

School of Information Studies

2013-2014 Annual Report



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École des sciences de l'information
School of Information Studies

Contents

Message from the Director	2
Our team	3
What we value	4
Teaching and learning.....	5
Beyond the classroom.....	6
Graduates.....	8
Research.....	9
Other notable news	10

Message from the Director

On behalf of the School of Information Studies (ÉSIS) at the University of Ottawa, I am delighted to present the annual report for the 2013-2014 academic year. After we welcomed a new professor – Dr. Heather Morrison – in July 2013, the academic year got off to an exciting start in September as ÉSIS celebrated its fifth intake of students with a party that brought together over 100 members from our community. Throughout the year, we continued to go from strength to strength as we finalized and submitted our *Program Presentation* to the American Library Association in August 2013, hosted the External Review Panel in October 2014, met with the Committee on Accreditation, in January 2014, and received an unconditional seven-year accreditation for our Master of Information Studies (MIS) program in February 2014.

What a year it has been! Congratulations team ÉSIS!!!

For additional information on ÉSIS, including updates on our ongoing activities, please visit us online at: <http://arts.uottawa.ca/sis/>

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Lynne Bowker



Our team

During 2013-2014, the ÉSIS team was composed of:

- 6 regular, full-time professors
- 7 cross-appointed professors (from the library, as well as the departments of translation, communication, and law)
- 6 adjunct professors
- 1 part-time professor
- 4 part-time support staff



L to R: André Vellino (Associate Professor), Inge Alberts (Assistant Professor), Tom Delsey (Adjunct Professor), Mary Cavanagh (Assistant Professor), and Lynne Bowker (Director and Associate Professor).

ÉSIS has also continued to benefit from the guidance of an **External Advisory Committee** whose members include:

- Pam Bjornson, Director General, Knowledge Management, National Research Council
- Hervé Déry, Interim Librarian and Archivist of Canada, Library and Archives Canada
- Daniel Godon, Directeur du service de la bibliothèque, Université du Québec en Outaouais
- Margaret Haines, University Librarian, Carleton University
- Carole Lagüe, Chef de division, Bibliothèque municipale de Gatineau
- Sonia L'Heureux, Parliamentary Librarian, Library of Parliament
- Danielle McDonald, CEO, Ottawa Public Library
- Leslie Weir, University Librarian, University of Ottawa

What we value

As part of a four-year planning cycle, ÉSIS places an emphasis on one of the following four areas in turn: strategic planning, teaching and learning, research, and community engagement. In the year 2013-2014, the focus was on community engagement. This engagement took many forms, from inviting our community members to come and celebrate our fifth anniversary, to identifying community partners to work with us on class projects (e.g. the Canadian Museum of History, the Hôpital Montfort, and Amnesty International), to sending our students out into the community on experiential learning or co-operative education placements, to supporting initiatives in the community such as Librarians Without Borders. In all of these endeavours, ÉSIS members have the opportunity to put into practice the various core values and competences that have been expressed as learning outcomes for the MIS program. These program objectives include developing a knowledge base, building research and evaluation skills, participating in planning and problem solving, enhancing communication skills, demonstrating professional values and ethics, and engaging in initiative, teamwork and self-assessment.

Among the many community engagement activities that took place over the year, two in particular stand out, especially as these projects were primarily student-driven initiatives: [Twice Upon a Time](#) and the [Hull Detention Centre Library Project](#). We are exceptionally proud of our students and the leadership role that they have played in engaging with and giving back to our community!

Twice Upon a Time: Like a food bank, but for children’s books, this non-profit organization gives new or gently used books to Ottawa kids. Members of the University of Ottawa student chapter of Librarians Without Borders – especially Kelly Sirett and Ozan Golland – have been active in organizing book drives, in painting and decorating the book cabinet, and in working as volunteers to distribute books at the “pop-up” storefront in the Vanier area of Ottawa, and serving on the board.



MIS students help to transform the book cabinet for Twice Upon a Time.



MIS student Jairo Buitrago led the establishment of a library for prisoners.

