A1: Powered by AI, Built in the Law Library

Sunday, July 15   11:30 AM–12:30 PM

Artificial intelligence (AI) has captured the imaginations of law firms, law schools, and in-house counsel alike. But many of the applications of AI are more hype than substance. From established-use cases to introductions to component tools and possible legal data sets and visualization tools, this session will be a great introduction to hands-on artificial intelligence for the law library.

Takeaways:
1) Participants will be able to create artificial intelligence (AI) powered tools in their libraries, based on actual projects built by their noncomputer scientist peers.
2) Participants will be able to identify different types of projects—including those related to knowledge management, billing and analytic, contract analysis, and personality insights—that can use AI inside of law firms and law schools.
3) Participants will be able to summarize the key features of AI tools from IBM Watson, LexPredict, Neota Logic, and others, and be able to apply a basic understanding of public and private data sets for projects in their libraries.

Who Should Attend: Librarians who are curious about artificial intelligence and understand its importance, but don't know how to get started using the tools in their libraries

Domain(s): Must-Have Program, Information Management, Research & Analysis

A2: Manipulating Data with OpenRefine

Sunday, July 15   11:30 AM–12:30 PM

Librarians of all types deal with data and metadata constantly, whether in digital repositories, bibliographic databases, discovery layers, or simply in the spreadsheets we all maintain. As the volume of data grows, so do the errors and inconsistencies in that data. We try to make the data fit within specific parameters and guidelines, but manual manipulation is time consuming. OpenRefine may be one answer for many of us. OpenRefine allows users to quickly view, identify inconsistencies in, and enhance a variety of data, whether from a spreadsheet of contact information, MARC data, or the contents of a digital repository.

This program is sponsored by the OBS-SIS.

Takeaways:
1) Participants will be able to describe basic features of OpenRefine.
2) Participants will be able to locate inconsistencies in data with OpenRefine.
3) Participants will be able to utilize OpenRefine to correct and enhance a variety of data.

Who Should Attend: Catalogers, metadata librarians, archivists, repository librarians/stewards, or anyone who deals with data in "rows" such as that contained in spreadsheets (serials librarians and staff, acquisitions staff, administrative staff)

Domain(s): Information Management

A3: Rewriting the Rules of the Federal Depository Library Program: The Struggle to Amend 44 U.S.C.

Sunday, July 15   11:30 AM–12:30 PM

Recently, the Committee on House Administration has held hearings on "Transforming GPO for the 21st Century and Beyond." For the next year, Congress will consider amendments to Title 44 of the U.S. Code concerning the governance and operation of the Government Publishing Office. These changes will have far-reaching effects, especially for law librarians, government documents librarians, and their patron base. This program will convene a panel of librarians and government representatives who are active in the Title 44 discussion to explain what these changes will mean to law libraries and how law librarians can join the discussion and advocate for their interests.

The first part of the program will acquaint participants with the issues concerning the Title 44 amendment. Topics such as redefining the term"government publication," requirements for federal agencies to deposit born-digital, and flexibility for regional depositories will be introduced. In the second part, participants in groups will respond to the following questions: 1) How has the FDLP been important to your library? and 2) How could the FDLP be changed to better serve your library and your patrons? Groups will share their responses in an open discussion. After the program, responses will be collected and used by AALL's Government Relations Committee to help inform AALL's advocacy effort on Title 44.

This program is sponsored by the GD-SIS.

Takeaways:
1) In learning about the background and context of the effort to amend Chapter 19 of Title 44 of the U.S. Code, participants will take away an understanding of how the changes proposed by Congress, and the response by AALL and of other entities, will directly affect their libraries and enhance, or possibly hinder, access to government information more broadly.
2) Participants will be introduced to AALL's advocacy effort around Title 44 and will learn how they can contribute to that effort to advance the interests of their libraries and patrons.
3) Participants will be challenged to reimagine the FDLP as a system of information dissemination and preservation. Participants will be inspired to improve public access to government information and empowered with advocacy strategies to make that vision a reality.

Who Should Attend: Individuals who coordinate their library's participation in the FDLP, or directors and administrators who oversee libraries with depository collections; librarians who work with primary government documents or who are interested in access to justice, open government, and preservation issues

Domain(s): Information Management, Marketing & Outreach

A4: Working in a Virtual World: Tips, Tools, and Best Practices for Forging Relationships When Working with and Managing a Remote Team

Sunday, July 15   11:30 AM–12:30 PM

Increased availability and adoption of technology in law firms allows teams to work more fluidly despite geographic limitations. These new capabilities, along with changes in how research and resource collection are conducted, have given rise to new structures for virtual libraries and research services. The speakers will discuss the benefits, challenges,

and best practices of a virtual service model based on their own experiences in managing a remote team, with a focus on building and sustaining interpersonal work relationships.

Takeaways:
1) Participants will be able to identify and articulate the challenges in building strong relationships when working/managing a virtual team.
2) Participants will be able to identify and articulate ways to develop interpersonal relationships while working/managing a virtual team.
3) Participants will be able to demonstrate some best practices for setting up and facilitating a virtual team with strong connections.

Who Should Attend: Individuals who are interested in or currently working with or managing a virtual team

Domain(s): Must-Have Program, Management & Business Acumen, Professionalism & Leadership at Every Level

A5: Hot Topic: Keeping Up with the Legalities of Electronic Surveillance
Sunday, July 15   11:30 AM–12:30 PM

How do you feel about billboards that can "talk" to your smartphone and send you tailored messages? Can the data involved in that communication be subpoenaed? Is law enforcement allowed to search the GPS on your mobile device? Can government drones peek over privacy fences? Librarians have long been considered "privacy warriors" when it comes to protecting patrons, but as technologies and laws rapidly change and electronic surveillance expands, has our awareness kept pace? How does this awareness affect the legal research we conduct, and the instruction we provide? In this session, participants will be brought up to speed on this expanding area of law, and the implications for librarians and those we serve.

Takeaways:
1) Participants will review the current U.S. laws governing electronic surveillance by government agencies.
2) Participants will be able to identify "gray areas" where laws have not kept up with surveillance technology capabilities, as well as the risks these shortcomings pose.
3) Participants will be able to assess the benefits of new electronic surveillance capabilities and explain the implications these technologies will have for future legal practice.

 Who Should Attend: Librarians interested in civil liberties in the era of electronic surveillance; how these emerging technologies affect modern law enforcement; and where regulatory gaps exist as laws struggle to keep up with these advances

Domain(s): Research & Analysis

A6: We Made It Through! Before, During, and After the Disaster Hits: Improving the Disaster Plan After the Event
Sunday, July 15   11:30 AM–12:30 PM

There is no escaping from natural disasters occurring in a given region—hurricanes, fire, earthquakes, etc., or unexpected man-made events. What we can do is ensure that the disaster plan we write for our institutions will carry us through the

event so that our libraries will be adversely impacted as little as possible, and recover as quickly as they can. Librarians who have dealt with such an event firsthand will relate to us how well their plan worked, what didn't work, how they may have had to "fly by the seat of their pants" at the last minute, and how an existing plan was improved following the event.

Takeaways:
1) Learning from firsthand accounts of librarians who have actually tested their disaster plans against an event, participants will be able to explain the process of plan assessment and improvement.
2) Participants will be able to develop disaster plans relevant to their library and their geographic circumstances.

Who Should Attend: All librarians involved in writing a disaster plan or participating with their institution to deal with such an event

Domain(s): Management & Business Acumen, Professionalism & Leadership at Every Level

A7: Should One Judge Have All This Power?
Sunday, July 15   11:30 AM–12:30 PM

What are the implications of an increasing trend for single district court judges to issue nationwide injunctions halting the enforcement of a federal statute, regulation, or executive order? It is surely no coincidence that injunctions against Trump administration initiatives (for example, the executive orders banning travelers from several Muslim-majority countries and the Department of Justice rules relating to sanctuary cities) came from relatively liberal courts in the Ninth and Fourth Circuits, while those against the Obama administration, including Deferred Action for Parents of Americans (DAPA), came from relatively conservative courts in the Fifth Circuit. Does uniformity in treatment of such important questions as nationwide immigration policies demand nationwide injunctions?

Takeaways:
1) Participants will acquire an understanding of how and why national injunctions became a remedy in the federal district courts.
2) Participants will be able to identify the costs and benefits of national injunctions.
3) Participants will be able to determine the circumstances under which nationwide injunctions are an appropriate form of relief.

Who Should Attend: Individuals who are wary of or appreciative of the growing influence of national injunctions on our legal system; legal research instructors who might have difficulty explaining how national injunctions fit into the normal weight of authority discussion

Domain(s): Research & Analysis, Teaching & Training

B1: Diverse Interactions: Addressing Race and Implicit Bias in Legal Research Instruction
Sunday, July 15   2:30 PM–3:30 PM

A growing body of research studies shows that implicit biases based on race and other minority status play a role in student perceptions, behaviors, and teacher evaluation outcomes. Across the country, persons of color are enduring unique legal challenges, including racial profiling, police brutality, racial gerrymandering, and the threat of deportation. In

this context, the continued use in legal research instruction of race-neutral "Jack and Jill" client names and traditional, noncontroversial hypotheticals misses an important opportunity to address these topics.

Considering the obligations and responsibilities of legal research instructors to develop culturally competent lawyers, the first portion of the program will include a discussion of the importance of a legal research curriculum that addresses issues of race and implicit bias, despite possible unease when introducing sensitive topics in the classroom. In the second half, participants will learn tools and tips for incorporating issues of race and implicit bias into the legal research curriculum. Emphasis will be placed on the design of legal research hypotheticals and exercises that reflect legal challenges minority clients may face, while still providing the substantive instruction on legal research methods that students need.

This program is sponsored by the RIPS-SIS.

