

School of Information Studies Annual Report

2016-2017



Faculté des arts
École des sciences de l'information

Faculty of Arts
School of Information Studies

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Website:

<http://arts.uottawa.ca/sis/>

Twitter:

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Highlights

- Dr. Mary Cavanagh, Associate Professor, took on the role of Interim Director of ÉSIS for 2016-2017
- ÉSIS welcomed Dr. Stefanie Haustein to our faculty team. Dr. Haustein's research focuses on scholarly communication, bibliometrics, altmetrics, open science and analysis of the role of social media in academia
- Dr. Heather Morrison was awarded tenure and promotion to the rank of Associate Professor as of May 1, 2017
- As part of the University of Ottawa's institutional quality assurance process, ÉSIS completed a Cyclical Review which included a self-study, an external reviewers' site visit and report
- ÉSIS took an active part in a faculty-wide strategic planning process *Developing a Roadmap For Arts 2030* and supported faculty initiatives such as a proposed Public Memory Institute
- The Social Sciences and Humanities Research Council (SSHRC) confirmed the award of an Insight Development Grant to Dr. Inge Alberts for her research on collaborative appraisal practices and automated records classification
- Dr. Inge Alberts was appointed as member of a national taskforce on the archival workforce under the Steering Committee on Canada's Archives
- Dr. Lynne Bowker, Cross-Appointed Professor, was awarded a research grant from the Canadian Health Libraries Association for research on librarian involvement in academic program reviews
- Leslie Weir, University Librarian and Cross-Appointed Professor, was the recipient of the Ron MacDonald Distinguished Service Award by the Canadian Research Knowledge Network
- ÉSIS will host Dr. Amy Tector as part of the Public-Servant-in-Residence program for one year. Currently working as a Manager, Online Content and Copyright at Library and Archives Canada, Dr. Tector will increase and strengthen the links between our institutions

Our Team

Faculty and administration

During 2016-2017, the teaching faculty comprised four regular ÉSIS professors, one adjunct professor, and five sessional lecturers. In addition to those teaching, the full faculty includes eight cross-appointed professors, and four other adjunct professors.

Mary Cavanagh, Associate Professor, served as Interim Director of ÉSIS for 2016-2017. The Director is supported by an administrative assistant and a secretary.



Left to right: Inge Alberts (Assistant Professor), André Vellino (Associate Professor), Tony Horava (Associate University Librarian and Cross-appointed Professor), Mary Cavanagh (Associate Professor and Acting Director), Heather Morrison (Associate Professor), Leslie Weir (University Librarian and Cross-appointed Professor), Tom Delsey (Adjunct Professor)

Dr. Heather Morrison was granted tenure and promoted to the rank of Associate Professor as of May 1, 2017.

Dr. Stefanie Haustein was newly appointed to the ÉSIS faculty as a full-time, tenure-track, Assistant Professor, beginning in July 2017.

On July 1, 2017, H el ene Carrier, Morisset Library Director, will begin a one-year term as Interim Director of  ESIS.

Dr. Amy Tector, Manager, Online Content and Copyright at Library and Archives Canada, will join the  ESIS faculty for a one-year term, beginning August 1, 2017, as Public-Servant-in Residence.

Student body

Sixteen new students enrolled in the MIS program for 2016-2017, joining another thirty-five continuing students, for a total enrolment of fifty-one in the program. In addition, there was one returning student enrolled in the Graduate Diploma program.



Orientation session, September 2016

Our Priorities

In 2015-2016, in the context of a program review conducted every eight years under the University of Ottawa's institutional quality assurance process, ÉSIS completed a comprehensive self-study covering all aspects of its master's and graduate diploma programs—objectives, curriculum, faculty, students, administration, and resources—and submitted a report to the Graduate Program Evaluation Committee of the Faculty of Graduate and Post-doctoral Studies.

The self-study identified five broad areas of strategic focus:

- the curriculum and the student experience
- research development
- community engagement
- resources and leadership
- marketing and visibility

During 2016-2017, a number of important initiatives were undertaken in each of those areas of focus, as outlined below.

Curriculum and student experience

With respect to the curriculum, work has begun on defining career-oriented “tracks” within the MIS program by mapping the content of core and elective courses to the core competencies of records and information management defined by ARMA International. The mapping will be used by faculty advisors to guide students interested in focusing on information management when choosing appropriate electives for their program of study.

