



**PROCEEDINGS
OF THE
8th ANNUAL
CONNECTIONS CONFERENCE**

June 6 – 8, 2003



CONNECTIONS 2003 CONFERENCE: QUEST FOR KNOWLEDGE

PROCEEDINGS
OF THE 8th ANNUAL
CONNECTIONS CONFERENCE
Volume 1, 2003

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Room moderator

Date: June 6 – 8, 2003

Location: Long Island University, C.W. Post Campus

Conference Sponsors and Supporters

The conference organizing committee extends a special “thank you” to our corporate sponsors for their financial support:

Allstate Insurance Company, New York Region, Farmingville, New York

Dialog, a Thomson Company, Cary, North Carolina

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LexisNexis, Dayton, Ohio

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Scarecrow Press, Lanham, Maryland

A very special “thank you” belongs to:

The staff and faculty of the College of Information and Computer Science at the C.W. Post Campus of Long Island University

Mary Ann Caden for the many hours she dedicated to the details of the conference

Michael E. D. Koenig and Charles Hildreth for being keynote speakers

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Alon Friedman for adding the graphics to the proceedings

Ray Rhoden for office staff support

Date: June 6 – 8, 2003

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Location: Long Island University, C.W. Post Campus

A Note from the Conference Organizer

I have attended the Connections Conference since I entered my doctoral program in 1997. Connections will always remain special to me. Through the years I have met many wonderful people at the Connections Conferences who have become successful writers and faculty members. I am proud to call many of these individuals close friends. This conference offered me an opportunity to present my ideas without concern for criticism.

I am very fortunate to have had the opportunity to serve as the 2003 Connections Conference Organizer. I will always be grateful to the past doctoral students from the Canadian Information Science Schools for creating and nurturing this wonderful conference.

The decision to host the 2003 Conference in New York was made in May 2002. The planning began in June 2002. The doctoral students of the Palmer School have worked for an entire year to ensure that every detail was addressed. I acknowledge each of them and thank them for their support and effort. Donna D'Ambrosio and Lea Ferraioli played special roles and helped to lead the planning efforts. Everyone on the organizing committee deserves a big hug for making this conference a success.

It is my sincere hope that you enjoy this conference and make "connections" that will never be broken.