Takeaways:
1) Participants will be able to explain the importance of overcoming fears about addressing race and implicit bias in the classroom, and be able to list the critical reasons why issues related to race and implicit bias should be incorporated into legal research instruction.
2) Participants will be able to create research instruction materials (e.g., hypotheticals, research assignments, etc.) that incorporate issues of race and implicit bias while remaining relevant to the legal research curriculum.
3) Participants will receive examples of research instruction materials that incorporate these issues and be able to modify them for application in their own workplaces.

Who Should Attend: Individuals who provide formal or informal legal research instruction, design legal research curricula or create legal research instructional materials, or want to learn more about race, implicit biases, and methods to incorporate cultural competency into legal research instruction

Domain(s): Professionalism & Leadership at Every Level, Teaching & Training

B2: Impostor Syndrome: The Plague (or Good Fortune) of the Smart Professional
Sunday, July 15   2:30 PM–3:30 PM

Talk to any smart and successful professional and you'll hear the same story—Impostor Syndrome. First defined in the 1970s by psychologists Imes and Clance, Impostor Syndrome is that feeling of anxiety that you really don't know what you are doing, you only got where you are by luck, and everyone will soon find out that you are a fraud. Sound familiar? These are feelings that live and thrive in the darkness; this program will seek to throw some light on them. The program will feature successful people who have struggled with and managed Impostor Syndrome and explain how other librarians can do the same.

Takeaways:
1) Participants will be able to identify the hallmarks of Imposter Syndrome, the effects it has on a librarian's professional development, and its hidden benefits.
2) Participants will be able to assess tools to manage Imposter Syndrome, leaving with at least one tool they can implement to counteract it.

Who Should Attend: All professionals who are growing and pushing themselves to be bigger and better versions of themselves; librarians who manage or mentor others who are growing professionally and would like to hear strategies for helping those colleagues overcome Imposter Syndrome

Domain(s): Professionalism & Leadership at Every Level, Management & Business Acumen

B3: Reaching the Invisible Customer
Sunday, July 15   2:30 PM–3:30 PM

The "invisible customer" is the person (or department) who has either stopped using your products and services or who has never used them. Regardless of your sector (academic, firm, public, state/county/court, nonprofit, etc.), you can't rely on success with just the people who already actively use your services. How do you find invisible customers? What do you say to them? This highly interactive program will provide practical strategies and advice about how to win back former customers, attract and maintain new customers, and create realistic, observable goals to measure success.

Takeaways:
1) Participants will be able to describe practical strategies to win back former customers and attract and maintain new customers.
2) Participants will be able to create observable, descriptive goals and outcomes to measure the success of programs aimed at winning back former customers or attracting and maintaining new customers.

Who Should Attend: Librarians who are interested in winning back former customers or attracting and maintaining new ones

Domain(s): Must-Have Program, Marketing & Outreach, Management & Business Acumen

B4: Game Day! It's Librarian Skills vs. eRecords to Demonstrate ROI for the Win!
Sunday, July 15   2:30 PM–3:30 PM

Demonstrate your library's value by using traditional library practices, like naming conventions, to tame your organization's electronic records, teach students new tools, and maybe even create a marketable product! Records and Information Management (RIM)—both inside and outside the library's parent organization—is a key part of today's legal landscape. RIM plays a role in eDiscovery, cyber-security, and public records requests. This session first explains how librarian skills fit into RIM. Then, participants will play games that they can adapt to their organizations' needs to train staff, students, and clients in good RIM practices.

Takeaways:
1) Participants will be able to define electronic records (eRecords) and Records and Information Management (RIM), and match specific librarian skills to RIM duties.
2) Participants will be able to identify five "talking points" on how good RIM and eRecords practices can save organizations money and time, help organizations limit future eDiscovery and public records liabilities, and possibly create new products.
3) Participants will play (and receive set-up instructions for) at least three simple games to teach good eRecords practices to students, firm clients, and their organization's staff.

Who Should Attend: Librarians who want to expand their roles and organizational profiles. Academic libraries can use the games to train students to help future clients with RIM, cybersecurity, and eDiscovery issues. Firm libraries can use the games as part of RIM, cybersecurity, and eDiscovery education for their firm's clients. Government libraries can use the games to emphasize the role that good RIM plays in timely, efficient, and complete responses to public records requests.

Domain(s): Must-Have Program, Information Management, Teaching & Training

B5: Medical Marijuana: A Growing Reality
Sunday, July 15   2:30 PM–3:30 PM

California first authorized the medical use of marijuana in 1996. 29 states now allow for comprehensive public medical marijuana and cannabis programs. Medical marijuana law is a topic in law school. Law firms, government agencies, and courts have and will continue to address issues related to medical marijuana legislation and regulation. Learn how public attitudes toward medical marijuana have changed and how medical research has supported therapeutic use. This program will delve into the "weeds" of this emerging legal landscape.

Takeaways:
1) Participants will be able to describe how the legalization of medical marijuana has evolved since 1996.
2) Participants will be able to discuss issues related to potential therapeutic uses of cannabinoids.

Who Should Attend: Librarians who want to learn more about medical marijuana law, the debate on the health benefits of marijuana, and how medical marijuana is regulated

Domain(s): Must-Have Program, Research & Analysis

B6: Research Training at the Point of Need
Sunday, July 15   2:30 PM–3:30 PM

It is often difficult to know what users don't know and what gaps they have in their understanding of how to do legal research with the tool available to them within their organization. "Guerrilla Training" looks at ways to monitor and analyze these training gaps using various tools, including those from research vendors (e.g., Westlaw Analytics), third-party monitoring tools (e.g., Research Monitor), and one-on-one interviews with users, as well as to create a training plan to bridge those gaps. Emphasis will be on ways to provide training and guidance closer to the point of need, especially on a one-on-one basis.

Takeaways:
1) Participants will be able to list four ways to monitor and analyze user research strategies to identify gaps in research performance.
2) Participants will be able to apply three ways to train a user beyond traditional one-on-one, in-person sessions.
3) Participants will be able to prepare a training plan to both assess user needs and to implement a multi-faceted program for research training within their organization.

Who Should Attend: Firm and corporate (in-house counsel) librarians are the primary audience. University librarians could also benefit by understanding the gaps that law firm librarians often see in new attorneys.

Domain(s): Research & Analysis, Teaching & Training

B7: AALL Public Policy Update

Sunday, July 15   2:30 PM–3:30 PM

The annual Public Policy Update connects members with AALL's policy committees and fellow advocates to promote and strengthen the Association's grassroots advocacy efforts. Participants will hear about AALL's past and upcoming legislative priorities—including greater access to authentic legal information, a more open government, balance in copyright law, and protection of privacy—and have the opportunity to talk with the policy committee chairs and one another during small group sessions. In addition, Public Access to Government Information Award winners Kyle K. Courtney and the State Copyright Resource Center Team and Robert L. Oakley Advocacy Award winner Peggy Roebuck Jarrett will receive their awards and give brief remarks. This year's program will be followed by AALL's Advocacy Leadership training, where members will learn to put their knowledge into action in support of the information policy issues affecting the profession.

Takeaways:
1) Participants will be able to identify AALL's top policy priorities and successes at the federal and state levels.
2) Participants will be able to describe the recent activities of the Copyright, Digital Access to Legal Information, and Government Relations committees.
3) Participants will be able to identify opportunities for involvement in advocacy activities in coordination with AALL and their fellow advocates.

Who Should Attend: Librarians who are interested in information policy and advocacy

Domain(s): Marketing & Outreach, Professionalism & Leadership at Every Level

B8: Deep Dive: APIs: What They Are and How to Use Them

Sunday, July 15   2:30 PM–5:00 PM

Application programming interfaces (APIs) are now standard toolkits for opening up systems and extending their functionality. Library technologist Marshall Breeding has said that the use of APIs is vital for today's library systems and understanding how to deploy them is a necessary skill. This session will familiarize participants with APIs and include an introduction to the protocols and code that make them work. Examples will show how APIs are currently used in library scenarios to enhance services, connect systems, and extract data.

Please note: This deep dive session is scheduled for 2.5 hours, running across both the 'B' and 'C' time slots.

Takeaways:
1) Participants will be able to explain the basic concepts of APIs along with what APIs are and are not capable of doing.
2) Participants will be able to identify the protocols that APIs use to communicate with one another.
3) Participants will be able to identify at least one scenario in which they could deploy an API.

Who Should Attend: Librarians or information managers who work with library services platforms or other library systems, and who want to extend the functionality of those systems but have little or no experience using APIs

Domain(s): Must-Have Program, Information Management, Management & Business Acumen

C1: Give Me Your Knowledge!

Sunday, July 15   4:00 PM–5:00 PM

One of the major issues in any organization is the danger of knowledge walking out the door every time someone leaves, whether due to job changes, retirement, or other reasons. Over the past decades, many organizations have undergone hardware and software system changes. One area, however, is often overlooked—the knowledge that exists in people's heads and was never put on paper, the so-called, "tacit knowledge." This program will define tacit knowledge and explore at least three methods to extract and deliver tacit knowledge to future users.

Takeaways:
1) Information professionals will be able to facilitate knowledge transfers.
2) Participants will be able to organize and distribute knowledge and ensure its availability for future users.
Who Should Attend: Information professionals from all kinds of institutions and library systems who are tasked with the creation and upkeep of knowledge systems

Domain(s): Information Management, Research & Analysis

C2: Uncertainty Management: A Tool to Assist Self-Represented Litigants

Sunday, July 15   4:00 PM–5:00 PM

Uncertainty is at the core of every reference interaction. For the patron, uncertainty is the legal issue or problem with which they are struggling. For the librarian, uncertainly manifests in the question itself, the emotional pressure from the patron, or the conflict with ethical and/or institutional policies. To avoid unsatisfactory reference experiences, librarians can appraise the patron's uncertainty, then use management techniques to steer the patron toward better options and deflect emotional manipulation by the patron.