Curriculum development was also the focus of a proposal developed in conjunction with the Digital Humanities undergraduate program for the establishment of an interdisciplinary institute to promote collaboration between the Faculty of Arts and Canada's “memory institutions” (libraries, archives,

museums, and galleries) in addressing the challenges of digital transformation. As a participant in the proposed institute, ÉSIS would develop a regularly scheduled, limited enrolment, project-based course that would provide students with experiential learning opportunities in partnership with various cultural institutions in the National Capital Region.

Research development

With a view to strengthening the research programs of ÉSIS faculty members and extending their research networks, the school has developed a proposal for establishing within the Faculty of Arts a centre for research on knowledge transfer. The proposed centre would bring together faculty and graduate students in Communication, the School of Information Studies, the School of Translation and Interpretation, and other units within the Faculty conducting research in areas such as organizational communication, digital recordkeeping and information management in public administration, scholarly communication and the knowledge commons, the role of cultural heritage resource institutions, ICTs and knowledge networks, social information relationships, data mining, and translation technologies.

Community engagement

Library and Archives Canada and the University of Ottawa, under the memorandum of understanding that was signed in 2015, recently approved the appointment of Dr. Amy Tector to a one-year term in ÉSIS as a Public Servant in Residence, beginning in August 2017. Dr. Tector's objectives for the residency are to educate ÉSIS students interested in digital humanities and information studies about the mandate, values and role of cultural heritage institutions, and LAC in particular, and to bring applied knowledge, real-world experience and increased networking opportunities to faculty in ÉSIS to complement their research into digital humanities and information studies.

Also on the community engagement front, Dr. Inge Alberts, Assistant Professor in ÉSIS, was appointed as a member of the Archival Workforce Taskforce. The taskforce was established by the Steering Committee on Canada's Archives with the aim of developing a better understanding of the current and future archives workforce by exploring linkages between archival education programs offered by universities and colleges and the challenges experienced by workplace practitioners.

Resources and leadership

The appointment of Dr. Stefanie Haustein, effective July 2017, brings the ÉSIS complement of full-time faculty back up to five, after several years of operating with only four full-time professors. Dr. Haustein's impressive record of research on scholarly communication, bibliometrics, altmetrics, open science, and analysis of the role of social media in academia will complement and expand the collective strength of the ÉSIS faculty.

The leadership of the school will be assumed by Hélène Carrier, who begins a one-year term as Acting Director of ÉSIS on July 1, 2017. Ms. Carrier brings with her considerable administrative and management experience and skill gained through her position as Director of Morisset Library at the University of Ottawa as well as in the federal public service.

Marketing and visibility

On the marketing front, ÉSIS has proposed modifying its graduate diploma to give it increased market appeal. The proposed modifications would re-orient the program of study toward careers in the more specialized area of information management, and would open the program to those who have recently

completed an undergraduate degree wishing to enter a career in the field of records and information management as well as for those already working in the field who wish to upgrade their qualifications.

Teaching and Learning

CO-OP assignments

Eleven students were accepted into the competitive co-operative education option, which includes two four-month full-time work placements in the field. Employers for the May-December 2016 CO-OP placements included:

Canadian Intellectual Property Office
Export Development Canada (EDC)
Global Affairs Canada
Indigenous and Northern Affairs Canada
Library of Parliament

Parks Canada Agency
Statistics Canada
Supreme Court of Canada
Systemscope
University of Ottawa

The employers gave top ratings—exceptional or excellent—to the students’ performance in all twenty-two CO-OP assignments.

Student research assistants

The following students were research assistants for Professor Heather Morrison’s project on open access scholarship: Widlyne Brutus, Myriam Dumais-Desrosiers, Tanoh Laurent Kakou, and Kathryn Laprade.

Xavier Lajule and Kathryn Laprade were research assistants for Professor Mary Cavanagh’s project on legal information seeking practices.

Erica Vanden Bosch was a research assistant for Professor Inge Albert’s study of email management in the Government of Canada.

Sophie Cayer was a research assistant for History Professor Daniel Rück’s study on settler colonialism and indigenous dispossession.

