School of Information Studies

2011-2012 Annual Report

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School of Information Studies

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Message from the Director

The School of Information Studies (ÉSIS) at the University of Ottawa is pleased to present its report for the 2011-2012 academic year. ÉSIS has now been in existence for three years, and during this time, we have continued to grow and to cement our position as North America's only bilingual graduate program in information studies.

This past year was an exciting one that witnessed many new initiatives from both faculty and students. While faculty worked to refine program objectives, commence a comprehensive curriculum review and develop the i-Portfolio capstone project, students launched a Peer-2-Peer workshop series to share their diverse skills with one another.

We are particularly proud of our promotion by the American Library Association to candidacy status in June 2011, which represents a significant step on the path towards achieving ALA accreditation for our Master of Information Studies program.

For additional information on ÉSIS, including updates on our ongoing activities, please visit us online at: www.sis.uottawa.ca

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Lynne Bowker

Our team

During 2011-2012, the ÉSIS team was composed of:

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

Standing: Mary Cavanagh (Assistant Professor), Leslie Weir (University Librarian and Cross-appointed Professor), Lynne Bowker (Director and Full Professor), Claire Dormann (Assistant Professor)
Seated: Tony Horava (Associate University Librarian and Cross-appointed Professor), André Vellino (Invited Professor), Kenneth-Roy Bonin (Full Professor)

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

- Pam Bjornson, Director General, Canada Institute for Scientific and Technical Information, National Research Council (CISTI-NRC)
- Daniel Caron, Librarian and Archivist of Canada, Library and Archives Canada
- Barb Clubb, CEO and City Librarian, Ottawa Public Library
- 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
- Leslie Weir, University Librarian, University of Ottawa
- Bill Young, Parliamentary Librarian, Library of Parliament

What we value

Following on from our hard work in 2010-2011, where we defined vision and mission statements for our School, ÉSIS members turned their focus in 2011-2012 to refining and clarifying the objectives for the Master of Information Studies program. Taking inspiration from core values and competences identified by professional associations such as the Canadian and American Library Associations, the Canadian Association of Research Libraries, and of course, feedback from our highly supportive community of library and information studies (LIS) professionals, ÉSIS crystallized the program objectives – expressed in the form of student learning outcomes – under six broad areas of competence.

On successful completion of the Master of Information Studies (MIS) program, students will have demonstrated, in both English and French, that they:

Knowledge Base

- **Understand the interrelationships between information policies and services and the social, political, economic, cultural, and technological context within which they operate.**
- **Understand the concepts, theories, principles, and practices that underpin information policies, programs, and services, and their management.**

Research and Evaluation Skills

- **Assess the appropriateness of research methodologies to questions under investigation, and evaluate research findings and applications for their relevance to the field.**
- **Assess and evaluate information sources, technologies, policies, practices, and services for their effectiveness in meeting a diversity of program and user needs.**

Planning and Problem Solving

- **Develop effective program and service plans, and devise solutions to problems encountered in the administration of information policies and in the management and delivery of information services.**
- **Adapt existing and emerging information practices and technologies to meet evolving program and user needs.**

Communication Skills

- **Communicate clearly and effectively in a professional environment using media, modes, and models appropriate to the content, audience, and objectives of the communications message.**

Professional Values and Ethics

- **Understand the role that personal and professional values and ethics play in the formulation of information policies, the design and delivery of information services, and the advancement of the profession.**
- **Recognize the value of the contributions that are made to the field through education, research, leadership, service, and continuous professional development.**

Initiative, Teamwork, and Self-Assessment

- **Exercise initiative, and work effectively as an individual, in teams, and in partnerships.**
- **Assess their personal strengths relative to the requirements of the profession.**

Teaching and learning

As the number of students enrolled in the Master of Information Studies program continues to increase, ÉSIS has also increased the number of courses on offer. 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 profession.

Academic year	2009-2010	2010-2011	2011-2012
Number of new students admitted	37	30	39
Full time	17	21	30
Part time	20	9	9
Total number of different courses offered	16	24	25
Number of students registered (Sept. 1)	37	60	62
Full time	15	28	33
Part time	22	32	29
Average number of courses completed per student per semester			
Full time	4	4	4
Part time	1.4	1.6	1.6

Some of the electives taught for the first time during the 2011-2012 academic year included:

- Acquisition de systèmes d'information
- Gestion des documents
- Special Topics: Digital Curation
- Special Topics: Museums on the Web

ÉSIS values the close ties that we have with our LIS community and recognizes the value of the professional experience they have to offer to our students. In 2011-2012, 40% of the courses delivered on the MIS program were taught by practicing professionals, while 60% were taught by full-time professors who are highly regarded experts in their areas of specialization.