This session will explain uncertainty management theory; demonstrate appraisal mechanisms to manage uncertainty; and finally, using dramatized reference examples, demonstrate how these techniques can be applied to provide a better reference experience.

This program is sponsored by the LISP-SIS.

Takeaways:
1) Participants will be able to identify the manifestation of uncertainty in reference interactions with self-represented litigants.
2) Participants will be able to define key advantages to using uncertainty management.
3) Participants will be able to apply the methods demonstrated to their own legal reference interactions.

Who Should Attend: Reference librarians; anyone who communicates with other people

Domain(s): Professionalism & Leadership at Every Level, Teaching & Training

C3: Navigating the External Funding Adventure from Idea to Fulfillment

Sunday, July 15   4:00 PM–5:00 PM

Successful externally funded projects require innovative ideas, solid research, compelling writing, efficient project and fiscal management, and a little luck. Navigating the terrain of external funding is not intuitive even for librarians with natural strengths in these areas. Grant recipients and reviewers will work with participants to evaluate possible funding sources and to develop individual project outlines.

Takeaways:
1) Participants will evaluate at least three funding sources to find potential matches for real initiatives at their libraries and be able to identify the major foundation databases.
2) Participants will practice writing proposal summaries that address specific funding priorities and be able to define the most commonly used and confusing terms in grant budget plans.
3) Participants will complete a basic project workflow and be able to list at least two project management platforms and how their use can track program progress.

Who Should Attend: Individual librarians with exciting ideas that lack funding; library administrators looking to expand services offered by their organizations

Domain(s): Management & Business Acumen, Professionalism & Leadership at Every Level

C4: "The Least Depressing Place in the Agency": Bringing Fun to an Un-Fun Workplace
Sunday, July 15   4:00 PM–5:00 PM

How can a special or government library promote its role in the organization, have fun, and still maintain an essential sense of professionalism? This session shows how embracing a sense of fun can yield both short- and long-term benefits, both for the library and the community that it serves. Hear about the FCC Library's marketing successes, pitfalls, and how it became, in the words of the chairman, "The Least Depressing Place in the Agency."

Takeaways:
1) Participants will be able to discuss the physical and mental health benefits of having fun, as well as strategies to convince decision-makers of the value of fun in the workplace.
2) Participants will be able to describe how to attract library users with unconventional marketing techniques and how to spot and act on day-to-day marketing opportunities.
3) Participants will be able to explain the value of creating a graphic identity and create basic, eye-catching graphics using a free design program.

Who Should Attend: Individuals looking for ways to start or refresh their library marketing

Domain(s): Must-Have Program, Marketing & Outreach

C5: Bitcoin: Changing Laws for an Emerging Currency
Sunday, July 15   4:00 PM–5:00 PM

The Law Library of Congress brings a global perspective to analyzing current legal issues. Four years ago, the Law Library released a comparative law report on government statements and regulations related to Bitcoin use. For this panel, Law Library specialists covering various regions and legal systems will present on the evolution of the laws governing virtual currencies.

Takeaways:
1) Participants will be able to summarize the current regulatory approach to Bitcoin and other virtual currencies in various countries around the world.
2) Participants will be able to identify the evolution of regulatory regimes with respect to virtual currencies over the last four years.
3) Participants will learn about the research methodology and publication processes used by the Law Library of Congress for multinational reports.

Who Should Attend: General research librarians who need a comparative overview of the laws applicable to Bitcoin; foreign, comparative, and international law librarians who need a glimpse of the research methodologies used by the Law Library of Congress; those involved in developing advice for clients on investment in or use of virtual currencies

Domain(s): Must-Have Program, Research & Analysis, Teaching & Training

C6: Diversity & Inclusion Symposium: Hidden Disabilities: Coping, the Americans with Disabilities Act, and Accommodations
Sunday, July 15   4:00 PM–5:15 PM

About 10 percent of Americans have a "hidden disability"—a medical condition with physical symptoms that are not immediately apparent. Most individuals with hidden disabilities are entitled to reasonable workplace accommodations under the Americans with Disabilities Act (ADA), and many seek them out. However, many may avoid requesting accommodations out of fear of discrimination stemming from stigma about their disability, among other reasons. In this panel, librarians with hidden disabilities will discuss their experiences in the workplace with stigma surrounding their disability, coping with a disability, the process of seeking and implementing accommodations, and what colleagues can do to better support them and collaborate with them. The reasonable accommodations requirement of the ADA will be explained and tips will be provided for requesting and implementing accommodations.

Takeaways:
1) Participants will be able to describe common workplace coping strategies used by librarians with various hidden disabilities and identify specific workplace accommodations.
2) Participants will be able to describe steps that librarians can take to support and better collaborate with colleagues with hidden disabilities.
3) Participants will be able to summarize the facets of the Americans with Disabilities Act requirement that employers provide reasonable accommodations to employees with disabilities.

Who Should Attend: All law librarians; those who want to better understand the experiences of colleagues with hidden disabilities and how to best support and collaborate with them; librarians with hidden disabilities who want to learn about the ADA and the process of seeking accommodations; library managers who need to learn about the ADA's reasonable accommodations requirement

Domain(s): Management & Business Acumen, Professionalism & Leadership at Every Level

C7: Advocacy Leadership: Law Librarians Ignite Change
Sunday, July 15   4:00 PM–5:00 PM

As a legal information expert and constituent of your elected officials, you hold the power to influence your legislators' opinions on the essential information policy issues that support our democracy. Learn how to use your knowledge, passion, and research skills to combat attempts to erode freedom of information, net neutrality, privacy, and access to justice. You'll also have an opportunity to join AALL's Advocacy Team, a network of law librarians who are committed to championing legal information. This year's program will be preceded by the AALL Public Policy Update, which will inform participants about the Association's legislative priorities and activities.

Takeaways:
1) Participants will be able to identify opportunities for advocacy at the federal and state levels.
2) Participants will be able to plan a specific action to champion policy solutions to legal information issues.
3) Participants will be able to describe best practices for advocacy.

Who Should Attend: Law librarians who want to learn how to advocate for the information policy issues that affect the profession

Domain(s): Marketing & Outreach, Professionalism & Leadership at Every Level

D1: Strategies for Successful Independent Library Certificate and Educational Programming
Monday, July 16   10:00 AM–11:00 AM

Information professionals are increasingly becoming responsible for providing legal research instruction within traditional law school curricula or via alternative educational programming. Did you ever start offering "extra" research or technology training sessions for law students, just to see initial momentum turn to malaise? This presentation will describe how library educational and certificate programming can pedagogically enhance law school legal research and technology curricula, as well as examine specific programming examples from inception, to proposal, to implementation and management. Panelists will discuss topic selection, institutional buy-in, marketing, and presentation issues, and utilize crowdsourcing to add participants' collective knowledge to the discussion.

This program is sponsored by the ALL-SIS.

Takeaways:
1) Participants will be able to describe how library educational and certificate programming can enhance law school legal research and technology curricula.
2) Participants will be able to list methods for identifying library programming partners and supporters within law school communities.
3) Participants will be able to identify and strategize around common issues in the creation, and sustainable conduct, of library educational and certificate programs.

Who Should Attend: Individuals interested in legal research, technology, or other generalized training; individuals in charge of instructional programming or seeking ways to sustain or enhance current programming efforts

Domain(s): Must-Have Program, Research & Analysis, Teaching & Training

D2: Library Services for Communities Living in Fear
Monday, July 16   10:00 AM–11:00 AM

In 2015, our host city, Baltimore, experienced massive protests against police brutality in reaction to the death of 25 year-old Freddie Gray. Some of these protests turned violent, and the despair and frustration of our communities were evident all across the city. Despite the unrest and riots, Enoch Pratt Free Library and its then-CEO, Carla Hayden (our current Librarian of Congress), decided to keep the library open. Similar to Baltimore in 2015, this session will explore library or librarians' initiatives to support DACA students and refugees coming to or already living in this country. Panelists will provide: 1) the library or librarian's personal story, 2) lessons learned, and 3) how best to apply these lessons to all libraries.

Takeaways:
1) Participants will be able to identify library patrons or users from communities living in fear.
2) Participants will be able to plan, select, and apply policies and/or programs specifically targeting these communities, or create such programs.
3) Participants will be able to locate and identify other organizations working on these issues and in need of volunteers and/or support.

Who Should Attend: Librarians or information professionals working directly with the public; private law librarians working in law firms with pro-bono initiatives or academic librarians with legal clinic programs; library professionals interested in helping, volunteering, or offering their expertise and willing to join an organization helping communities living in fear; librarians or information professionals interested in identifying reliable and trusted organizations and information assisting these communities

Domain(s): Must-Have Program, Marketing & Outreach

D3: Data Mining for Meaning: The Law and Corpus Linguistics Project
Monday, July 16   10:00 AM–11:00 AM

Corpus linguistics is a method used to investigate the meanings of words by analyzing collections of texts. In early 2018, the BYU Law Library plans to launch a Law & Corpus Linguistics interface to enable scholars, judges, and practitioners to better understand and interpret the meaning of words and phrases in legal texts, such as statutes, constitutions, contracts, and even case law. The initial project will include United States Supreme Court opinions (corpus.byu.edu/scotus). Learn about the development of this field of study, as well as the details of the BYU project and its successes (or failures) to date.

Takeaways:
1) Participants will be able to explain what corpus linguistics is and how it can be used to analyze meaning in legal texts.
2) Participants will be able to describe the Law and Corpus Linguistics Project.
3) Participants will be able to analyze and discuss the merits and feasibility of implementing similar projects.