Hull Detention Centre Library Project: First-year MIS student Jairo Buitrago alerted ÉSIS to a need within our community: the Hull detention centre had only a makeshift library with a small collection of approximately 200 books – many of which were in poor condition – and an inefficient lending system. With support from both Saint Paul University Library and the University of Ottawa Library, Jairo and fellow students Arouce Wasty and Albert Lessiwe developed a cataloguing system and catalogued hundreds of donated books for the detention centre. ÉSIS provided a space and some equipment, as well as some technical support, for this very worthwhile project.

Teaching and learning

As the number of students enrolled in the Master of Information Studies program continues to increase, ÉSIS has also introduced some new electives. This has afforded students the opportunity not only to develop a solid expertise in core and required courses, but also to explore other more specialized areas of interest within the information professions. Additionally, ÉSIS was very proud to pilot a new capstone experience, which was delivered in the form of an *i-Portfolio*. Finally, we are excited to report that the revised curriculum content has been approved and will come into effect next academic year.

Academic year	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014
<i>Number of new students admitted</i>	37	30	39	30	22
Full time	17	21	30	19	13
Part time	20	9	9	11	9
<i>Number of students registered (Sept. 1)</i>	37	60	62	68	60
<i>Total number of different courses offered</i>	16	24	25	24	24

Electives: Some of the new electives taught for the first time this academic year included:

- Data Curation
- Information Policy and Government Publications
- The Publishing Business: Past, Present and Future

Capstone: The ÉSIS *i-Portfolio* is a tool for learning, reflection, integration and showcasing, all brought together in the form of a student's own professional website. It documents coursework, field experience, and community engagement as they relate to a student's overall graduate experience and professional competencies. As a culminating experience in the MIS program, the *i-Portfolio* provides a means of carrying out a program-based assessment of student competency with respect to each of the learning outcomes identified under the ÉSIS program objectives.

Revised curriculum: The hard work of the Curriculum Committee, chaired by Dr. Mary Cavanagh, came to fruition as the revised curriculum was approved by the University of Ottawa Senate. The American Library Association's External Review Panel also commented very favourably on the proposed content for the revised curriculum, which seeks to ensure that our MIS program maintains its high quality and remains relevant to the needs of our community. We now look forward to teaching the content of the revised curriculum in the coming academic year. Special thanks to the members of our Curriculum Advisory Committee, including Joan Cavanagh (University of Ottawa Library), Tom Delsey (ÉSIS), Kayleigh Felice (Bibliothèque municipale de Gatineau), Wayne Jones (Carleton University Library), and Barbara Porrett (International Development Research Centre).

Beyond the classroom

Students on the MIS program have different opportunities to combine their class-based learning with research-oriented investigations and hands-on professional experience.

Student research

Thesis: ÉSIS is delighted to announce that we have another graduate from the thesis option of the MIS program. In February 2014, **Caitlin Horrall** successfully defended her thesis entitled "[Mothers of Invention: Commercial Content on Mother Blogs and Perceptions of Credibility](#)", which was carried out under the supervision of ÉSIS professor **Dr. Mary Cavanagh**.

Research Conversations: Students participate actively in the ÉSIS monthly seminar series.

Boutet, M. (2014) "[Under Construction: Developing a Bilingual Thesaurus of Information Studies](#)," presented as part of the School of Information Studies lunch-time seminar series "Research Conversations" (January 23, 2014)

Bebbington, S. (2014) "[Video Games and Their Affinity Spaces: A Holistic Approach to Gamers and Information Literacy](#)," presented as part of the School of Information Studies lunch-time seminar series "Research Conversations" (March 20, 2014)

Horrall, C. (2014) "[Mothers of invention: Commercial content on mother blogs and perceptions of credibility](#)," presented as part of the School of Information Studies lunch-time seminar series "Research Conversations" (March 20, 2014)

Publications and presentations: Students also publish and present their work in various other forums. Follow the links below to learn more about the work of our student researchers!