Graduates

Nineteen students received the Master of Information Studies degree in 2016-2017:

Shahira Aboul-Khair
Lysanne Brazeau
Widlyne Brutus
Emily Farrell
Felicia Ashley Fortin
Tegan Hindle

Laurence Huot
Xavier Lajule
Katherine Laprade
Stéphanie Moïse
Caroline Olivier
Christina Parsons
Ariane Pelletier

Natasa Rakic
Joel Rivard
Shawdy Emily Shadmand
Lisa Shaver-Szabo
Olesia Sloboda
Janine Trimble



Convocation, June 2017

Research

Funding

Funding Agency /Program	Research Project	Investigator	Amount (Year)
Law Foundation of Ontario Responsive Grants Program	Mapping the Front End: Legal information seeking practices	Dr. M. Cavanagh, Principal Investigator	\$65,000 (2016-2017)
Mitacs Accelerate Graduate Research Internship Program	A Model-Driven Framework for Meta-Data Harmonization in Business Intelligence	Dr. André Vellino, Co-investigator	\$80,000 (2016)
Social Sciences and Humanities Research Council (SSHRC) Insight Development Grants	Collaborative Appraisal Practices and Automated Records Classification: A Study of Email Management in the Government of Canada	Dr. I. Alberts, Principal Investigator	\$44,932 (2016-2018)
Social Sciences and Humanities Research Council (SSHRC) Insight Grants	Sustaining the Knowledge Commons: Open Access Scholarship	Dr. H. Morrison, Principal Investigator	\$182,445 (2016-2021)

Funding Agency /Program	Research Project	Investigator	Amount (Year)
University of Ottawa Grants for Interdisciplinary Research	Communications and Technology Innovation Labs	Dr I. Alberts, Collaborator	\$3,565 (2017-2018)
Canadian Health Libraries Association (CHLA)	Health Librarians and Academic Program Reviews	Dr. L. Bowker, Principal Investigator	\$1,000 (2016-2017)
University of Ottawa Undergraduate Research Opportunity Program (UROP)	Crossing Borders: Translation Studies and Information Science	Dr. L. Bowker, Faculty investigator	\$1,500 (2016-2017)

Publications

Recently published journal articles, conference proceedings, book chapters, and regulatory submissions by ÉSIS faculty, students, and alumni:

Alberts, I. (2017). L'analyse d'affaires en réponse aux défis archivistiques numériques. Dans *La gouvernance informationnelle dans les organisations*. Québec, QC: Presses universitaires du Québec. Forthcoming

Alberts, I. (2017). Surcharge du courriel et pratiques de contournement dans les environnements numériques de travail: quelques pistes de solution inspirées de la sémiotique organisationnelle. *Revue COSSI*, 2017(2). Forthcoming

Alaieri, F. & **Vellino, A.** (2016) Ethical decision making in robots: Autonomy, trust and responsibility. In A. Agah et al. (eds.) *Social Robotics: 8th International Conference, ICSR 2016* (pp. 159–168). Springer International.

Bowker, L. (2016). The need for speed! Exploring 'speed training' in the scientific/technical translation classroom. *Meta* 61(4), 22-36.

Bowker, L., & Delsey, T. (2016). Information science, terminology and translation studies: Adaptation, collaboration, integration. In Y. Gambier & L. van Doorslaer (eds.), *Border crossings: Translation studies and other disciplines* (pp.73-95). Amsterdam: John Benjamins Publishing.

Bowker, L., & Villamizar, C. (2016). Embedded records management: A case study emphasizing the importance of community as a key to success. *Canadian Journal of Library and Information Science* 40(4), 300-317

Bowker, L., & Villamizar, C. (2017). Embedding a records manager as a strategy for helping to positively influence an organization's records management culture. *Records Management Journal* 27(1), 57-68.

Delsey, T. (2016). The making of RDA. *Italian Journal of Library, Archives and Information Science*, 7(2), 25-47.