Who Should Attend: Librarians interested in using a corpus linguistics interface for legal research; librarians interested the technology and processes necessary to create a corpus linguistics interface; librarians interested in data-mining technologies

Domain(s): Research & Analysis, Information Management

D4: Hot Topic: Modern-Day Debtors' Prisons: The Criminalization of Poverty and Those Who Profit from It

Monday, July 16   10:00 AM–11:00 AM

The exorbitant fines and fees imposed after an arrest can be extremely burdensome for low-income people to pay off. The criminal justice system enforces penalties as severe as jail time for failure to pay (which equates to a violation of probation), creating a revolving door at the courthouse for the indigent, and disproportionately affecting vulnerable minority communities. Moreover, being unable to make bail or afford proper legal counsel, or having to choose between losing one's job or missing a court date, can present impossible situations for those already at the bottom of the socioeconomic ladder—especially if they are also the sole financial provider for dependent family members. With many local courts hiring private, for-profit probation companies and granting them law enforcement authority to collect these debts, the indigent can face physical threats, intimidation tactics, as well as an increased risk of incarceration for failure to pay. Learn what efforts are being made to end these abusive practices and enact policy reforms that protect low-income individuals who must appear in court.

Takeaways:
1) Attendees will be able to explain the ramifications of the arrest-debt cycle for the legal community.
2) Attendees will be able to summarize current efforts to establish more equitable practices and protections for indigent populations.
3) Attendees will be able to apply their knowledge base, library resources, and research techniques to better assist and advocate for patrons affected by the arrest-debt cycle.

Who Should Attend: Librarians, administrators, policy researchers(D4)

Domain(s): Marketing & Outreach, Research & Analysis

D5: The Foibles of FOIA: How to File and Respond to a Freedom of Information Act Request

Monday, July 16   10:00 AM–11:00 AM

Freedom of Information Act (FOIA) requests and their state equivalents are essential tools for enforcing the public's right to know about government actions. However, as local and national politics have become more contentious, predatory FOIA requests have increased in an attempt to chill expression and intimidate individuals who hold political views contrary to the requester. This program examines the procedures and the social implications of FOIA requests from all sides: distinguishing legitimate FOIA requests from predatory ones and exploring best practices in submitting and responding to FOIA requests.

Takeaways:
1) Participants will be able to describe the FOIA process from the perspective of both the requester and the party being asked for information.
2) Participants will be able to articulate best practices for filing a FOIA request.
3) Participants will be able to distinguish FOIA requests for information from predatory FOIA requests.

Who Should Attend: Academic law librarians; law librarians who serve policy advocates; government law librarians; law firm librarians; individuals who are involved in policy activism, want information from the United States or state governments, or who are concerned about chilling individual expression

Domain(s): Management & Business Acumen, Professionalism & Leadership at Every Level

D6: Publicizing Faith or Privatizing Law? Researching Religious Arbitration and Private Dispute Settlement

Monday, July 16   10:00 AM–11:00 AM

Amid new controversies sparked by "fake news," sometimes there is simply misunderstanding regarding the role of religious law in the United States (most commonly Islamic law and the term "Sharia law"). Participants will learn that religious courts exist alongside, rather than within, the jurisdiction of courts in the United States and most of the world. Seeing these tribunals situated within a taxonomy of rule of law institutions, but not necessarily having autonomous powers of enforcement without consent, may enlighten researchers and civil servants alike.

This topical research roundtable will describe the context for religious tribunals in the United States and clarify the role of the United States and other world courts in enforcing contractual agreements to arbitrate. In addition, the rise of private dispute settlement organizations, such as those for Christian conciliation, and the long-standing role of prenuptial agreements for Jewish divorce, provide an illuminating challenge for individuals who document or discover evidence in litigation, honing specific skills.

Takeaways:
1) Participants will be able to identify at least two databases for researching Islamic and Jewish legal principles that might be applied in religious tribunals.
2) Participants will be able to explain the difference between religious substantive law, which constitutionally cannot be applied directly in United States courts, and arbitration agreements, which *can* be enforced in U.S. courts and that may bind signatories to abide by those tribunals' determinations or procedures.
3) Participating researchers will be equipped to locate foreign law texts and documentation for two specific types of religious courts, and be able to determine whether these courts rely on published precedents.

Who Should Attend: Public law librarians, court librarians, and information professionals working to create a knowledge base on specific or little-known topics within law

Domain(s): Research & Analysis, Teaching & Training

D7: Blockchain Is So 2017: Legal Cryptotech for the Modern Librarian

Monday, July 16   10:00 AM–11:00 AM

We heard a lot about blockchain in 2017, but that's just one of several crypto-technologies that will have a profound impact on the practice of law in the near future. Speakers will define the basics of these technologies and show how they work, and discuss trends in the law resulting from implementing new services using blockchain and related technologies, including smart transactions, smart wills, and more. Finally, session speakers will showcase tools for explaining these concepts to lawyers, students, and others who are encountering them for the first time.

Takeaways:
1) Participants will be able to identify current trends in the law involving blockchain and similar technologies.
2) Participants will be able to explain the pros and cons of these new technologies within the practice of law.

3) Participants will be able to plan methods for teaching these technologies to law students, lawyers, legal staff, and the public.

Who Should Attend: Academic law librarians whose schools are looking into these technologies; firm librarians working for lawyers starting to address these technologies; individuals curious to know the latest crypto trends

Domain(s): Management & Business Acumen, Research & Analysis

D8: Deep Dive: Best Practices in Employee Management: Strategies for Building a Productive and Engaged Library Team

Monday, July 16   10:00 AM–12:30 PM

In today's legal environment as libraries and information centers must demonstrate their value while working more efficiently, it is crucial that library teams be highly productive and engaged. This practical session will explain best practices in employee management within a framework designed to support the emerging library team of the future. Topics will include interview techniques, staff development paths, how to align personnel with organizational priorities, succession planning, and visioning methods to prepare for the future. Attendees will choose a small discussion group, facilitated by an expert/presenter, and write a plan for implementing a new technique or process in their organization.

This program is sponsored by the PLLIP-SIS.

Please note: This deep dive session is scheduled for 2.5 hours, running across both the 'D' and 'E' time slots.

Takeaways:
1) Participants will be able to describe best practices for managing employees effectively, dealing with performance issues in an ethical and legal manner, and creating a culture of high individual performance and team accountability.
2) Participants will be able to identify visioning strategies to enable alignment of library and information services with emerging organizational needs and create future opportunities for information professionals.
3) Participants will be able to apply what they have learned by drafting sample plans or documents that they can use in their organization. They will also be able to select a particular topic, such as succession planning, progressive discipline, or evaluation, and plan their approach in a small group with the input of an expert/presenter.

Who Should Attend: Library directors and managers; librarians interested in developing management skills; others interested in ways to improve the effectiveness, engagement, and culture of their library teams

Domain(s): Must-Have Program, Management & Business Acumen, Professionalism & Leadership at Every Level

E1: Businesses Be Warned: Data Breaches Don't Discriminate

Monday, July 16   11:30 AM–12:30 PM

Cybersecurity is no longer just an IT department issue—it's a business crisis. Law firms have become a prime target of cybercriminals who seek to profit using the confidential data with which law firms are entrusted. Clients, government agents, and ethics boards have taken notice. What can we do as data custodians? What can we do as educators?

This session aims to provide practical guidance on the preventative and responsive measures law firms and law schools should take to address this growing threat, and how we can best train our students before they head into practice.

This program is sponsored by the CS-SIS.

Takeaways:
1) Participants will be able to identify the ethical and legal obligations law schools and law firms are under to address cybersecurity issues.
2) Participants will be able to demonstrate ways they can protect themselves against ransomware and other cyberattacks.
3) Participants will be able to apply best practices to address vital data protection and security issues to protect their organizations.

Who Should Attend: Hackers do not discriminate—everyone would benefit from this session.

Domain(s): Must-Have Program, Information Management, Management & Business Acumen

E2: Special Collections Make for Special Relationships: Working with Your Institution to Bring Special Collections into the (UV-Filtered) Light
Monday, July 16   11:30 AM–12:30 PM

Every library has hidden collections, special collections, or archival materials that can help in the development and marketing of the library and the institution, in part by inspiring strong emotional connections between the institution and its supporters. Panelists will discuss how they use these materials to create and strengthen relationships with other institutional departments including development, marketing and communications, and alumni relations. They will discuss successful joint projects and future plans, and will give practical examples of how to use unique library resources to demonstrate value, as well as increase library involvement in institutional activities and publications.

This program is sponsored by the LHRB-SIS.

Takeaways:
1) Participants will be able to list key steps for formulating a communication plan between special collections and other departments within the institution, and describe what to do once the relationships are formed.
2) Participants will be able to identify opportunities at their institution for collaboration between the library and other departments using special collections.
3) Participants will be able to describe how to leverage marketing opportunities to increase usage of rare materials.

Who Should Attend: Individuals interested in marketing and outreach; librarians with unique or underused collections

Domain(s): Must-Have Program, Marketing & Outreach, Teaching & Training

E3: Demystifying Text Analysis: A Tutorial in Method and Practice
Monday, July 16   11:30 AM–12:30 PM

Commercial databases, search engines, and legal product vendors rely upon a sophisticated set of data algorithms to systematically organize, sort, summarize, and describe large amounts of textual information. Despite the centrality of these systems—and the algorithms upon which they depend—to our working (and personal) lives, the inner-workings of "text analysis" are little understood.

This session provides an accessible introduction to text analysis using textual examples from one of AALL's main periodicals, the *Law Library Journal*. This session will showcase how to preprocess a corpus of text for analysis, construct topic models to programmatically identify common themes, and analyze text sentiment. Attendees will also discuss some limitations of modern text analysis techniques.