Boutet, M. (2013) "[Incongruous avatars and hilarious sidekicks: design patterns for comical game characters](#)," co-presented at Digital Games Research Association Conference (DiGRA 2013) (Atlanta, Aug. 26-29, 2013)

Buitrago, J. (2014) "[Machine Translation: Can it Help Newcomers Access the Public Library?](#)" *Open Shelf* (magazine of the Ontario Library Association)

Glandon, L. (2014). "[Roving Reference: A Proactive Approach to User Services](#)," Ontario Library Association 2014 Super Conference Lightning Strikes! Session (Toronto, Jan. 29-Feb. 1, 2014)

Horrall, C. (2014) "[Mothers of invention: Commercial content on mother blogs and perceptions of credibility](#)," paper co-presented at the 2014 Canadian Association of Information Studies Conference (St. Catharines, ON, June 2014)

Villamizar, C. (2014) "[Are Canadian Universities RDM-Ready?](#)" poster co-presented at the 40th Annual Conference of the International Association for Social Science Information Services and Technology (IASSIST) (Toronto, June 3-6, 2014).

Co-operative education

With regard to practical experience outside the classroom, eight students were accepted into the competitive co-operative education option, which includes two 4-month full-time work placements in the field. Employers for the May-December 2013 co-op placements included:

Aboriginal Affairs and Northern Development Canada
Canada Science and Technology Museum
Courts Administration Service
Foreign Affairs and International Trade Canada
Justice Canada
Library and Archives Canada
Library of Parliament
National Defence and the Canadian Forces
Statistics Canada
University of Ottawa Management Library

At the end of their work placement, co-op students receive an overall rating from their employers. Five of the eight ÉSIS co-op students earned the highest overall rating of EXCEPTIONAL, while the remaining three earned the next-highest rating of EXCELLENT.

Experiential learning

Four students participated in an experiential learning course, which allowed them to earn a course credit while gaining valuable experience working with professionals at the following organizations:

- Archives de l'Université Laurentienne
- Bibliothèque de la Centre de détention de Hull
- Carleton University Library
- Saint Paul University Library

Volunteer work and community engagement

Various MIS students took the initiative to enrich their formal studies with volunteer work in the field. Some of ways in which our students demonstrably embraced the values of the profession include:

- Student liaison representative for the Library Association of the National Capital Region (LANCR)
- Student liaison representative for ARMA-NCR
- Student liaison representative for the Canadian Library Association (CLA) Ottawa chapter
- Student chapter of Librarians Without Borders
- Volunteer student librarians in the Ask a Librarian internship program providing virtual reference service through chat (organized by the Ontario Council of University Libraries and Scholar's Portal)
- Student volunteers at the 2013 at the ARMA-NCR Fall IM Days (Ottawa, Nov. 2013)
- Student volunteers at the 2014 Ontario Library Association Super Conference (Toronto, Jan. 2014)

- Student volunteers at the library of the Centre de détention (Hull)
- Student volunteers at the “Twice Upon A Time/Il était deux fois” Ottawa children’s book bank

Student awards and honours

- 2013 Dr. Janette Baker Scholarship awarded by the Ontario Library Association (\$2000) (**A. Harrison**)
- 2013 Susan Anderson Memorial Scholarship awarded by the May Court Club of Ottawa (\$5000) (**K. Sirett**)
- 2013 Friends of the Ottawa Public Library Bursary (\$2000) (**D. Giroux**)
- Ontario Library Association 2014 Super Conference “Lightning Strike” paper competition finalist (**L. Glandon**)
- “Students to CLA” 2014 award winner (**L. Glandon**)

Graduates

In 2013-2014, one student received his diploma at the Fall 2013 ceremony, while an additional 21 students graduated at the Spring 2014 convocation, making this our largest graduating class to date. Our 50+ alumni report that they are working in a variety of rewarding careers in diverse sectors of the information professions, both within the National Capital Region and beyond.



Organizations that now employ members of the MIS graduating class of 2013-2014 include:

Ottawa Public Library

Library and Archives Canada

Bibliothèque Jean-Léon Allié à l’Université Saint-Paul

Systemscope Inc.

Employment and Social Development Canada

CRTC

Foreign Affairs, Trade and Development Canada

Hôpital Montfort

University of Ottawa Library

Industry Canada

Research

ÉSIS is a research-intensive environment. In addition to fostering the research projects of our students, ÉSIS faculty members are active as research leaders in their respective areas of specialization.

