tools, and summarize our efforts to develop a visual thesaurus capable of retrieving documents through the use of a keyword function.

### SESSION C3

#### Lois Hole Campus Alberta Digital Library Update

*Ernie Ingles, LHCADL Steering Committee*

TBA

### SESSION C4

#### Online Catalogues: What Users and Librarians Want

*Daniel Boivin, OCLC*

Reports the results and recommendations from a large scale 2008 study, conducted by the speaker, to ascertain the similarities and differences in how various end user groups and librarians define metadata quality. The speaker will discuss the implications of the research results for current acquisitions and cataloging policies, practices, and workflows.

### SESSION C5

#### Unlocking the Walled Garden: Federated Searching at Chinook Arch Regional Library System

*Robin Thiessen Hepher, Chinook Arch Regional Library System*  
*Troy Maddaford, Chinook Arch Regional Library System*

Federated searching is an exciting technology that promises to facilitate access to expensive and often underused electronic resources. But does it live up to expectations? During this session, we'll touch briefly on the landscape of federated searching in public Libraries. We will then retrace the specifics of our implementation process, and explore some of the tweaking that we have had to do along the way to fine-tune the service. Following a brief demonstration, we'll look at issues surrounding setup, configuration, and ongoing maintenance. We'll examine the impact that 360 Search has had on the usage of our online resources, and address whether or not federated searching has offered a fair return on our investment.

## Friday, October 23

### PLENARY ADDRESS (9:00AM - 10:00AM)

#### Privacy and Libraries

*Frank Work, Information and Privacy Commissioner of Alberta*

Mr. Work oversees the access to information and protection of privacy provisions of Alberta's Freedom of Information and Protection of Privacy (FOIP) Act, the Health Information Act (HIA) and the Personal Information Protection Act (PIPA). Additionally, Mr. Work informs and educates Albertans about the Acts, taking time to listen to concerns, administer constructive advice to public bodies and custodians and investigate potential abuses.

Mr. Work was born in Calgary, received his Bachelors and Masters Degree in Environmental Design from the University of Calgary and obtained a law degree in 1981 from McGill University. After a brief stint practicing corporate commercial law in Calgary, Mr. Work had the opportunity to work for the Attorney General of Bermuda. During his time in Bermuda, Mr. Work was seconded to the United Nations Environmental Program. After returning to Canada in 1987, Mr. Work took a contract position with the World Bank and was assigned to the country of Mauritius. There he worked with the Minister of Environment, Executive Council, and various aid agencies in developing environmental policy and law. From 1991 to 1996 Mr. Work worked as Parliamentary Counsel to the Legislative Assembly of Alberta, and spent time working as General Counsel to the Ethics Commissioner of Alberta. In 1996 Mr. Work began his career at the Office of the Information and Privacy Commissioner as General Counsel and Assistant Commissioner. Mr. Work was appointed as Acting Information and Privacy Commissioner in September 2001 and was subsequently appointed Information and Privacy Commissioner in May 2002.



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## CONCURRENT SESSIONS D1-D5 (10:30AM-11:45AM)

### SESSION D1

#### What Google Did Next

*Kay Cahill, Vancouver Public Library*  
*Michele Pye, Vancouver Public Library*

The speakers follow on from last year's very successful session, "Google and the Future of the Public Library," with a detailed look at Google's activities over the past year and their implications for public libraries. This session will include an introduction to the latest key tools emerging from Google labs, including practical examples of how they can be put to work on the reference desk, and a closer look at some of the big questions arising from the company's current direction. With productivity software and even a web browser now joining the Google stable, is the company diverging from its original goal of doing "one thing really, really well"? How is the increasing use of search engine optimization techniques affecting the results of Google searches, and their usefulness to library staff and patrons? Is Google really a librarian's friend or foe? Find out the answers to these questions, and more, at a session guaranteed to be of interest to any Google user.

### SESSION D2

#### Creating Order Out of Chaos: Writing and Maintaining Web Design Standards

*Laura Matheson, BC Securities Commission*

With multiple online tools, authors, and developers, it's hard to make sure that everyone's on the same page. Design standards provide a baseline for authors and editors, ensure website consistency, improve usability, and reduce design time. Relying on design standards creates design conventions throughout your websites, which give users the uniformity they need to successfully navigate your sites. Design standards also reduce the need to reinvent the wheel every time you add new pages, sections, or functionality to your website. Rather than spending time determining how to arrange elements like lists, forms, or headings, developers and designers can draw on established conventions and implement updates and improvements much faster. This session explores best practices for creating and implementing design standards, as well as practical considerations for updating standards going forward.