Thank you!
Maureen Mackenzie

Conference Location



Date

June 6-8, 2003

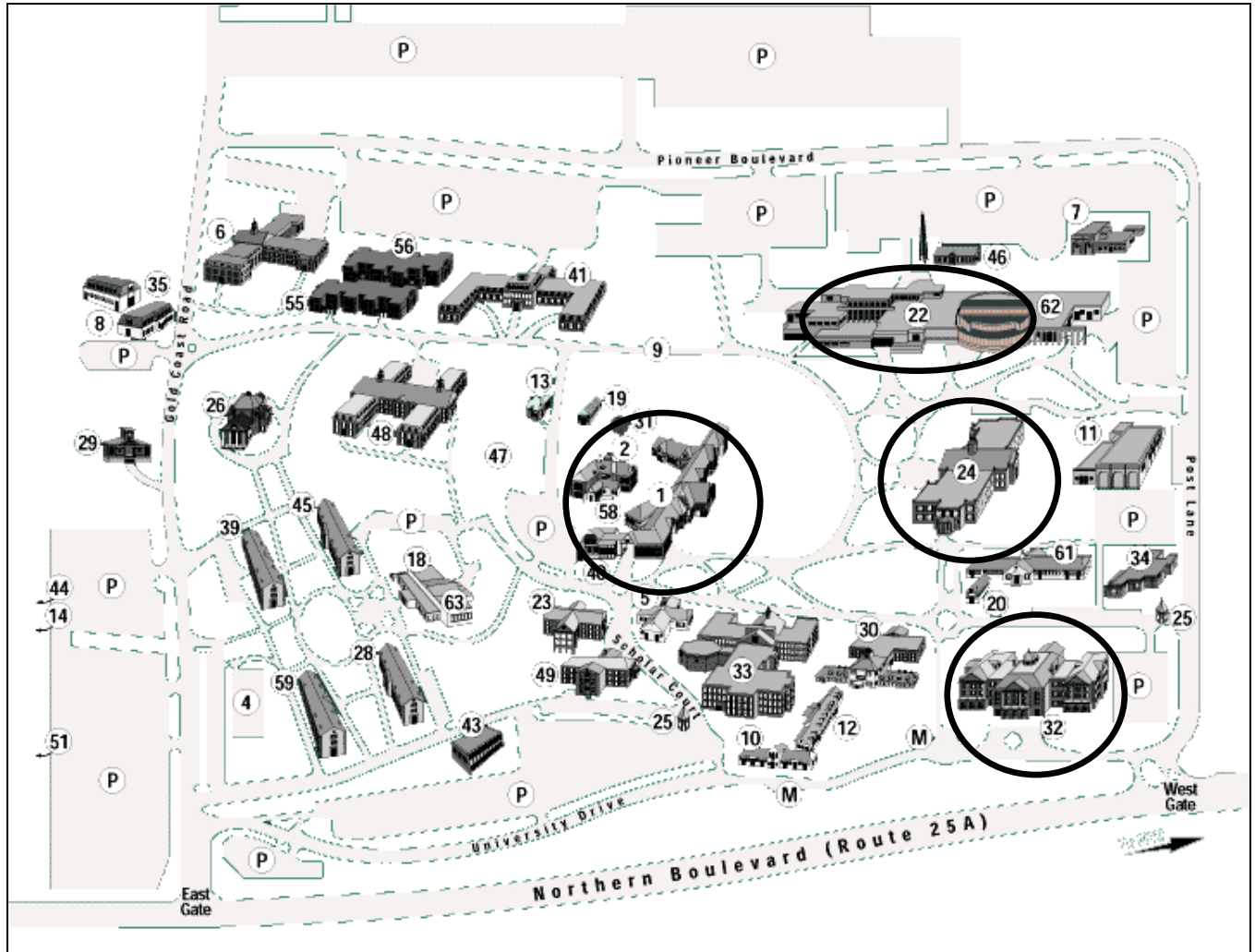
Location

College of Information and Computer Science
Long Island University, C.W. Post Campus
720 Northern Blvd., Brookville, New York 11548-1300

Date: June 6 – 8, 2003

Location: Long Island University, C.W. Post Campus

Campus Map



Conference Locations

- 1. Reception – Great Hall
- 22. Banquet – Hillwood Commons
- 24. Main Program and Presentations – Humanities Hall
- 32. Library Building

About the Connections Conferences

Connections, The Great Lakes Information Science Conference, was the brainchild of a group of doctoral students at the University of Western Ontario. It grew out of discussions about the need for a forum for doctoral students in information science to exchange ideas and research. The first conference received substantial support from two Deans, Dr. Jean Tague-Sutcliffe, Graduate School of Library and Information Science, and Dr. Catherine Ross, Faculty of Graduate Studies. Both provided financial resources and advice, which contributed to the immense success of that first event.

The original objectives of the conference were:

- to encourage CONNECTIONS among people, programs, topics and methods,
- to provide opportunities for networking,
- to facilitate cross-fertilization in a discipline that has multiple sub-disciplines and diverse research areas that use multiple methodologies,
- to be cost effective for new doctoral students,
- to enable the presentation of ideas that might be too premature for the wider audience.

Our original plan placed geographic restrictions on the location of the conference, as cost effectiveness was a key criterion. We wanted the conference to be within driving distance of southern Ontario, as few students in the early stages of their programs are funded to attend conferences. We also wanted to meld the silos that we observed in our discipline, and thus were early adopters of the need for more emphasis on interdisciplinarity.

CONNECTIONS History and Conference Chairs

1995 University of Western Ontario - Elaine Toms
1996 University of Toronto - Cheryl Buchwald
1997 University of Michigan
1998 University of Western Ontario - Lisa Given
1999 University of Toronto - Clement Arsenault
2000 University of Tennessee - Cynthia Manley
2002 University of Western Ontario - Elisabeth Davies
2003 The College of Information and Computer Science at
C.W. Post Campus of LI University - Maureen L. Mackenzie

Some of these initial principles have been modified as the conference series developed over the past eight years. But the initial concept has flourished. The Connections Conference has had presenters from many institutions and countries. In keeping with its original mandate and the richness of our discipline, the topics have varied to include classification, knowledge representation, information behavior, information policy, information retrieval, and use/understanding of literature. Finally Connections has created an inter-connected community of scholars that have continued to make contributions to larger information science community.

KEYNOTE SPEAKERS

SATURDAY MORNING, June 7th 2003, 8:20am

Dr. Michael E. D. Koenig

“Knowledge Management. Just a Broad Shouldered Trend?”

