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| 08.15 | Registration, refreshments & exhibition | | | | |
| 09.45 | Welcome | | | | |
| 10.00 | Keynote: Dr Carla Hayden , Librarian of Congress | | | | |
| 10.45 | Refreshments and exhibition | | | | |
| 11.25 | <p>Marketing Workshop</p> <p>Spark not fluff - quick win marketing</p> <p>Terry Kendrick, Director of Executive Education, Leeds University Business School</p> | <p>Using Data & Information Seminar</p> <p>1. Is data even important? - Caroline Carruthers, Chief Data Officer, Network Rail</p> <p>2. Big I, little T: thinking information before technology - Jeremy Foot, Information and Data Architect</p> <p>3. Jez Clark, Co-Founder & Director, Eden Smith</p> <p>Chair: Caroline Carruthers, Chief Data Officer, Network Rail</p> | <p>The Future of Libraries Briefing</p> <p>Workshop run by Arup</p> | <p>Creative Hub</p> <p>Details announced soon</p> | <p>Your Career</p> <p>Details announced soon</p> |
| 12.45 | Lunch and exhibition | | | | |
| 14.00 | Welcome back | | | | |
| 14.10 | Keynote: Professor Luciano Floridi , Professor of Philosophy and Ethics of Information, University of Oxford | | | | |
| 15.00 | Refreshments and exhibition | | | | |

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| 15.40 | <p>Copyright Workshop</p> <p>Copyright the card game</p> <p>Chris Morrison, Copyright and Licensing Compliance Officer, University of Kent & Jane Secker, Senior Lecturer, City University, London</p> | <p>Service Design Seminar</p> <p>1. Designing for excellent customer service - Neil Potentier, Customer Service Excellence Assessor and Practitioner, Assessment Services Ltd</p> <p>2. The Word, South Shields - Julia Robinson, Principal Librarian, South Tyneside Council</p> <p>3. Making your service sight loss friendly - Mark Freeman, Libraries and Heritage Services Manager, Stockton-on-Tees Borough Council</p> <p>Chair: David Lindley, Executive Director, Designing Libraries C.I.C.</p> | <p>Developing the Workforce Briefing</p> <p>1. Home grown: Engaging new LIS professionals to advance the profession - Alisa Howlett, Chairperson, New Generations Advisory Committee, Australian Library and Information Association</p> <p>2. Mandy Powell, Assistant Director of Workforce Development, CILIP</p> <p>3. Empowering staff to implement innovative ideas - Sue Lawson, LibraryCamper and Librarian, LibraryCamp & Richard Veevers, Co-Founders, LibraryCamp</p> <p>Chair: Kate Arnold, CILIP President</p> | <p>Creative Hub</p> <p>Details announced soon</p> | <p>Your Career</p> <p>Details announced soon</p> |
| 17.00 | Close | | | | |
| 19.30 | Drinks reception – Museum of Science and Industry | | | | |

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|-------|--|---|--|--|---|
| 08.15 | Registration, refreshments & exhibition | | | | |
| 08.30 | Breakfast seminar | | | | |
| 09.30 | Welcome | | | | |
| 09.35 | Keynote: to be announced | | | | |
| 10.15 | Refreshments and exhibition | | | | |
| 10.50 | <p>Impact & Evaluation Workshop</p> <p>Selena Killick, Senior Library Services Manager (Student Engagement), Open University & Frankie Wilson, Head of Assessment & Secretariat, Bodleian Libraries, University of Oxford</p> | <p>Managing Information Seminar</p> <p>1. Ceri Hughes, Head of Knowledge, Research and Collaboration, KPMG</p> <p>2. Mobilising Evidence and Organisational Knowledge in the NHS - Louise Goswami, Head of Library and Knowledge Services Development, Health Education England & Sue Lacey Bryant, Senior Advisor, Knowledge for Healthcare, Health Education England</p> <p>3. Presentation to be announced</p> <p>Chair: David Smith, Chair, CILIP K&IM SIG</p> | <p>Our Common Values Briefing</p> <p>1. Sustaining our common values: the pressure at play and to come - David McMenemy, Lecturer, University of Strathclyde</p> <p>2. Global commitments, local applications: Libraries and the UN Sustainable Development Goals - Stephen Wyber, Manager, Policy and Advocacy, IFLA</p> <p>3. Human Rights - Salil Tripathi, Senior Adviser – Global Issues, Institute for Human Rights and Business</p> <p>Chair: Martyn Wade, CILIP Trustee</p> | <p>Creative Hub</p> <p>Details announced soon</p> | <p>Your Career</p> <p>Details announced soon</p> |
| 12.10 | Lunch and exhibition | | | | |

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| 13.20 | Health and Wellbeing Seminar | Information Literacy Seminar | Technology Briefing | Creative Hub | Your Career |
| | <p>1. The mismatch between information that people need and what we provide them with - Jonathan Berry, Personalisation & Control Specialist & Jane Fox, Programme Manager - The Information Standard, NHS England</p> <p>2. The Public Library Health Offer - Debbie Hicks, Creative Director, The Reading Agency & Julie Spencer, Head of Library and Museum Services, Bolton Council</p> <p>3. Keeping up with the pace of change - Deena Maggs, Head of Information and Knowledge Services, The King's Fund</p> <p>Chair: Imrana Ghumra, HLG, CILIP</p> | <p>1. Beyond "Grey in Sepia": Empowering the everyday life information literacy of Syrian new Scots Dr Konstantina Martzoukou, Senior Lecturer / PG Programme Leader Information Management, Robert Gordon University</p> <p>2. Bookending HE: supporting transition and transformation at both ends of the curriculum - Emma Coonan, Information Skills Librarian, University of East Anglia</p> <p>3. The epidemic of misinformation about vaccines - Dr Pauline Paterson, Research Fellow and co-director of The Vaccine Confidence Project, London School of Hygiene & Tropical Medicine</p> <p>Chair: Stephane Goldstein, Executive Director, InformAll CIC</p> | <p>1. The Intelligent Library James Clay, Senior Co-Design Manager, Jisc</p> <p>2. Supporting citizens with protecting their privacy online - Aude Charillon, Library and Information Officer, Newcastle Libraries</p> <p>3. Presentation to be announced</p> <p>Chair: Liz McGettigan, President, CILIPS</p> | <p>Details announced soon</p> | <p>Details announced soon</p> |
| 14.40 | Refreshments and exhibition | | | | |
| 15.10 | Equalities Workshop | Literacy & Learning Seminar | Engaging Audiences Briefing | Creative Hub | Your Career |
| | <p>1. Diversity and Equality John Vincent, Networker, The Network</p> | <p>1. Poverty, place and low literacy Jason Vit, Library Hubs Manager, National Literacy Trust</p> <p>2. Working with partner agencies to support children and families through early reading - Abigail Moss, Director, Programmes and Partnerships, BookTrust</p> <p>Chair: Caroline Roche, Librarian, Eltham College</p> | <p>1. Increasing reach and access through Wikimedia - Lucy Crompton-Reid, Chief Executive, Wikimedia UK</p> <p>2. "No-one I know uses it any more": the reasons used to cut libraries - Ian Anstice, Editor, Public Libraries News</p> <p>Chair: to be confirmed</p> | <p>Details announced soon</p> | <p>Details announced soon</p> |
| 16.10 | Closing session | | | | |
| 16.40 | Conference close | | | | |