### SESSION D3

#### APLEN Update

*Linda Duplessis, APLEN Standing Committee*  
*Karla Palichuk, Alberta Public Library Electronic Network*

The Alberta Public Library Electronic Network (APLEN) is a program of The Alberta Library (TAL) through an agreement between Alberta Municipal Affairs and TAL, and is implemented with the cooperation of the public library community. APLEN involves the public library community and stakeholders in setting direction, designing and implementing programs and services, most of which can only be done through partnerships. This is an opportunity for library staff and trustees to learn about how APLEN functions within the library community, including the impact APLEN has had in the delivery of library services. Topics will include the Community Access Program, SuperNet and special projects undertaken by libraries with APLEN's support.

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### SESSION D4

#### Metadata in Visual Interfaces to Digital Libraries

*Ali Shiri, School of Library and Information Studies, University of Alberta*

Information visualization offers a variety of ways in which digital library collections can be represented on the interface and shown to the user. Metadata, a key component of solid digital libraries, has been utilized in various digital library projects to enhance visual user interfaces to digital libraries. This presentation will report on a study conducted to investigate and analyze a specific category of digital library visual interface that supports information seeking, exploration and retrieval based on metadata representations, namely metadata-enhanced visual interfaces. This study examined 21 metadata-enhanced digital library visual interfaces from the following perspectives: (a) information access and retrieval features; (b) metadata elements; (c) visualization techniques and metaphors. The results demonstrated that the combined use of visualization techniques and metaphors is becoming increasingly prevalent as a design strategy to support users' information exploration. The results also suggest that visual interfaces enhanced with metadata are becoming more widespread to provide a richer representation of digital collections.

### SESSION D5

#### Technology Planning for Public Libraries - Provincial Perspective

*Punch Jackson, Executive Director Public Library Services*  
*Kerry Anderson, Library Consultant - Public Library Services Branch*

The recent MLA Report - *Framework for the Future, Positioning Libraries for the 21st Century* - called for the development of a technology plan for public libraries that supported the vision of seamless access to resources housed in publicly funded libraries.

This session will highlight recent technology developments in public libraries, describe the process that will be used to begin development of the technology plan and create an opportunity for participants to provide input for the technology plan.

## Don't Miss...

### Netpub

Thursday, October 22, 5:00 pm

Location: King's Head Pub

(across the street from Carriage House Inn)

Join your fellow delegates for drinks, appetizers and fun!

Sponsored by: FLA, LISAA, and GELA

### Tweet about Netspeed

Use the tag #NS09 after your tweet to make it searchable and to find what others are saying about Netspeed 2009!

Also, please feel free to share your Netspeed photos on Flickr by using the tag, *Netspeed2009*.

# Vendor Showcase

## Gold



### University of Alberta Libraries

Learning Services at the University of Alberta is comprised of interdependent academic service units, each existing to support the University's mission by enabling learning, instruction, and research through:

1. Knowledge/Skills Transfer and Service Delivery
2. Asset Stewardship and Infrastructure Service and Development
3. Resource Management, Planning, Communication and Assessment

Learning Services also supports the University's mission through the appropriate application of current technologies and methods.



### University of Calgary Libraries and Cultural Resources

Libraries and Cultural Resources combines the expertise and services essential in providing full access to information in a variety of formats and media that support the teaching, learning and research mandates at the University and in the surrounding community. In all of our endeavours, our focus is on developing quality collections, quality programs, quality publications and innovative services. In 2010, the Taylor Family Digital Library will open its doors with much to offer the 21st-century scholar. This new state-of-the-art facility, which includes a museum, art galleries, photo collections, new media art, publishing, digital and printed resources, along with an expanded Learning Commons, will greatly enhance the future of learning at the University of Calgary.

## Silver



### EBSCO

EBSCO Publishing is the leading database provider for libraries, offering nearly 300 full-text and secondary research databases via the EBSCOhost(r) platform. EBSCOhost databases provide unparalleled access to world renowned content in all subject areas, for researchers at every level.



### Gale

Gale, a part of Cengage Learning, serves the world's information and education needs through its vast and dynamic content pools, which are used by researchers, students, and consumers in their libraries and on the Internet. Gale is best known for the accuracy, breadth, and convenience of its data, addressing all types of information needs - from in-depth academic research to homework help to health questions to business profiles - in a variety of formats: eReference and other eBooks, electronic databases and Resource Centres, microfilm, and so on. For more information, please visit [www.gale.com](http://www.gale.com).

## Bronze



### 3M Library Systems

Helping your customers learn, explore, discover and grow is what 3M Library Systems is all about. By giving your staff more time to spend with customers, we can help you create a library filled with human interaction. Our productivity, security and information managementsolutions provide all the tools you need to spend less time on routine tasks and more time with customers. Create a More Human Library with a 3M Library System.