Michael Koenig is Dean and Professor the College of Information and Computer Science, and simultaneously Dean and Professor at the Palmer School of Library and Information Science, at Long Island University. His career has included senior management positions in the information industry: Manager of Research Information Services at Pfizer Inc., Director of Development at the Institute for Scientific Information, Vice President – North America at Swets & Zeitlinger, and Vice President Data Management at Tradenet; as well as academic positions: Associate Professor at Columbia University, and Dean and Professor at Dominican University. His Ph.D. in information science is from Drexel University, his MBA in mathematical methods and his MA in library and information science are from the University of Chicago, and his undergraduate degree is from Yale University. A Fulbright Scholar in Argentina, he is the author of over one hundred professional and scholarly publications, and is the co-editor of *Knowledge Management for the Information Professional* (2000) and *Knowledge Management – Lessons Learned, What Works and What Doesn’t* (2003), both published by Information Today for the American Society for Information Science and Technology. A member of the editorial board of more than a dozen journals, he is also the past president of the International Society for Scientometrics and Informetrics.

SUNDAY MORNING, June 8th 2003, 8:30am

Dr. Charles Hildreth

“Exploring and Describing – Enough! Let’s Get Back to Explaining and Confirming”

Charles Hildreth joined the Palmer School faculty in the Fall 1998 semester after teaching several years at the University of Oklahoma. A well-known researcher and writer on library automation and information retrieval systems, Dr. Hildreth has served as a consultant to the U.S. Library of Congress, The British Library Research and Development Department, the Library Programme of the European Union, and the Council on Library Resources. From 1980 to 1985 he was a research scientist at OCLC where he wrote and published his seminal work on Online Public Access Catalogs: The User Interface. Dr. Hildreth has served on the Board of directors of the Western Library Network (WLN) and the American Library Association’s Library and Information Technology Division, and currently on editorial boards of Library Hi Tech and Public Access Computer Systems Review. His teaching interests include information systems and networks, human computer interaction, information architecture and research methods. He is currently conducting research on the relationship of user interface factors and user satisfaction with information retrieval system performance. Dr. Hildreth is the director of the Information Studies Doctoral Program at Long Island University.

Date: June 6 – 8, 2003

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Location: Long Island University, C.W. Post Campus

Conference Agenda

FRIDAY, JUNE 6th, 2003

Great Hall

7:00 - 8:30pm	Registration desk for students to sign-in – Pick up Welcome Bag
	Reception to welcome all student presenters
	"Welcome" comments by Maureen Mackenzie & Mike E.D. Koenig

SATURDAY, JUNE 7th, 2003

Humanities Hall

8:20 - 8:50am	CONTINENTAL BREAKFAST – Humanities Hall Foyer
	Registration desk for students to sign-in – Pick up Welcome Bag
8:50 - 8:55am	Humanities Hall #119: Maureen welcomes all guests and speakers – Introduce Dr. Mike E.D. Koenig
	Mike E.D. Koenig - opening keynote comments
8:55 - 9:15am	
9:15 - 9:20am	Attendees go to the presenter rooms

SATURDAY, JUNE 7th, 2003

Humanities room #1

Moderator starts session - covers procedure for presenters
Room moderators:
Robert Peart & Barbara Lynch

9:20 - 9:30am

9:35 - 9:55

10:00 - 10:20

10:20 - 10:40

10:45 - 11:05

11:10 - 11:30

11:35 - 11:55

12:00 - 1:30pm

1:35 - 1:55

2:00 - 2:20

2:25 - 2:45

2:50 - 3:10

3:15 - 3:35

3:40 - 4:00

4:05 - 4:25

4:25pm

6:00pm

Lea Ferraioli

Thomas Virgona (1)

Lisl Zach

Pnina Shachaf

Sheryl Schoenacher

Suellen Adams

Meng Yang

Robert Peart

Jim Stenerson

John MacMullen

April Hatcher

Humanities room #2

Moderator starts session - covers procedure for presenters
Room moderators:
Nikki Ceo & Karen Gelles