Takeaways:
1) Participants will be able to define text analysis and identify its use in legal analytics and legal scholarship.
2) Participants will be able to create a workflow for text preparation, analysis, and interpretation.
3) Participants will explore what text analytics reveal about the profession's flagship periodical, the *Law Library Journal*.

Who Should Attend: Users of legal databases and analytical tools that rely upon text-analytic algorithms; individuals who want to support faculty research in text analytics; individuals curious about how text analysis works; individuals who read the Law Library Journal and are interested in exploring what its content reveals about the development of the profession

Domain(s): Information Management, Research & Analysis

E4: Don't Just Hire the Best—Keep Them
Monday, July 16   11:30 AM–12:30 PM

Many of us are fortunate enough to have outstanding teams and colleagues, but keeping them engaged and feeling supported can be a challenge depending on our resources, as well as institutional barriers and cultural norms. What can we learn from one another—across departments, libraries, and sectors—about alternative management models and support for professional development that will allow us to better retain high-performing team members? Let's share what's working and tackle perennial problems in a constructive, collaborative manner.

Takeaways:
1) Participants will be able to identify no- and low-cost changes they can integrate into their libraries in order to retain high-performing staff and librarians.
2) Participants will be able to prioritize which changes they would like to integrate into their libraries in order to retain high-performing staff and librarians.
3) Participants will be able to minimize the impact of policies outside their control that may otherwise undermine their ability to retain high-performing staff and librarians.

Who Should Attend: Current and future library leaders at all levels who are interested in retaining the talent they have been fortunate enough to inherit or hire; librarians who may not be in formal positions of leadership, but who are either concerned about turnover or at risk of leaving their respective institutions

Domain(s): Must-Have Program, Professionalism & Leadership at Every Level, Management & Business Acumen

E5: From Concept to Deliverable: Build Your Own Law Library Chatbot
Monday, July 16   11:30 AM–12:30 PM

Artificial intelligence (AI) is slowly reshaping the legal industry and the ways legal information is analyzed and provided. In October 2017, the Law Library of Congress attached a chatbot to its Facebook page. This chatbot connects patrons to

research guides, foreign law reports, and primary sources of law that are available on the Law Library of Congress blog, In Custodia Legis, and its website, Law.gov.

This presentation will discuss the application of AI to law, what a chatbot is, how a chatbot can be used by law libraries, how to build a chatbot that requires no programming knowledge, mistakes to avoid when building a chatbot, how to maintain a chatbot so it is responsive to patrons' needs, and methods to evaluate a chatbot's performance.

Please note: In order to participate in building a chatbot, attendees must have access to a Facebook Business account.

Takeaways:
1) Participants will be able to apply artificial intelligence (AI) to legal information.
2) Participants will be able to build a basic chatbot that requires no programming knowledge.
3) Participants will be able to apply the best practices for maintaining a chatbot, gleaned from the Law Library of Congress' experience operating a chatbot, as well as different methods to evaluate the performance of a chatbot.

Who Should Attend: Information professionals who want to expose their resources to a wider audience through the use of new technologies

Domain(s): Information Management, Marketing & Outreach

E6: Our Knowledge Put into Action: Helping Public Librarians Learn Basic Legal Research
Monday, July 16   11:30 AM–12:30 PM

Public librarians are often the first resource for public patrons with legal research questions. However, these librarians may not have the necessary legal research training to assist patrons. This knowledge gap presents an opportunity for law librarians to reach out to public librarians to host training workshops for basic legal research. This program will provide information on how law librarians can create and present free or low-cost educational programs or workshops on legal research basics to public librarians. Participants will also receive ideas about successful schedules, topics, exercises, and follow-up activities. Through workshops, law librarians will be able to add value to their communities and their institutions by building stronger bonds with other libraries, organizations, and underserved populations.

Takeaways:
1) Participants will be able to create an outreach program to teach basic legal research skills to public librarians.
2) Participants will be able to identify free and low-cost resources that public librarians can access to assist patrons with basic legal research reference questions.

Who Should Attend: Law librarians interested in creating programs to teach basic legal research skills to public librarians

Domain(s): Marketing & Outreach, Teaching & Training

E7: Compressing an Elephant: How We Shrunk Acquisitions and Collections Workflows by Developing Our Own Best Practices for Operational Excellence
Monday, July 16   11:30 AM–12:30 PM

Shrinking budgets and staff are nothing new. Much of what we do each day in respect to acquisitions and collection management reflect workflows that were developed with more staff, more time, more money, and very different

technology. Is it possible to dig into our current workflows and discover more time and more money? Come to this session if you are interested in hearing about one academic law library's experience with workflow review in acquisitions and collections. Learn how we worked within our library, with vendors, and with other stakeholders on campus to shrink our workflows, save time and money, and make our library a bit more nimble for those unknowns on the horizon. It wasn't a cakewalk, but we hope you can learn from our mistakes!

Takeaways:
1) Participants will be able to evaluate their workflows in acquisitions and collection management in order to identify opportunities for compressing and consolidating workflows in their libraries.
2) Participants will be able to discuss techniques and strategies for successful communication and collaboration with internal and external stakeholders.
3) Participants will be able to plan and implement a workflow compression project in their home institutions.

Who Should Attend: Library directors looking for more efficiency; librarians involved with acquisitions and/or collection management; vendors who want to be prepared to help librarians become more efficient

Domain(s): Management & Business Acumen, Professionalism & Leadership at Every Level

F1: Teaching Tech: The New Frontier
Monday, July 16   2:00 PM–3:00 PM

Many law librarians are considering or are being asked to teach law practice technology courses. This type of class is different from the research classes with which most librarians are familiar, and they pose new challenges. This session will address: What technologies should you teach? What kinds of assessments should you use? What should you do if you are not familiar with all of the legal technology in practice today? If you don't have a computer lab, how do you teach technology in a consistent manner?

Takeaways:
1) Participants will be able to knowledgeably participate in a conversation with their administration about teaching law practice technology.
2) Participants will be able to compare different ways to organize and teach a legal technology course.
3) Participants will be able to identify some of the essential technologies used in legal practice.

Who Should Attend: Law librarians whose employer may want them to teach students, attorneys, or pro-se clients how to use technology

Domain(s): Teaching & Training

F2: Top Ten Tips for Teaching Administrative Law Research
Monday, July 16   2:00 PM–3:00 PM

Administrative law is an especially hot topic in this political climate, and law school students and associates need to know best practices for legal research in this area. Speakers will provide their top tips for creating a regulatory research course, and include best practices for creating hypotheticals and other assignments.

Takeaways:
1) Participants will be able to craft regulatory research instruction that provides instructors with tools to assess the learner's understanding of the material.
2) Participants will be able to craft instructional material that incorporates administrative primary source documents and agency guidance that will prepare learners to practice in administrative law and be ready to research this area of law in their first job.
3) Participants will be able to design administrative law research instruction by examining sample teaching materials that will help them create their own. The problems discussed will emphasize synthesizing primary and secondary agency materials to construct regulatory histories and researching common regulatory issues.

Who Should Attend: Law librarians who teach legal research courses; librarians who create research workshops or guest lecture in law school courses where the material covered involves regulatory research

Domain(s): Must-Have Program, Teaching & Training

F3: Copyright, Digitize, and Lend: What You Need to Know
Monday, July 16   2:00 PM–3:00 PM

In a time of limited resources, libraries are always seeking to maximize their reach with decreasing funds. One way to accomplish this goal is through collaborative digitize-and-lend, where libraries share the responsibility of digitizing materials and all libraries can benefit from the digitized versions. This collaborative arrangement can lead to collaborative collection development and resource mining services. Libraries perceive copyright as a roadblock to this vision, and this session seeks to demonstrate why copyright can be a library's ally instead. It also aims to provide librarians with tools to talk to their deans or counsel, who may be very familiar with copyright, but are rarely conversant with copyright's provisions as they apply to libraries.

Takeaways:
1) Participants will be able to explain the different models for digitizing and lending copyrighted works, their legal rationale, and their benefits and risks.
2) Participants will be able to list the steps that libraries and directors should take leading up to a discussion with deans, counsel, or university leadership about copyright and related risks.
3) Participants will be able to identify documents/resources available to educate libraries or other audiences about the application of copyright to library-specific, digitize-and-lend projects.

Who Should Attend: Law librarians in areas most likely to be hit by natural disasters; librarians with few other law libraries nearby; librarians whose libraries spend significant funds on multiple formats and do so only for the content, not added features

Domain(s): Must-Have Program, Information Management, Management & Business Acumen

F4: Digitization as Choose Your Own Adventure
Monday, July 16   2:00 PM–3:00 PM

Many librarians are scared away from digitization projects because it seems too expensive or difficult. Do you have the right equipment? How much server space do you need? How will you store the objects, and how will you provide access? These questions can seem daunting; however, the answers to these questions do not exist in a vacuum. They depend on the content, goals, and scope of the project. This session will examine how methods and standards for digitization, preservation, and access differ based on a variety of factors, and how different libraries achieve their digitization goals.

Takeaways:
1) Participants will be able to discuss "preservation" and "access" in the context of digitization.
2) Participants will be able to compare and contrast different methods and standards for preservation and access of digitized historical objects.
3) Participants will be able to identify some of the tools, equipment, and techniques required for different standards of digitization, preservation, and access of historical objects.

Who Should Attend: Accidental digitizers or those who are digitization curious; experienced digitizers who want to benchmark against other libraries and standards

Domain(s): Must-Have Program, Information Management

F5: Changing Paths and Opening Doors: Transferring Skills Across Law Library Types and Sectors

Monday, July 16   2:00 PM–3:00 PM

Transitioning across positions or work environments can seem daunting, but law librarians do it all the time. There are unique demands across different types of law libraries—academic, firm, and government—as well as across different departments, such as public versus technical services. In this discussion, panelists will talk about how they made significant career pivots, the particular challenges they faced in a new setting or role, and the most valuable transferrable skills they used to make the leap.