### Athabasca University Library

The AU Library enhances academic success by providing library service to its users, including distance library service to AU students. The Library is dedicated to maintaining an excellence of service in providing information and resource materials to support the information needs of AU Library users.



### Gibson Library Connections

Gibson Library Connections is a full service distributor and publisher serving the Canadian library market. Representing a number of international publishers, GLC provides Canadian libraries with a trusted local source for selection and acquisition of valuable electronic resources. Publishers represented include Alexander Street Press, ebrary, Credo, InteLex and others. GLC publishes the Canadian Electronic Library.

# Vendor Showcase

## Bronze con't



### OCLC

OCLC Canada, a nonprofit library service organization, serves more than 1000 libraries in Canada. Our mission is to help libraries further access the world's information while reducing information costs. We have many solutions to fulfill this mission: Open WorldCat, virtual reference (QuestionPoint), digitization software and services, databases, E-books and eAudiobooks (NetLibrary), outsourcing, cataloguing, collection analysis, language sets and many more. We invite you to visit our booth to find out why your library should consider joining the Cooperative.



### Micromedia ProQuest

Micromedia ProQuest and parent organization ProQuest are leaders in collecting, organizing and distributing information worldwide to library patrons, researchers, faculty and students. As well as being known for strength in business, economics, general reference, humanities, STM and K-12 content, the company enjoys being a trusted source for value-added Canadian reference information.



### World Book

Since 1917, World Book has been a trusted, top-rated source of information, revising over 30% of the content per year. In addition to our World Book Kids, Student, Advanced, Discover (ESL) and Encyclopedia Decouverte, databases, this year we launched 3 Digital Libraries, a Dramatic Learning site and a new Public Library site. Drop by to find out more or get a trial!

## In-Kind



### Carr McLean

Proudly Canadian owned and operated, Carr McLean has been supplying library products to customers across Canada for more than 46 years. Whether you order online, via FAX or telephone, we are committed to providing you with the very best value and service possible. Carr McLean has kindly sponsored Netspeed 2009 delegate name pouches.



### N' Take Inc.

In North America, billions of plastic bags are used once by consumers and then thrown away. To help eliminate such prodigious waste, N'Take introduced Polyfabric bags in 2003.

Polyfabric™ is a lightweight and incredibly strong non-woven plastic that looks and feels like cloth. We custom-make our bags to your specifications and then imprint your logo for all to see. The end result is a "walking billboard" that is strong, attractive, environmentally friendly and, most importantly, affordable. Please visit [www.ntake.com](http://www.ntake.com) for more information.



### PC Corp

PC Corp has been providing IT services to Alberta Businesses for over 25 years. We believe in building and maintaining strong relationships with our clients, which is why we like to say that the PC in PC Corp stands for People Company. PC Corp has also worked with Alberta public libraries for several years through the Community Access Program (CAP) and has provided the 12-computer mobile lab that has been travelling across the province for the past two years.

## Sponsorship Opportunities

Many thanks to the organizations who have already committed to sponsorship this year. For more information please contact:

Stacey Bissell, The Alberta Library  
Phone: (780) 414-0805 ext. 225  
E-mail: [netspeed@thealbertalibrary.ab.ca](mailto:netspeed@thealbertalibrary.ab.ca)

# Conference Information

## Conference Location and Host Hotel

The Carriage House Inn is conveniently located on Macleod Trail, close to the C-Train, major shopping centres, and just minutes from Calgary's downtown.

Carriage House Inn  
9030 Macleod Trail S.  
Calgary, Alberta T2H 0M4

Toll Free: 1-800-661-9566      Direct: 403-253-1101  
Fax: 403-640-7526              www.carriagehouse.net

## Special Conference Room Rates

The Carriage House Inn is offering a limited number of rooms at special rates starting at \$129 + GST. This rate is only available until September 16, 2009. Reservations should be made by calling the hotel and referencing The Alberta Library Netspeed Conference.

## Airport Transfer

The Carriage House Inn has a special rate with Checker Cabs.

## Registration Desk

Delegate Check-in at the Carriage House Inn will begin Wednesday, October 21, 2009. Delegates registered in Wednesday Workshops will receive their registration package at the hotel after the workshop.

## Conference Registration/Information Desk Hours

Wednesday, October 21    4:30 pm - 7:00 pm

Thursday, October 22    7:30 am - 3:30 pm

Friday, October 23       7:30 am - 10:30 am

## Registration Policy

Registration fees include:

- access to the opening reception (cash bar)
- all keynote and conference sessions
- breakfast on October 22 and October 23
- lunch on October 22 and October 23
- all coffee/nutrition breaks

Conference fees do not include access to the Preconference Workshops. Please see the registration form for the cost of these additional events. The Early Bird registration deadline of September 18, 2009 will be strictly adhered to.