- Horava, T.** (2016). Making OA monographs happen: Library-Press collaboration at the University of Ottawa, Canada. *Insights* 29(1), 57–63.
- Horava, T.,** Rykse, H., Smithers, A., Tillman, C., & Wyckoff, W. (2017). Making shared print management happen: A project of five Canadian academic libraries. *Serials Review* 43(1), 2-8.
- Horava, T.,** & Ward, M. (2016). Library consortia and article processing charges: An international survey. *Serials Review* 42(4), 280-292.
- Intahchomphoo, C.,** Jeske, M., & Laundriault, E. (2016). Social media objectives and challenges for law libraries: A systematic literature review. *Legal Information Management*, 16(4), 157-164.
- Intahchomphoo, C.,** Jeske, M., & **Vellino, A.** (2016). Coping with budget cuts: How Canadian libraries compare with other countries, *Canadian Law Library Review*, 41(3), 17-23.
- Levine-Clark, M., & **Horava, T.** (2016). Current trends in collection development practices and policies. *Collection Building* 35(4), 97-102.
- Morrison, H.** (2017). DOAJ Review. *The Charleston Advisor* 18(1), 25-28.
- Morrison, H.** (2017). Elsevier: The world's largest open access publisher. *The Charleston Advisor*, 18(3), 53-59.
- Morrison, H.** et al. (2015 -) sustainingknowledgecommons.org
- Morrison, H.** et al. (2015 -) Open access article processing charges dataverse <https://dataverse.scholarsportal.info/dataverse/oaapc>
- Morrison, H., Brutus, W., Dumais-Desrosiers, M., Kakou, T., Laprade, K.,** Merhi, S., Ouerghi, A., **Salhab, J.,** Volkanova, V., & **Wheatley, S.** (2017). Open access article processing charges (OA APC) longitudinal study 2016 dataset. *Data* 2(2), 13.
- Pavlović, M., **Cavanagh, M.,** Grassie, S. & Hamilton, L. (2016). *Intervention in Telecom Notice of Consultation CRTC 2016-293: Review of the Wireless Code, Canadian Radio-Television and Telecommunications Commission.*
- Vellino, A.,** & **Alberts, I.** (2016). Assisting the appraisal of e-mail records with automatic classification. *Records Management Journal*, 26(3), 293-313.

Community Engagement

Research conversations

Five presentations were given in 2016-2017 as part of the ÉSIS speakers' series, *Research Conversations*:

Mary Cavanagh, Associate Professor, ÉSIS, Marina Pavlovic, Assistant Professor, Faculty of Law, Sean Grassie, graduate student, Faculty of Law, and Laura Hamilton, graduate student, Faculty of Law. *The plight of the consumer in Canada's diffuse and dizzying mobile marketplace* (September 22, 2016)

In studying consumers' everyday information seeking practices with "unperceived and perceived injurious experiences," this project expands the "continuum of service approach" by mapping the "front end" of the formal legal system. This project breaks new ground in legal information seeking and rights consciousness by building capacity in core groups—public libraries, public

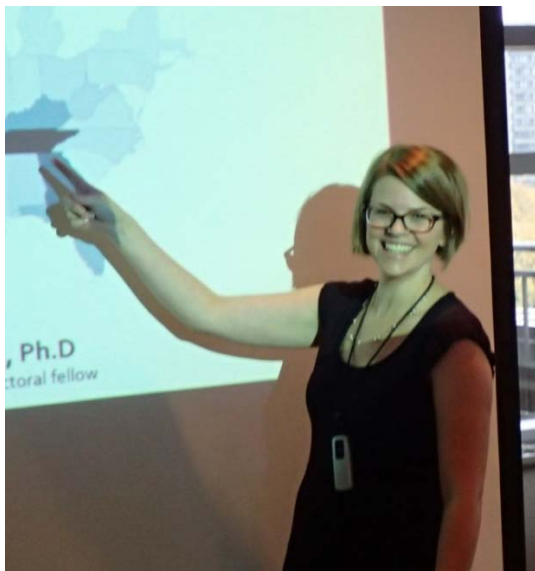
legal education organizations, and consumer organizations. Come hear more about our early findings related to the 'mystery shopper' phase of this project.

Jada Watson, Sessional Lecturer, ÉSIS, *Towards a Data-Driven Understanding of Country Music's 'Geo-Cultural' Origins* (October 20, 2016).

Since the 1950s, country music has conventionally (and stereotypically) been defined through a "southern thesis" that the genre emerged from the countryside and mountain hollows of the rural U.S. south. Recent studies contested this relationship, demonstrating the role that northern states and urban centres have played in shaping the genre's sound and image. But the geo--origins of the genre's artists are often overlooked in this discussion. Drawing on methods of data--based research in the humanities, this project will use data about the artists retrieved from the Billboard country songs chart (1944--2015) to discover long--term geographic trends in the genre and contribute to this ongoing discussion in country music studies.

Erica Vanden Bosch, ÉSIS graduate student, and **Inge Alberts**, Assistant Professor, ÉSIS, *Automating records management* (November 17, 2016)

A review of innovative ideas and technologies to implement and maintain scalable automatic classification solutions in records management programs. Examines how automation can be leveraged to classify records in a digital repository for consistent results that enable accessible and usable information.