We have benefitted from guidance from the 2011-2012 Curriculum Advisory Committee, whose input is helping to ensure that our MIS program maintains its high quality and remains relevant to the needs of our community.

- Mary Cavanagh (Chair), School of Information Studies
- Joan Cavanagh, University of Ottawa Library
- Tom Delsey, School of Information Studies
- Kayleigh Felice, Bibliothèque municipale de Gatineau
- Wayne Jones, Carleton University Library
- 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

A number of MIS students chose to explore areas of interest to them by taking a **Directed Readings** course, where they had the opportunity to work one-on-one with a researcher to explore a research topic in more depth. Subjects that were explored as part of a directed study in 2011-2012 included:

- Children's literature collection evaluation
- Collection development in a global context
- Information literacy and social media

Students wishing to become even more deeply immersed in a research topic may choose to follow the **thesis** option of the MIS program. In fall 2011, the first thesis student at ÉSIS – Wendy Robbins – successfully defended her thesis entitled "A Place for Us? Babyboomers, their elders and the public library." The thesis was completed under the co-supervision of ÉSIS professors Mary Cavanagh and Lynne Bowker.

L to R: Wendy Robbins, examiners Tony Horava and Bill Curran, and president of the defence Kenneth-Roy Bonin.

A number of ÉSIS students even went on to publish or present the results of their research in 2011-2012:

Bebbington, S. (2012) "Quebec School Libraries: Preparing our Students for the Future," co-presented at the 2012 Quebec Library Association Conference (Montreal, May 2012).

Intahchomphoo, C. (2012) "E-Course Reserve at the University of Ottawa Brian Dickson Law Library: A Pilot Project," co-presented at the 2012 Canadian Library Association National Conference and Trade Show (Ottawa, May 2012).

Neuvians, M. (2012) "Social-biblio.ca: An approach to Twitter data visualization, archiving, and the larger narrative," presented at a show-and-tell session of CODE4Lib North Meet-up (Ottawa, April 26, 2012).

Robbins, W. (2011) "Babyboomers, their elders and the public library," *Feliciter* 57(6): 233-234.

Co-operative education

With regard to practical experience outside the classroom, eight students were accepted into the competitive co-operative education option, which includes an 8-month full-time work placement in the field. Employers for the May-December 2011 co-op placements included:

- Bibliothèque de l'Université du Québec en Outaouais
- Bibliothèque du Parlement
- Canadian Forces Grievance Board
- Office of the Privacy Commissioner of Canada
- Public Works and Government Services Canada
- University of Ottawa Brian Dickson Law Library

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

Both students and employers found the co-operative education option to be a valuable one. Here's what some of the participants had to say about their experience.

Student perspective:

"My studies at ÉSIS supported my career goals by building a theoretical background from which to explore future career options, while providing practical, hands-on experience (Experiential Learning and co-op) from which to apply this theory. ÉSIS gave me a general background about what options and jobs were available in the field of information, and also provided discipline-specific training to assist in skill-building in areas such as information organization, classification, and retrieval."

Kathryn West,
2nd-year student in the MIS CO-OP option

Sophie's supervisors at the Library of Parliament were so impressed with her performance that they nominated her for the University of Ottawa's 2011 "Co-op Student of the Year" award for the Faculty of Graduate and Post-doctoral Studies – and she won!

Photo: *Dean of the Faculty of Graduate and Postdoctoral Studies presents the Co-op Student of the Year award to MIS student Sophie Tilgner.*

Employer's perspective:

"Sophie Tilgner [2nd-year student in the MIS co-op option] was an integral part of the Library of Parliament team with whom she completed her placement. There, she developed screen-capture tutorials that allow the creator to record the computer screen and then edit the recording into a comprehensive video demonstration. […] Sophie has grown in confidence and demonstrates her knowledge, ability and initiative. Among her achievements, she participated in the launch of the United Way Campaign, where she directed, edited and produced a promotional video."

Experiential learning

Five students participated in an elective experiential learning course, which allowed them to earn credit towards one course while gaining valuable hand-on experience working with professionals at the following organizations:

- Citizenship and Immigration Canada
- Educational Centre of the Faculty of Education, University of Ottawa
- Harry Nowell Photography Inc.
- Librarians Without Borders
- Online Computer Library Centre (OCLC)

Volunteer work

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:

- Volunteer student librarians in the Ask a Librarian internship program (Scholar's Portal and the Ontario Council of University Libraries)
- Student liaison for the Library Association of the National Capital Region
- Volunteers at conferences of associations such as the Canadian Library Association, the Ontario Library Association, and the Joint Conference on Digital Humanities
- Volunteer editorial assistant for *Papers of the Bibliographical Society of Canada*

"Service and stewardship of information are two of the core values that were instilled in me through my participation in this program. To demonstrate and practice both of these values I chose to engage in a number of volunteer activities outside of my regular curriculum, including moderating a Freedom to Read Week event in 2011, and giving a public presentation at a Code4Lib meeting in 2012. At both of these events I was able to actively practice my profession, as well as show to other members of the community my commitment towards our shared values. As a result I have gained both personal and professional appreciation and been able to further my career in the information field."