Takeaways:
1) Participants will be able to assess the transferrable skills they already possess—or may need to develop— to allow them to successfully bridge the gaps between academic, firm, and government work environments.
2) Participants will be able to refine and market their skills, should they consider making the leap from one setting or service area to another.
3) Participants will gain insight into the general skills and core competencies that transcend law library settings and positions.

Who Should Attend: Law librarians who are considering new opportunities or would like to know more about how people have successfully shifted and adapted to new work environments with different sets of expectations, including: librarians looking to shift across different sectors; librarians looking to move across departments; or librarians looking to explore other alternative careers such as non-law librarianship or consulting

Domain(s): Must-Have Program, Management & Business Acumen, Professionalism & Leadership at Every Level

F6: …And Justice for All: Three States and Three Approaches to A2J Outreach

Monday, July 16   2:00 PM–3:00 PM

With threats to federal legal aid funding, it is imperative that law libraries reach out to people in their communities who don't have access to the court system. Though librarians can't give legal advice, there are other ways to address the access to justice gap. This program will examine the approaches taken by law libraries in three states—Louisiana, Maryland, and South Carolina—to provide legal assistance to those who can't afford to hire attorneys to handle civil disputes.

This program is sponsored by the GLL-SIS.

Takeaways:
1) Participants will be able to describe and summarize why the access to justice (A2J) gap in the United States is a serious societal issue.
2) Participants will be able to identify and evaluate methods to reach out to those caught in the A2J gap.
3) Participants will be able to compare the A2J initiatives presented during the program to evaluate A2J initiatives in their institutions or begin new ones.

Who Should Attend: Librarians engaged in A2J initiatives, planning new initiatives, or assessing existing ones

Domain(s): Marketing & Outreach

F7: Oh No, Not This Renewal Again: Using Electronic Resource Management to Take Control of Your Acquisitions

Monday, July 16   2:00 PM–3:00 PM

As library collections continue to shift from print to online, electronic resources management (ERM) has become increasingly important…and complicated, especially when it comes to acquisitions. When an invoice to renew a product arrives in your inbox, do you have the information you need to make decisions and get approval pro-actively, or are you relying on inefficient systems to obtain data and budget costs? Does your staff have the tools and training to handle the e-resource lifecycle, or is nobody taking ownership? Are you able to make informed assessments about resources as the subscriptions come due, or do you find yourself filled with dread and saying, "Oh no, not this renewal again"?

In this session, participants will consider the challenges to creating ERM procedures and learn how to overcome these obstacles using best practices and leveraging technology. Participants will be able to take a model procedure and customize it to their own organizations.

Takeaways:
1) Participants will be able to identify common barriers to implementing electronic resource management (ERM) processes and solutions that improve their ability to develop collections and balance budgets.
2) Participants will be able to explain how ERM is being used successfully in different organizations.
3) Participants will be able to use a model procedure for ERM that can be modified to different environments.

Who Should Attend: Librarians inside and outside of tech services whose responsibilities involve electronic resources; librarians who handle electronic resources as part of their roles

Domain(s): Information Management

F8: Doing Our Part: The Library's Role in Supporting and Promoting Bar Preparation and the Advancement of Students

Monday, July 16   2:00 PM–3:00 PM

In light of declining bar passage rates across the country, many law schools now have an "all hands on deck" approach to bar preparation and academic support/success. During this timely session, a panel of experts representing academic success/support and bar preparation departments in different law schools will discuss their unique roles and initiatives in a moderated, town hall-style session. They will discuss how developing relationships and collaborating with those in the library can assist and promote the work they are doing to support law students and those preparing for the bar. Finally, the panel will discuss the student needs they have identified on their campuses and how those in the library can help with new programming or leveraging things most libraries already provide, such as study rooms and collection development.

Takeaways:
1) Participants will be able to explain how the roles of individuals in academic success and bar preparation support positions can vary in law schools.
2) Participants will be able to apply strategies for relationship building and becoming an ally to individuals on academic success and bar preparation teams.
3) Participants will be able to evaluate ideas for academic support and bar preparation programs, assessments, and collection development at their libraries.

Who Should Attend: Academic law librarians at every level

Domain(s): Marketing & Outreach, Teaching & Training

G1: 25 Free Technologies for Law Libraries: Second Edition

Tuesday, July 17   8:30 AM–9:30 AM

The program will introduce 25 free technologies for law libraries, highlighting new features of the most popular technologies such as Kahoot! and Socrative from AALL Philadelphia, as well as a list of brand new web-based tools, software, and apps that have surfaced in the past three years. The technologies cover a wide range of categories in order to facilitate "library" functions of teaching, reference, research, circulation, marketing and outreach, social media, organization, bookkeeping, and more.

Takeaways:
1) Participants will be able to utilize 25 different technologies to better promote patron services, increase student participation in class, and increase productivity in library projects.
2) Participants will be able to personalize and craft each technology tool to the specific needs of the individual library environment.
3) Participants will be able to evaluate new features and updates of previous technologies and determine whether they continue to serve the users' needs.

Who Should Attend: Instructors, presenters, teaching librarians; those involved in outreach and marketing; those working in circulation departments; research and reference librarians; law firm librarians; court librarians; IT

Domain(s): Must-Have Program, Marketing & Outreach, Teaching & Training

G2: Biological Evidence for the Effective Use of Educational Technology
Tuesday, July 17   8:30 AM–9:30 AM

Cognitive research findings are being applied to numerous practice areas, including teaching. The concept of "neuroplasticity"—the brain's ability to form new neural connections throughout one's life–has been important for understanding and combating the effects of aging and stroke. It is now gaining importance for understanding and improving the educational process. This program will review the current status of neuroeducational research, addressing cognitive abilities such as attention, memory, flexibility, sequencing, and inhibition. It will also examine effective applications of technology to strengthen the student-oriented educational process, particularly the design, implementation, and support of learning activities, environments, and assessments.

This program is sponsored by the DET-SIS.

Takeaways:
1) Participants will be able to discuss current scientific understandings of key cognitive abilities.
2) Participants will be able to explain the student-oriented educational process.
3) Participants will be able to identify effective uses of technology in the student-oriented educational process.

Who Should Attend: Law librarians responsible for teaching or designing instructional sessions; administrators responsible for law library, law school, or law firm instructional sessions

Domain(s): Teaching & Training

G3: Hot Topic: American Animals and the Fictionalization of Crimes against Libraries
Tuesday, July 17   8:30 AM–9:30 AM

At first blush, *American Animals*, premiering this summer, is a heist film about four young men who plot to steal rare books and sell them for millions. But in the course of the theft, they also assault a special collections librarian before tying her up, covering her head, and leaving her on the floor to wonder whether she was going to live or die. Thanks to the quick thinking of another librarian, and the thieves' own ineptitude, they got away with far less than they might—and were quickly caught.The movie's tagline is "This is not based on a true story. This really happened." Except, it didn't. Learn the actual, non-Hollywood story of the theft and the unique federal sentence that followed. Then, explore the implications for libraries of the media treatment this particular crime has received since it was committed in 2004, and how that correlates with the portrayal of these crimes in the public sphere.

Takeaways:
1) Participants will be able to explain the impact of the Federal Sentencing Guidelines—and the Cultural Heritage Resources Guideline, in particular—on crimes against books.
2) Participants will be able to assess the way crimes against libraries are portrayed in the media, and employ strategies to counter that narrative.

Who Should Attend: All law librarians interested in the way libraries are portrayed in the media, and those who seek to understand the use of the federal sentencing

Domain(s): Marketing & Outreach, Research & Analysis

G4: Reference Analytics for Data-Driven Decision Making

Tuesday, July 17   8:30 AM–9:30 AM

Data about the research requests librarians receive on a daily basis can provide invaluable insights into the work they do. It can help answer questions about topics such as appropriate staffing levels, service hours, resource usage, training gaps, and specific user information needs. Data analysis can help librarians identify trends in the work done by lawyers, students, and staff and help predict their future needs. This is particularly useful when creating a strategic plan or trying to maximize limited resources. Learn how an academic law school library and a large law firm library collect reference statistics and then analyze the data to find answers to these questions and more.

Takeaways:
1) Participants will be able to identify reasons for collecting more detailed reference/research statistics.
2) Participants will be able to list resource management questions that may be answered using reference/research statistics.
3) Participants will be able to compare different options for tracking and analyzing reference data.

Who Should Attend: Law librarians who are interested in collecting and using user data to help guide resource management decisions

Domain(s): Must-Have Program, Information Management, Management & Business Acumen

G5: It's All about the Relationships: Marketing to Your Library's Stakeholders

Tuesday, July 17   8:30 AM–9:30 AM

Social media, word-of-mouth-marketing, content marketing, programs, PR, displays—these can be great tools to market your library. But, if your library isn't marketing the right things to the right people, these tools are as effective as a poorly focused reference question. In this session, participants will identify and match key attributes of their libraries with the needs of their library stakeholders via the Intentional Marketing process.

Takeaways:
1) Participants will be able to define the three things that all libraries provide and can market, and describe the five attributes in the Librarian Skill Set.
2) Participants will identify key library stakeholders, including nonusers, and discuss stakeholder needs.
3) Participants will practice Intentional Marketing, a process that matches core library skills to stakeholder needs in expected and unexpected ways.

Who Should Attend: All types of libraries will benefit from this session because it provides a process for demonstrating library value. In addition, the Intentional Marketing process can be applied to any level of library marketing, from promoting individual programs, to promoting the library as an entity worthy of significant resources.