Catherine Larkin

Jette Hyldegard

Rumi Graham

Yungrang Laura Cheng

Angela Heath

Joseph Kasten

Sharyn J. Ladner

C. D. Nwakanma

Rebecca Miller

Rajesh Singh

Brenda McPhail

COFFEE BREAK

Review details of Banquet

CONFERENCE BANQUET - TOP OF THE COMMONS

Date: June 6 – 8, 2003

Location: Long Island University, C.W. Post Campus

SUNDAY, JUNE 8th, 2003

Humanities Hall

8:30 - 9:00am	CONTINENTAL BREAKFAST - Humanities Hall Foyer	
9:05 - 9:10am	Humanities Hall #119: Maureen welcomes all guests and speakers – Introduce Dr. Charles Hildreth	
9:10 - 9:30am	Charles Hildreth - opening keynote comments	
9:30 - 9:35am	Attendees go to the presenter rooms	
<div><div>Humanities room #1 <i>Room moderators</i> <i>Robert Peart & Karen Gelles</i></div><div>Humanities room #2 <i>Room moderators:</i> <i>Nikki Ceo & Sherma Layne-Feggins</i></div></div>		
9:35 - 9:40am	<i>Moderator starts session - covers procedure for presenters</i>	<i>Moderator starts session - covers procedure for presenters</i>
9:50 - 10:10	Paula Maurino	Dangzhi Zhao
10:15 - 10:35	John Sullivan	Barbara Lynch
10:40 - 11:00	Len Ponzi	Thomas Virgona (2)
11:00 - 11:20	COFFEE BREAK – Humanities Hall Foyer	
11:25 - 11:45	Donna D'Ambrosio	
11:50 - 12:10	Jim Smith	
12:15 - 12:35pm	Maureen Mackenzie	
12:40 - 1:00	Closing comments - acknowledge entire LIU connections committee	
	Discuss 2004 Connections Conference	
1:00 - 2:00pm	LUNCH BREAK	

Date: June 6 – 8, 2003

Location: Long Island University, C.W. Post Campus

Conference Abstracts

PRESENTATIONS FOR SATURDAY, JUNE 7, 2003

Lea Ferraioli

Long Island University – Palmer School of Library and Information Science

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An Exploratory Study of Metadata Creation in a Health Care Agency

Traditional paper documents, as containers of information, remain a primary source of organizational knowledge as well as function as vehicles of communication. Despite the increasing use of electronic mail and other digital technologies, the entrenchment of paper documents in the fabric of work practices demands that attention be paid to how they are represented and organized for retrieval. This exploratory study of the personal metadata creation process builds grounded theory as it found that temporal, spatial, and contextual factors influenced the creation of three levels of metadata along a continuum of abstraction. Retrieval effectiveness was found to be compromised at both primary (low specificity/high abstraction) and tertiary (high specificity/low abstraction) levels while retrieval effectiveness was found to be best at a secondary level (intermediate specificity/intermediate abstraction). Secondary level metadata were most closely related to work-based projects and represented the highest degree of relevance to participants. Personal metadata, as a complex compendium of the individual's knowledge and perception were, therefore, found to be supportive of the enactment of knowledge work.

Biography

Leatrice Ferraioli is a doctoral student in Information Studies at Long Island University/C.W. Post. She is currently employed at a certified home health agency where she coordinates and monitors the quality of clinical data collection and transmission to governmental agencies. Research interests include human metadata development and organizational and data quality issues relevant to information management and decision making in the public sector.

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Towards An Assessment of Metadata Acuity in Academic Research: A Case Study of Search Engines

Scholarly research into metadata, specifically metadata accuracy, is still in its infancy. Acuity is one measure of the practice of content providers populating metadata keyword fields with misleading terms in the effort to promote clients' works. In this study, the practice and subsequent problem of content providers inserting metadata keyword fields with misleading terms in an effort to promote clients' works is examined. A publicly accessible search engine (Infoseek) was utilized to examine the use of metadata. Two scholarly search engines, namely Emerald Insight and Ingenta, were considered for the project but were subsequently rejected as potential search engines as a result of lack of metadata in their search results. Sample queries from previous studies (Chu and Rosenthal, 1996) were entered into the search engine. Web records were selected from the result set and assigned a precision score based on their metadata content. As a result of this research, the author proposes an enhanced research methodology to evaluating the scholarly search engines in the hopes of avoiding blind alleys (Hjorland 1998). Many web users are unaware to the quality of metadata. However, the implications are import to scholars. Future studies should investigate the lack of metadata usage in the retrieval process implemented by scholarly search engines. This research constitutes an initial effort to understand metadata quality and its impact on information retrieval systems.