Max Neuvians (2nd-year MIS student)

"As the University of Ottawa student rep for the Library Association of the National Capital Region (LANCR), I provide feedback to the executive on how they may best include students from our program in their activities, and provide a point of contact within the program for interested students. Through this experience, I have had the opportunity to network with library professionals, and to be regarded as a peer with a valuable contribution to make. It has helped give me a sense of belonging to the professional community of the area, which has helped me to build my confidence in my ability to transition to the profession at the completion of my studies, and given me valuable insight into the profession, as well as access to individuals who have been able to offer me valuable advice and guidance. This volunteer experience has become, for me, an integral part of my professional education."

Elizabeth Ross (2nd-year MIS student)

Graduates

In 2011-2012, our second cohort completed the two-year MIS program, doubling our total number of graduates, which now stands at 30. When responding to our annual alumni survey, the vast majority have reported back that they are working in rewarding careers in various sectors of the information professions, both within the National Capital Region and beyond.

Class of 2011: 15   +   Class of 2012: 15   =   30 alumni

Organizations that now employ members of the MIS graduating class of 2012 include:

- Bibliothèque de l'Université d'Ottawa
- Bibliothèque de l'Université du Québec en Outaouais
- Canadian National Institute for the Blind (Reading Re-imagined Project)
- Centre de musique canadienne
- Ottawa Public Library
- School of Information Studies (ÉSIS)
- T-Base Communications
- University of Alberta Library
- Verge Studios Graphic and Web Design

Congratulations to members of the MIS graduating class of 2012!

Research

ÉSIS is a research-intensive environment. In addition to fostering the research projects of our own members, we encourage exchange and collaboration with other researchers. For instance, in March 2012, ÉSIS was delighted to host **Dr. Toni Carbo**, a professor from the iSchool at Drexel. A world-renowned scholar in information policy and ethics, Dr. Carbo guest lectured in several classes and co-presented some results from her ongoing collaborative research project with ÉSIS professor **Kenneth-Roy Bonin**, which addresses the disposition of the private papers of former parliamentarians. In addition, 2011-2012 witnessed the second season of our "Research Conversations" seminar series, with presentations by the following

- **Cynthia Bail** and **Lee-Ann Ufholz** (University of Ottawa): *E-Science and the Future of Academic Librarianship*
- **Jonathan Dorey** (McGill University) : *La conceptualisation du confort chez les cyclosportifs: une analyse psycholinguistique du contenu*
- **Claire Dormann** (University of Ottawa): *Social Change games and the utilization of serious games for library and information organizations*
- **Patti Harper** (Carleton University): *The Douglas Cardinal Archives Project*
- **Pearl Jacobson** (Carleton University): *Undergraduate Writing Initiative at Carleton University*
- **Matthew Johnson** (MediaSmarts): *Young Canadians in a Wired World*
- **Tracey Lauriault** (Carleton University): *A conversation About Publicly Funded Research Data*
- **David Li Tang** (McGill University): *The management of clinicians' feedback comments for the improvement of online health information: The case of the Canadian Pharmacists Association*
- **Mariya Maistrovskaya** (McGill University): *Don't tell me. I don't want to know: Understanding Information Avoidance*
- **Scott Paquette** (University of Maryland): *Two Case Studies of External Knowledge Transfer*

Funding

ÉSIS faculty members were successful in attracting research funding from a variety of sources to support their research activities.

Researcher	Source	Project
Lynne Bowker	Language Technologies Research Centre ($114,000) and Traduca ($7000)	Collection of Electronic Resources in Translation Technologies (CERTT)
Mary Cavanagh	Graphics, Animation, New Media (GRAND) Network Centres of Excellence ($10,000)	Online news sites and social interaction
Claire Dormann	Social Sciences and Humanities Research Council of Canada ($60,858)	Computer Games as Serious Play: the Value of Humour

Selected publications and presentations

Bowker, L. (2011). "Off the record and on the fly," *Corpus-based Translation Studies: Research and Applications* (Eds. A. Kruger, K. Wallmach and J. Munday). London/New York: Continuum. pp. 211-236.

Bowker, L., **Cavanagh**, M. and **Weir**, L. (2012). "Expanding Our Horizons and Creating Opportunities through Bilingual and Bicultural Education in LIS: Learning What Works Based on the uOttawa Experience," presented at the 2012 Association for Library and Information Science Education (ALISE) Annual Conference, Dallas, TX, January 17-24, 2012.