Domain(s): Must-Have Program, Professionalism & Leadership at Every Level, Marketing & Outreach

G6: Hot Topic: Weaponizing Social Media: Trolling and the Manufacture of Opinion

Tuesday, July 17   8:30 AM–9:30 AM

We're all familiar with the casual internet troll, posting inflammatory messages to disrupt online discussion. But in the aftermath of the 2016 presidential election, the "Kremlin troll" gained notoriety as a collective of organized, state-sponsored, anonymous internet political commentators and trolls linked to the Russian government. These web brigades deluge familiar social media spaces with propaganda—often disguised as legitimate news stories—expressly designed to sow discord and provoke emotional responses from readers, who unwittingly share the content across their own networks. By creating virtual armies of fake online profiles (or "bots")—sometimes even stealing the identities of real people—they can drive the promotion of content by "liking" or "disliking" posts, masquerade as U.S. citizens to sign petitions, and amplify their own messages as they recruit followers. Now, as our awareness of these machinations grows, so does our uncertainty about the information we consume and the sources of this information, complicating already fraught notions of "news" and reliability. What does this mean for legal information professionals, and those we support?

Takeaways:
1) Participants will be able to summarize how manipulation of online social media affects public opinion.
2) Participants will be able to explain what "trolling" is and how it operates.
3) Participants will be able to identify the elements of automation and human intervention that shape "trolling."

Who Should Attend: Reference librarians, library managers, information brokers, competitive intelligence officers, knowledge management officers

Domain(s): Information Management, Research & Analysis

G7: The PEGI Project: Preserving Electronic Government Information

Tuesday, July 17   8:30 AM–9:30 AM

Librarians have long collaborated to provide government-produced information to their patrons—on a large scale via the Federal Depository Library Program and the National Archives—and on smaller scales through state government information programs. The models for these collection-building and preservation activities were developed in the print era and have struggled to adapt to the digital era. This session will provide an update on a national effort to define government information for collection and preservation in the electronic age. Participants will spend time in facilitated discussion about their government information needs, which will inform the report produced by the PEGI project in fall 2018.

Takeaways:
1) Participants will be able to identify several "born digital" government information products (from all levels of government) that are important to their patrons and explain why they are at risk of loss.
2) Participants will participate in facilitated group discussions to generate requirements and goals for preserving electronic government information.
3) Participants will be able to explain elements of the digital preservation lifecycle and encourage others to become aware of its importance to our collections and patrons.

Who Should Attend: Law librarians who work with government information, develop collections, or teach patrons how to find what they need will benefit from participating in defining what information to preserve for the future; those who have participated in or are following proposed changes to Title 44 U.S.C.

Domain(s): Information Management, Professionalism & Leadership at Every Level

G8: Deep Dive: From Talking to Communicating: Using Improv Techniques to Improve Understanding

Tuesday, July 17   8:30 AM–11:00 AM

Every day librarians are faced with the need to communicate with constituents who may not speak our language. Whether it's teaching a class, demonstrating our value to an employer, justifying the cost of materials, or advocating for our profession, librarians talk to stakeholders who don't know an OPAC from the CFR. Emerging research shows that improvisational theater techniques can help scientists and others translate sometimes bewildering concepts into ideas that anyone can understand by seeing through the audiences' eyes. This program gives you the opportunity to free your creative side and go from "What?" to "Yes, And!"

Please note: This deep dive session is scheduled for 2.5 hours, running across both the 'G' and 'H' time slots.

Takeaways:
1) Participants will be able to identify the elements of responsive listening.
2) Participants will be able to identify the elements of storytelling required for effective communication.
3) Participants will be able to employ principles of improvisation to better communicate with different audiences in their workplaces.

Who Should Attend: Any librarian who works with students, lawyers, judges, or other stakeholders and needs to communicate about legal information or the library's work within the larger organization or the world

Domain(s): Professionalism & Leadership at Every Level, Teaching & Training

H1: Deep Dive: FCIL Basics for Metadata Professionals: Collaborating to Ensure Access to Foreign and International Legal Materials

Tuesday, July 17   10:00 AM–12:30 PM

This program will help non-FCIL metadata professionals develop familiarity with the differences between foreign law, international law, and comparative law. Additionally, participants will better understand legal terminology and world legal systems, translation issues and tools, performing subject analysis in foreign languages, useful resources such as Int-law, FCIL forums, and the IALL listserv, besides developing a network of colleagues. Non-cataloging FCIL librarians will become more informed about how original description of foreign resources is handled and the analysis involved. Enhanced collaboration and communication between these two groups should result in processing efficiencies for and improving access to FCIL materials.

This program is jointly sponsored by the FCIL-SIS and TS-SIS.

Please note: This deep dive session is scheduled for 2.5 hours, running across both the 'H' and 'I' time slots.

Takeaways:
1) Participants will be able to develop mutual support mechanisms for collaboration and better communication between FCIL and metadata librarians, sharing information, tips, resources, and networking opportunities.
2) Participants will be able to collaboratively create metadata for sample foreign legal resources, enhancing record quality and discoverability for library patrons.
3) Participants will be able to explain FCIL fundamentals and apply them in their daily work.

Who Should Attend: Metadata professionals responsible for providing access to foreign and international legal materials; FCIL librarians with an interest in how description and access is created for FCIL materials, resulting in better, quicker, and easier access by library patrons

Domain(s): Must-Have Program, Information Management, Teaching & Training

H2: Telling Your Story: Using Metrics to Display Your Value
Tuesday, July 17   10:00 AM–11:00 AM

The American Bar Association, academic institutions, law firms, and governments are demanding more and more outcome-based performance. However, displaying these outcomes is difficult for law libraries. Law libraries possess an abundance of data, but determining which metrics will showcase your law library's value and performance is difficult. Speakers from a law school, law firm, and court library will explain the different metrics they use to display their value to their stakeholders. After these short presentations, a "fishbowl" discussion will provide participants the chance to share and learn about different metrics and tools law libraries are using to best tell their story.

Takeaways:
1) Participants will be able to identify at least five different metrics to better display the value of their institution.
2) Participants will be able to explain how their institutions have utilized different metrics.
3) Participants will compile a list of different tools to aggregate metrics.

Who Should Attend: Law librarians interested in using metrics to better display their law library's value to their institution

Domain(s): Must-Have Program, Marketing & Outreach, Research & Analysis

H3: Lightning Lessons: Research Instruction in a Flash
Tuesday, July 17   10:00 AM–11:00 AM

Eight-second attention spans? Even if the latest studies are off by a bit, it is increasingly clear instructors have a very narrow window to capture the attention of potential instructees. Lightning Lessons offer a solution to add to your instruction arsenal—how to capture an audience and teach a topic in five minutes. Whether your patrons are students, attorneys, or members of the public, this method increases your opportunity for teachable moments, conveys important research skills rapidly, and builds your reputation as a reliable resource. Fast, friendly, and feasible for librarians in every setting, the Lightning Lesson helps you teach more skills, to more researchers, in less time.

Takeaways:

1) Participants will be able to design a plan to implement quick research instruction sessions at their own institutions.
2) Participants will be able to identify topics appropriate for instruction at their institutions.
3) Participants will be able to write proposals to pitch their personalized Lightning Lesson plans.

Who Should Attend: All librarians that interact with individuals using legal resources and/or carrying out legal research, including firm, county (or other public), court, and academic librarians

Domain(s): Must-Have Program, Teaching & Training, Marketing & Outreach

H4: TEDAALL: Library Leaders Share Their Ethics Stories and Challenges
Tuesday, July 17   10:00 AM–11:00 AM

As librarians provide more diverse services with fewer monetary and personnel resources, it's easy to lose sight of ethical considerations—and their related risks. In this fast-paced session, library leaders will give short TED-style presentations discussing important ethical issues in library research, technology, human resources, data management, and other services. Topics include:

- Data ethics and algorithmic accountability
- Establishing a culture of ethics
- Confidentiality vs. transparency
- Ethics and vendor relationships
- Special issues in government law libraries

Takeaways:
1) Participants will be able to identify the major ethical challenges law librarians face in their everyday work.
2) Participants will be able to apply various strategies for handling ethical issues in their organizations.

Who Should Attend: All librarians—ethics impacts everyone.

Domain(s): Must-Have Program, Management & Business Acumen, Professionalism & Leadership at Every Level

H5: Caring for the Caregivers Among Us
Tuesday, July 17   10:00 AM–11:00 AM

Sooner or later, most everyone serves as a caregiver for their children, spouse, aging parents, or others. Caregivers frequently experience work-related challenges due to the demands of their caregiving roles, which in turn frequently affect co-workers. Caregiving is a workplace issue that law librarians must learn to address whatever their role in the institution may be. Greater awareness and knowledge of the issues involved, as well as learning possible solutions to these issues, will enable librarians to better navigate the workplace and deal with co-workers who are acting as caregivers.

Takeaways:
1) Participants will be able to identify workplace-related issues associated with caregiving from both the employer and employee perspectives.
2) Participants will be able to summarize key points from the EEOC's Employer Best Practices for Workers with Caregiving Responsibilities.

3) Participants will be able to apply strategies for addressing workplace challenges posed by caregiving responsibilities.

Who Should Attend: Librarians with caregiving responsibilities, their co-workers, and supervisors

Domain(s): Professionalism & Leadership at Every Level, Management & Business Acumen

H6: Technology Competence in Legal Practice: Where Do Libraries Fit In?