Funding

ÉSIS faculty members were successful in attracting research funding from a variety of sources to support their research activities, which includes providing research assistantships for ÉSIS students.

Researcher	Source	Project
Inge Alberts	University of Ottawa Faculty of Arts and Office of the Vice President (Research) (\$9825)	Managing Email as Records of Business Value to Improve Organizational Performance & Governance: A Pilot Study
Lynne Bowker	Centre canadien de recherche sur les francophonies en milieu minoritaire (CRFM) (\$4997) University of Ottawa Policy 94 Grant for Recruitment of Women Professors (\$7304)	Les nouveaux arrivants de langue française et la bibliothèque publique: la traduction automatique pourrait-elle améliorer leurs expériences? Translatability and the User eXperience
Mary Cavanagh	Graphics, Animation, New Media (GRAND) Network Centres of Excellence (\$6,000)	Access to news: production, interaction
André Vellino	University of Ottawa Faculty of Arts and Office of the Vice President (Research) (\$9930)	Towards an Automated Solution to the Data Harmonization Problem: a Case Study

Selected faculty publications and presentations

- Alberts, I., "[Challenges of Information System Use by Knowledge Workers: the Email Productivity Paradox](#)," *Proceedings of the 76th Annual Meeting of the Association for Information Science and Technology (ASIS&T)* (Montreal, Nov. 1-5, 2013), Article no. 88.
- Bowker, L. 2014. "Corpus-Based Methods in Translation Studies." Invited keynote speaker at the *First International Conference on Empirical Translation Studies*, Shanghai, China, May 23-25, 2014.
- Bowker, L. 2014. "[Machine Translation and the Public Library: A Pilot Study with Spanish-speaking Newcomers](#)." *2014 Association for Library and Information Science Education (ALISE) Annual Conference*, Philadelphia, PA, January 21-24, 2014.
- Bystrom, K., Cavanagh, M., Heinström, J., Wildemuth, B. and Erdelez, S. (2013). "[What difference does a theoretical lens make in conducting a study of information interactions?](#)" *Proceedings of the 76th Annual Meeting of the Association for Information Science and Technology (ASIS&T)* (Montreal, Nov. 1-5, 2013), Article no. 48.
- Cavanagh, M. (2013). "[Interpreting reference work with contemporary practice theory](#)," *Journal of Documentation*, 69(2), 214-242. [J. Doc. Highly Commended Paper of 2013]

- Dormann, C., Whitson, J. and Neuvians, M.** (2013). "Once More with Feeling: Game Design Patterns for Learning in the Affective Domain," *Games and Culture* 8(4), 215-237.
- Morrison, H.** "[Economics of Scholarly Communication in Transition](#)," *First Monday* 18(6) (3 June 2013).
- Taylor, D., **Morrison, H.**, Owen, B. Vézina, K. and Waller, A. (2013). "[Open Access Publishing in Canada: Current and Future Library and University Press Supports](#)," *Publications* 1(1), 27-48.
- Vellino, A. and Alberts, I.** (2013). "[The Importance of Context in the Automatic Classification of Email as Records of Business Value: a Pilot Study](#)," *Proceedings of the 76th Annual Meeting of the Association for Information Science and Technology* (Montreal, Nov. 1-5, 2013), Article no. 113.
- Zhu X., Turney P., Lemire D. and **Vellino A.** (2014). "[Measuring academic influence: Not all citations are equal](#)," *Journal of the American Society for Information Science and Technology (JASIST)*, Article first published online: 21 MAY 2014. DOI: 10.1002/asi.23179

Other notable news

In November 2013, thanks to a generous donation from Ingrid Parent, former president of IFLA and University Librarian at UBC, ÉSIS and the University of Ottawa Library celebrated the opening of the Ingrid Parent Room, a study space dedicated for the exclusive use of MIS students.



In February 2014, after many years of hard work, ÉSIS received accreditation for its Master of Information Studies program from the American Library Association. What an amazing accomplishment! Our sincere and heartfelt thanks to everyone who has contributed to the success of ÉSIS so far! We can't wait to see what next year brings!



The ÉSIS community gathered to celebrate 5 years of milestones, culminating with ALA accreditation!