Bowker, L. and Marshman, E. (2011). "Better integration for better preparation: Bringing terminology and technology more fully into translator training using the CERTT approach," *Teaching and Learning Terminology* (Ed. A. Alcina). Amsterdam: John Benjamins, 61-87.

Cavanagh, M. (2012). "Sharing and participation: mediating public library values through the social catalogue," Presentation, Canadian Association for Information Science Annual Conference, May 30-June 2, Waterloo, ON.

Cavanagh, M., Freund, L. and Goodrum, A. (2012). "Reframing the news reader: a tweetjam panel," presented at the *iSchools iConference*, February 7 – 10, Toronto, ON.

Cavanagh, M., MacDonald, S., Martinez, P., and Quirke, L. (2012). "Expertise and emerging roles for public library professionals," panel presentation at the 2012 Association for Library and Information Science Education (ALISE) Annual Conference, Dallas, TX, January 17-24, 2012.

Dormann, C. and Neuvians, M. (2012) "Humor patterns: hilarity, teasing and fun" presented at the *Pre-Conference Workshop on Design Patterns in Games* at the 2012 Foundation of Digital Games Conference (Raleigh, NC, May 30, 2012)

Dormann, C., Whitson, J. and Biddle, R. (2011) "Computer games for affective learning," *Handbook of Research on Improving Learning and Motivation through Educational Games: Multidisciplinary Approaches* (Ed. P. Felicia). London: IGI Publishing, 260-282.

Horava, T. (2011) "Ebooks and Memory: Down the Rabbit Hole?" *Against the Grain* 23 (3): 83-86.

Horava, T. (2011) "Copyright Discourse in the Academy: Values, Policies and Technology," *Academic Matters* (October 2011).

Huizing, A. and **Cavanagh**, M., (2011) "Planting contemporary practice theory in the garden of information science," *Information Research, 16 (4),* Available at: http://InformationR.net/ir/16-4/paper497.html

Vellino, A. and Lemire, D. (2011) "Extracting, Transforming and Archiving Scientific Data," *Proceedings of the Fourth Workshop on Very Large Digital Libraries (VLDL 2011)* (Eds. L. Candela, Y. Ioannidis, P. Manghi), Berlin.

Whitson, J. and **Dormann**, C. (2011) "Social gaming for change: Facebook unleashed," *First-Monday, Journal of internet studies*, 16 (10), http://firstmonday.org/htbin/cgiwrap/bin/ojs/index.php/fm/article/view/3578/3058

Other notable news

Student awards

- 2011 Coop Student of the Year Award for the Faculty of Graduate and Postdoctoral Studies ($500) (S. Tilgner)
- 2011-2012 Susan Anderson Memorial Scholarship awarded by the May Court Club of Ottawa ($5000) (E. Ross)
- 2011-2012 Research in Librarianship Grant from the Canadian Association of Research Libraries (CARL) ($2000) (M. Neuvians)
- Graduate Scholarship awarded by the University of Ottawa's Faculty of Graduate and Postdoctoral Studies ($4000) (M. Neuvians)

Peer-2-Peer Workshops

ÉSIS students launched a new initiative – Peer-2-Peer Workshops – where students come together and learn from each other. Topics explored in this inaugural season included:

- How to design an academic poster
- Comparing information management and records management
- Job interview techniques and strategies

Library School Reunion on Homecoming Weekend

ÉSIS and the University of Ottawa Library joined forces to host a reception during the University of Ottawa's Homecoming Weekend in September 2011. ÉSIS's new alumni had an opportunity to meet with graduates of the Bachelor of Library Science program that was formerly offered at the University of Ottawa during the 1960s and 1970s. Approximately 50 guests came out to enjoy the evening.

Appointments

ÉSIS Director Lynne Bowker was named to the Steering Committee of the newly launched Cogniva Information Science Research Institute [http://research.cognivasolutions.com]

New website for ÉSIS

We refreshed our "look" and completely overhauled the content of our website. Last year, ÉSIS had over 10,000 visitors to our site, where traffic is up 34% on the English site and 41% on the French site. Where do most of our visitors come from? The top four locations are Ottawa, Toronto, Montreal and Gatineau.

Launch of curriculum review and capstone projects

To ensure that our MIS program remains responsive to the needs of our constituents, ÉSIS launched a comprehensive curriculum review in 2011. We also began preparations to pilot a new capstone course – the *i-Portfolio* – which will permit students to document the sum of their learning experience throughout their studies, and allow ÉSIS to better evaluate the overall success of the MIS program. Both of these important initiatives will continue into the coming year.