Jada Watson, ÉSIS sessional lecturer presenting at the October 2016 Research Conversations on country music's geo-cultural origins.



Erica Vanden Bosch, ÉSIS graduate student, and **Inge Alberts**, ÉSIS professor, presenting at the November 2016 Research Conversations on automating records management.

Gloria Booth-Morrison, University of Ottawa Library. *Biology Information Literacy Initiatives* (March 22, 2017)

How effective is offering information literacy outreach at the research group level.

Sarah Simpkin, University of Ottawa Library. *Putting maps on the map: digitizing and sharing Ontario's historic topographic maps* (March 22, 2017)

In 2014, the OCUL Geo community initiated a 2.5 year project to digitize over 1100 historic topographic maps covering the province of Ontario. In this presentation, I will discuss how the project was collaboratively managed, as well as our digitization, preservation, and access plans.

Conference presentations

Papers and posters by ÉSIS faculty, students, and alumni recently presented at conferences:

- Aboul-Khair, S.** (2017, January). *Libguides*. Presented at the Ontario Library Association Superconference, Toronto, ON.
- Bowker, L. & Jones, J.** (2016, June) Reflecting on our tone when representing quality assurance: A corpus-based investigation. Presented at the 29th Conference of the Canadian Association for Translation Studies, Calgary, AB.
- Bowker, L. & Villamizar, C.** (2016, June). *The embedded records manager: A pilot study emphasizing the importance of community as a key to success*. Presented at the Canadian Association for Information Science Annual Conference, Calgary, AB.
- Brutus, W.** (2017, April). *L'édition coopérative*. University of Ottawa Open Access Workshop, Ottawa, ON.
- Cavanagh, M., & Pavolovic, M.** (2017, May). *A preliminary inquiry into the information experiences of Canada's wireless consumers*. Presented at the Canadian Association for Information Science, Annual Conference, Toronto, ON.
- Dumais-DesRosiers, M.** (2017, April). *Open research data: Scholar portal dataverse*. University of Ottawa Open Access Workshop, Ottawa, ON.
- Intahchomphoo, C., & Jeske, M.** (2016, June). *Accessibility and libraries in the Internet era: Space, e-resources, and the Web*. Presented at the 37th Annual IATUL Conference, Halifax, NS.
- Kakou, T.L.** (2017, April). *Sabinet: Facilitating access to information*. University of Ottawa Open Access Workshop, Ottawa, ON.
- Lajule, X.** (2017, May). *L'architecture de l'information selon l'échelle sémiotique de Stamper: Un modèle pour utiliser les ressources informationnelles dans les organisations*. Presented at the 85^e Congrès de l'Association francophone pour le savoir, Montreal, QC.
- Lajule, X., & Alberts I.** (2017, June). *L'architecture de l'information selon l'échelle sémiotique de Stamper: Un modèle pour utiliser les ressources informationnelles dans les organisations*. Presented at the 46^e Congrès de l'Association des Archivistes du Québec, Montreal, QC.
- Morrison, H.** (2017, May). *Irrational rationality, rankings and alternatives*. Presented at the Peter Wall Institute for Advanced Studies, University of British Columbia, Vancouver, BC.
- Morrison, H.** (2017, May). *Journal rankings: dysfunction in knowledge creation & moving beyond*. Presented at the Peter Wall Institute for Advanced Studies, University of British Columbia, Vancouver, BC.
- Morrison, H.** (2017, May). *The trouble with metrics in academic evaluation*. Presented at the Canadian Communication Association Annual General Conference, Toronto, ON.
- Morrison, H.** (2017, June). *Lies, damn lies, statistics and open data*. Presented at Data Power 2017, Ottawa, ON.
- Salhab, J.** (2017, April). *Hindawi and open access for Egypt's researchers*.

Shaver-Szabo, L. (2017, April). *DOAJ and publishers*. University of Ottawa Open Access Workshop, Ottawa, ON.

Sloboda, O. (2017, April). *Open government: Canadian Open Data Portal and Australian Data.gov.au*. University of Ottawa Open Access Workshop, Ottawa, ON.

Vanden Bosch, E., & Alberts I. (2016, November). *Automatic classification solutions in digital records management*. Presented at the ARMA NCR 2016 Fall Information Management Conference, Ottawa, ON.