Any registration changes must be received by fax or e-mail prior to October 16, 2009.

## Registration

Conference registration fees are due upon submission of the registration form. You will not be officially registered until payment is received.

Payment can be made by VISA, Mastercard or cheque. Please note that if paying by credit card, the name "ComLinks Events & Marketing" (conference planner) will appear on your credit card statement.

## Cancellation Policy

Requests for refunds or cancellations must be received in writing via fax, e-mail, or mail postmarked on or before September 18, 2009. Please allow sixty (60) days after the close of the conference for refunds.

Refunds and cancellations will be subject to a \$30 (plus GST) administration fee. Refund requests postmarked after September 18, 2009, will not be honoured.

Substitution for a pre-registered attendee is permitted. Substitutions must be requested in writing by the registered delegate by October 16, 2009. A \$30 (plus GST) administration fee will be charged.

## Delegate Check-in

Delegate check-in at the Carriage House Inn will begin Wednesday, October 21, 2009. Delegates must check-in in person. Registration packages will be released only to the delegate whose name appears on the badge.

Registered delegates and speakers must wear their conference badges for access to all conference functions.

ComLinks Events, on behalf of The Alberta Library, will issue email confirmation for all registrations up to October 15, 2008. This will be your official receipt.

If you register after October 16, 2009 please bring a copy of your registration form with you.

## Inquiries

Registration Inquiries: Caitlin McElhone, ComLinks Events  
Phone: 780-448-5957  
Fax: 780-428-1030  
E-mail: netspeed@comlinks.ca

General Inquiries: Stacey Bissell, The Alberta Library  
Phone: (780) 414-0805 ext. 225  
E-mail: netspeed@thealbertalibrary.ab.ca

The Alberta Library reserves the right to revise the program as necessary.

# Netspeed Conference Registration

Name \_\_\_\_\_  
*(As it will appear on name badge)*

Address \_\_\_\_\_

Town/City \_\_\_\_\_ Province \_\_\_\_\_  I am a delegate.

Postal Code \_\_\_\_\_  I am a conference speaker.

Business Phone ( ) \_\_\_\_\_ Business Fax ( ) \_\_\_\_\_

Email \_\_\_\_\_

Name of Library/Organization \_\_\_\_\_  
*(As it will appear on name badge)*

## Conference Fees

### Early Bird Deadline: Friday, September 18, 2009

*(Payment MUST be received on or before September 18th.)*

- TAL member rate: **\$185.00**
- Non-member rate: **\$300.00**
- Student rate: **\$110.00**

### Regular: after Early Bird Deadline

- TAL member rate: **\$300.00**
- Non-member rate: **\$425.00**
- Student rate: **\$110.00**

### Preconference Workshops

- TAL Universal Core Database Training (TAL members only) **\$25.00**
- Assistive and Adaptive Technologies **\$45.00**

**Conference Fees Subtotal** \_\_\_\_\_

**GST (5%)** \_\_\_\_\_

**Total** \_\_\_\_\_

## Selected Sessions

Thursday, October 22 (circle one session per time slot)

**CONCURRENT SESSIONS A - 10:30 - 11:45 A.M.**

**A1 A2 A3 A4 A5**

**CONCURRENT SESSIONS B - 1:30 - 2:45 P.M.**

**B1 B2 B3 B4 B5**

**CONCURRENT SESSIONS C - 3:15 - 4:30 P.M.**

**C1 C2 C3 C4 C5**

Friday, October 23 (circle one session per time slot)

**CONCURRENT SESSIONS D - 10:30 - 11:45 A.M.**

**D1 D2 D3 D4 D5**

Please indicate if you will be attending the following:

- Wednesday Opening Reception  Thursday Breakfast
- Thursday Lunch  Friday Breakfast
- Friday Lunch

## Payment Options

Cheque (Payable to The Alberta Library, GST# 892782160)

Credit Card:  VISA  MC

Card Number \_\_\_\_\_ Expiry Date \_\_\_\_\_

Name on card (please print) \_\_\_\_\_

Signature \_\_\_\_\_

\*Please note that the name ComLinks Events & Marketing (conference planner) will appear on your credit card statement.

If registering by mail, please complete one form per delegate and mail with payment to: **Netspeed 2009**  
c/o ComLinks Events  
200, 10924 - 107 Avenue  
Edmonton, AB T5H 0X5  
Fax: 780-428-1030