Tuesday, July 17   10:00 AM–11:00 AM

Legal ethics rules in a majority of states now require attorneys to become and remain familiar with technologies that affect their practices. However, the broad wording of the applicable rules and the constantly evolving world of technology may lead some in the legal profession to wonder what these rules actually mean for them. Fortunately, states across the country have begun to provide more specific guidance as to what these ethical duties entail, giving lawyers specific examples that may apply directly or analogously to the technologies they use every day. In addition, law schools across the country have enlisted law librarians to teach courses on legal technology to educate future lawyers in technology competence and ethics. This program will explore the ABA and state bar rules that incorporate an understanding of legal technology and how law libraries can be at the forefront of legal technology education.

Takeaways:
1) Participants will be able to explain recent developments from the ABA and state bar associations regarding rules related to technology competence and ethics.
2) Participants will be able to identify resources that librarians, attorneys, and other legal professionals can use to keep abreast of changes in the law and its practice, including the benefits and risks associated with relevant technology.
3) Participants will be able to demonstrate how law schools and libraries are responding to the impact of legal technology in the practice of law.

Who Should Attend: All librarians who want to know more about technology related to the practice of law or who work with attorneys or law students who need to keep up with developments in technology

Domain(s): Information Management, Teaching & Training

H7: Innovation Tournament (sponsored by Bloomberg Law)

Tuesday, July 17   10:00 AM–11:00 AM

Innovation tournaments are opportunities to leverage the expertise of a group to come up with solutions that can address a particular challenge. First implemented within corporations to generate creative input among employees, innovation tournaments have now crossed into other sectors, such as academia, the tech world, and the AALL Annual Meeting & Conference. Legal information professionals are forgoing the status quo every day—this is an opportunity to showcase their ideas.

For the culmination of AALL's second innovation tournament, finalists will present their innovation plans to the audience, which will include a special panel of judges. At the conclusion of all presentations, two separate votes will take place: one conducted by the panel of judges, and another conducted by the audience. Two winners will be chosen; each will be awarded a $2,500 prize.

I1: What's in the Black Box?: An Inside Look at the Algorithms for Westlaw, LexisNexis, and Fastcase

Tuesday, July 17   11:30 AM–12:30 PM

Most law librarians and lawyers use legal research services, but rarely question how results are generated and ordered. Many researchers stop reading after a few pages of search results, assuming that the most germane documents will be at the top of the list. However, recent research has shown great variability in the top results among research services. This session builds on one of 2016's most popular sessions, and will feature an inside look at the algorithms that rank results in Westlaw, Fastcase, and LexisNexis, to show why results vary, what choices determine what gets on the first page of search results, and how to teach and use these services most effectively.

Takeaways:
1) Participants will be able to describe how legal research services rank their search results and why they vary.
2) Participants will be able to identify how human choices influence software design and algorithms.
3) Participants will be able to use and share the results of these findings in a legal research and/or classroom environment.

Who Should Attend: Law librarians who conduct or teach legal research, or who work more generally with search engines

Domain(s): Must-Have Program, Research & Analysis, Teaching & Training

I2: Training the Lawyers of Tomorrow Through the Clinics of Today: Three Models for Practical Library Services in Clinical Law School Settings and Beyond

Tuesday, July 17   11:30 AM–12:30 PM

The value of library services tailored to the unique needs of law school clinics cannot be over-emphasized. Complex, live client work provides a multitude of opportunities for librarians to teach practical, real-world research skills to students, creating well-prepared lawyers. This session will introduce three models whose concepts can be implemented in law firm, academic, or government libraries to raise the library's profile within their institution.

The first model is an embedded librarian program where librarians co-teach clinical courses; the next is a dedicated liaison librarian for a large clinical operation; and the last model is a librarian who is the director of the library's own research clinic. You will leave with an implementable framework for each approach that can work across a variety of libraries and institutions.

Takeaways:
1) Participants will be able to list the components of effective library services to legal clinics, including getting administrative support for development and implementation, research instruction, and outreach.
2) Participants will be able to articulate the value of dedicating library resources to developing support for legal clinics, including the impact that clinical research instruction has on student learning and how these benefits extend to research conducted in their employment in firms and other law offices.
3) Participants will be able to describe the applicability of these models to nonacademic institutions, such as law firm and

government libraries, to better connect research expertise to institutional need and raise the profile of the law library within their institutions.

Who Should Attend: Academic law librarians who work with clinical students; law library directors and managers seeking innovative approaches to integrating research expertise within their institution; government or law firm librarians who are continuing the conversation with academic colleagues about the research competency of recent graduates

Domain(s): Must-Have Program, Marketing & Outreach, Teaching & Training

I3: Setting Priorities, Meeting Deadlines, and Managing Projects for Law Librarians
Tuesday, July 17   11:30 AM–12:30 PM

Have you ever looked at your "To Do" list and thought, "I have back-to-back meetings this afternoon and three team projects due in the next couple weeks. I keep putting off writing that article, and, oh look! I just got an emergency email that's going to take up my morning. How am I supposed to get all of this done on time?" If so, you aren't alone. Some of the most fundamental skills a librarian can develop are learning to manage projects and competing priorities. In this program, the speakers will highlight some of the tools, software, and personal ideas they use to manage their own projects and priorities, as well as the projects and priorities of others at their workplaces.

Takeaways:
1) Participants will be able to identify four reasons why personal priority management and team project management are essential to being a successful librarian.
2) Participants will be able to identify at least four tools they could use to manage individual and library-wide projects.
3) Participants will be able to compare the methods for setting, managing, and completing priorities and projects, and explain why everything that is a priority has a deadline.

Who Should Attend: All law librarians, particularly new librarians or newer managers

Domain(s): Management & Business Acumen, Professionalism & Leadership at Every Level

I4: Landscape of the Legal Industry: The Business of Law in 2018 and Beyond
Tuesday, July 17   11:30 AM–12:30 PM

The practice of law faces ongoing challenges as law firms respond to client pressures for improved value and efficiency from attorneys, increased competition from nontraditional legal service providers, new technology advances, routine fluctuation in client demand due to economic and business cycles, and the drive to expand new practice areas to meet modern business needs. Led by an industry expert, this session will explore the current legal trends reshaping the business of law and offer perspective on future strategies needed to remain competitive.

Takeaways:
1) Participants will be able to assess the current legal landscape and evolution of the law practice, while identifying recent disruptions, trends, and future innovations that will continue to direct the practice of law.
2) Participants will be able to explain the market forces that are driving law firms and corporate legal departments to run like businesses.

3) Participants will be able to identify technologies that create opportunity for greater efficiency and productivity in law practice and enhance user access to legal information and services.

Who Should Attend: Law librarians and information professionals in law firms or corporate legal departments; law school librarians interested in preparing students for future law practice

Domain(s): Must-Have Program, Management & Business Acumen

I5: Cool Tools Café
Tuesday, July 17   11:30 AM–12:30 PM

Participants in the Cool Tools Café will learn about emerging or existing technologies from librarians who have implemented these technologies in their own libraries. They will learn why the technologies are useful, how they work, and how they can be implemented. Past years have featured tools for legal research, collaboration, marketing services, instruction, productivity, citation, presentation, and website functionality. The program will be presented in two parts. A formal session will feature a number of short presentations. Following this session, the presenters will be available in a small-group setting, allowing for a more intimate discussion.

Takeaways:
1) Participants will be able to assess whether particular new technologies fill a need in their organization.
2) Participants will be able to implement a new technology to solve a problem in their organization.

Who Should Attend: Librarians from all types of law library settings who consider themselves tech savvy and those who are beginners

Domain(s): Must-Have Program, Information Management, Teaching & Training

I6: Bringing Culture Back: Managing Unconscious Bias to Strengthen Your Corporate Culture
Tuesday, July 17   11:30 AM–12:30 PM

Have you ever examined the sources of unconscious bias and how it can influence interactions with others? Have you ever understood how cultural values impact our own biases and interactions? Understanding unconscious biases and cultural awareness are critical first steps toward improving our performance; however, we cannot stop there. Awareness alone does not guarantee success. The ultimate question is how to take that awareness and put it into action in order to ensure these biases do not influence judgments about others. This directly impacts the library's inclusive work environment and the strength of the corporate culture. This session will allow you to identify and understand your biases, and provide you with strategies for managing biases to help improve intercultural effectiveness within the library.

Takeaways:
1) Participants will be able to explain unconscious bias and its impacts, critically analyze their own biases, and increase awareness of their own cultural identities.
2) Participants will be able to identify the sources of unconscious bias and assess how bias can influence interactions with others, including relationships with colleagues and clients.
3) Through discussion, participants will develop strategies to combat and manage bias. Participants will be able to demonstrate specific behaviors immediately within their workplace to counter unconscious bias and ensure fair and

effective decision making.

Who Should Attend: This topic applies across the board, from staff to management. It will be extremely beneficial for those in diverse organizations, and those seeking to move into leadership roles.

Domain(s): Professionalism & Leadership at Every Level, Management & Business Acumen

I7: The Shape of Future Libraries: Planning Orientation for 2018 and Beyond
Tuesday, July 17   11:30 AM–12:30 PM

Library orientations have been around for decades. It immediately brings to mind librarians leading a group of students or attorneys around the library like a flock of ducklings following the mother duck. Your ducklings may remember not to eat in the computer lab, or where the bathrooms are located, but more substantive discussion often falls by the wayside. Or worse, you have lost your orientation slot for newcomers. Creating interactive orientation sessions for your patrons provides a more thoughtful way to introduce them to library resources and policies. And, they can do it on their own time. Easy-to-use technologies that enhance library orientations are also a fantastic way to market your library.

Takeaways:
1) Participants will be able to develop marketing tools for their library that reflect technology trends.
2) Participants will be able to evaluate technology that can enhance library orientations.
3) Participants will be able to identify technology tools to enhance self-guided library orientations.

Who Should Attend: Anyone who offers tours or orientations of libraries

Domain(s): Marketing & Outreach, Management & Business Acumen