Vanden Bosch, E., & Alberts I. (2017, June). *Different strokes for different folks: An exploratory study of appraisal performed by recordkeeping experts and non-experts in the Government of Canada*. Presented at the 45th Annual Conference for the Canadian Association for Information Science, Toronto, ON.

Vellino, A. (2016, June). *Ethics, information and the law*. University of Ottawa Institute of Law Librarians, Ottawa, ON.

Vellino, A. (2017, April). *Mindfulness as instrument, mindfulness as lifestyle*. Presented at the First Annual Meeting of the University of Ottawa Academy of Mindfulness and Contemplative Studies, Ottawa, ON.



ÉSIS at ARMA-NCR IM Days 2016.

Left to right: Chantal Lareau (alumna), Shawdy Shadmand (student), Janine Trimble (student), Anushka Samarawickrama (alumna), Inge Alberts (professor and presenter), Xavier Lajule (student), Erica Vanden Bosch (student and presenter), and Luc Cusson (alumnus).

Visiting librarian

ÉSIS hosted Victoria Volkanova, Scholarly Communication Librarian at the Université de Moncton, who was on a sabbatical leave in 2016-2017, pursuing her research interests in open access and scholarly communications. She shared her time between l'Université de Montréal and the University of Ottawa.

Awards and honours

Scholarships

Lisa Shaver-Szabo was awarded the Barbara Clubb Scholarship in Information Studies.

Erica Vanden Bosch was awarded the Friends of the Ottawa Public Library Scholarship.

Shahira Aboul-Khair was awarded the University of Ottawa Library Bursary for ÉSIS.

Caroline Olivier was awarded the H.W. Wilson Foundation Scholarship for Information Studies.

Radwa Elmenabbawi was awarded the J.D. Hearnshaw Memorial Scholarship.



Erica Vanden Bosch (*right*) receiving the Friends of the Ottawa Public Library Scholarship.



Leslie Weir (*right*) receiving the Ron MacDonald Distinguished Service Award.

Recognition

Leslie Weir, University Librarian and Cross-Appointed Professor, was the recipient of the Ron MacDonald Distinguished Service Award by the Canadian Research Knowledge Network. Ms. Weir was instrumental in the development and continued success of CRKN starting in 2002 when she joined the Canadian National Site License Project (CNSLP) Steering Committee, the precursor to CRKN. For more than 30 years, Ms. Weir has established new relationships within the CRKN membership and across organizations and sectors, and she has been a champion of knowledge infrastructure in Canada.

Student volunteers



Representatives on AÉSISSA, the ÉSIS student association. Left to right: Xavier Lajule, Erica Vanden Bosch, Christina Parsons, Felicia Fortin, Zoe Thrumston, Kathryn Laprade, Janine Trimble, Anushka Samarawickrama.

Katherine Laprade and **Erica Vanden Bosch** served as co-presidents of AÉSISSA, the Information Studies Student Association. **Shahira Aboul-Khair** served as Financial Officer, and **Mary Aksim** served as Full-time Student Representative.

Janine Trimble served as Chair of the uOttawa Chapter of Librarians Without Borders. **Erica Vanden Bosch** served as Vice-Chair. **Katherine Laprade** served as Treasurer, and **Mary Aksim** served as Event Planning Officer.

Shahira Aboul-Khair served as Student Liaison to the Library Association of the National Capital Region (LANCR).

Xavier Lajule and **Janine Trimble** served as student volunteers for the ARMA-NCR Fall IM Days 2016.

Katherine Laprade, **Zoe Thrumston**, and **Erica Vanden Bosch** served as student volunteers at the OLA Superconference 2017.

Erica Vanden Bosch served as a classroom activity volunteer for the Ottawa Carleton District School Board, and as a book room volunteer for Twice Upon a Time.



Student volunteers and presenter at the OLA Superconference 2017. *Left to right:* Katherine Laprade, Zoe Thrumston, Shahira Aboul-Khair, and Erica Vanden Bosch.

Alumni

An ÉSIS alumni organizing event was held at HUB Ottawa on November 3, 2016, with approximately twenty-five alumni in attendance. Topics discussed in a brainstorming session included the potential involvement of alumni in a mentorship program for current ÉSIS students, connecting prospective students with alumni, and increasing alumni engagement in the development of the MIS program.



Alumni organizing event, November 2016