Biography

Thomas Virgona is a Vice President in technology at Citigroup on Wall Street. Tom manages the Global Loan Technology department. Additionally, he is an adjunct lecturer at Pace University in the School of Computer Science and Information Systems. Currently, Tom is a PhD student in Information Science at C.W. Post on Long Island and holds a Master's degree in Information Systems from Pace University

Catherine Larkin
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An Exploratory Study of Interdisciplinary Students Conducting Research in the Fine Arts: Toward the Development of an Information Search Model

This ongoing project is based upon a two-year cooperative endeavor with the B. Davis Schwartz Memorial Library Liaison Program, established to foster a partnership between Long Island University's library and teaching faculties. The project evolved from the researcher's earliest doctoral interest in assisting students' engaged in the information search process (ISP) to later identifying a particular need in the interdisciplinary student population enrolled in core curriculum introductory art courses. A plan was devised, whereby students were encouraged to focus on art research projects related to their major area of concentration. For example, a criminal justice major may select art forgeries or museum security, a psychology major may choose to investigate the field of art therapy, while a computer science major may examine the digital arts. By making the process relevant, the researcher's ultimate aim is to develop an ISP model that can lessen students' anxiety and resistance to research in an unfamiliar discipline while acquiring skills that can be applied to other academic domains.

In a class meeting at the Library, the students, accompanied by the class professor and a reference librarian, are given the preliminary research steps that they will follow during the process. Throughout the preliminary *information session*, students are familiarized with traditional research materials as well as electronic sources available to them in the Library system. Toward the end of the session, students' pre-selected topics (already negotiated with and approved by the professor) are introduced as search topics. Continued mediation is made available and encouraged by the library faculty and class professor until the students have completed the research project. Each student shares the retrieved information on their topic during class time and is given the opportunity to evaluate their research experience by means of an exit survey.

Although acutely aware of the need for an ISP model for interdisciplinary students' research in art, the process described here remains primarily intuitive. Since first studying the seminal works of Carol Kuhlthau, Brenda Dervin, Nicholas Belkin and others, ISP research has continued to expand. During the last decade, with advances in information retrieval technology and changes in users' perceptions and expectations, a *one-size fits all* approach to the information search process has become even more elusive. This study reviews some classic and current literature on the information search process as a basis for evaluating and further developing the exploratory ISP model discussed herein. Some preliminary survey data collected thus far is discussed.

Biography

Catherine Larkin is a doctoral student at the Palmer School of Library and Information Science, Long Island University, Brookville, NY. She is the recipient of a Bachelor of Arts degree in Art History from Long Island University, C.W. Post Campus, and a Master of Arts degree in Art History from the City University of New York, Queens College. While pursuing a doctoral degree in Information Studies with a co-discipline in Art at the Palmer School, Catherine is employed as the Visual Resources Curator and adjunct professor of Art History at C. W. Post since 1993.

Jette Hyldegard
Royal School of Library and Information Science
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**Collaborative Information Behaviour in Context:
Exploring the Dynamics of Information Behaviour and Social Interaction**

While many different models of information seeking have been proposed, implicit in most of them is the assumption that the information seeker is an individual. For example, the cognitive viewpoint in information science has fundamentally focused on attributes of the individual in order to understand the cognitive and emotional motivations for information behavior, independent of contextual and collaborative motivations for information seeking behaviour. Recently, researchers have begun to challenge this individualistic approach by exploring the social, contextual and collaborative dimensions of information behaviour and information seeking (e.g., Bruce et al., 2002; Ingwersen, 2001; Karamuftuoglu, 1998); Sonnenwald, 1999, 2000; Talja, 2002). Recognizing the complexity of human information behaviour, it may not be a question of either individually or socially constructed information behaviour. To better understand the dynamics of information behaviour in context, the aim of the PhD.-project is to explore the collaborative aspects of information-seeking processes commonly perceived and modeled as individual processes, and how social interaction and information behaviour might be related. As part of the project a qualitative study (pilot study) was conducted at the Royal School of Library and Information Science, Denmark, in spring 2002. The participants were eight master students in information science engaged in writing an assignment, either as individuals or as groups. Based on the results from this study, a larger study will be carried out in 2003 in a work place setting. The aim of the project is to contribute to the theory of information behaviour in context that may qualify the design of information systems and human-computer-interaction within the concept of user modeling, information filtering and social navigation (to fit the problems and tasks of work).

Biography

Librarian (1990), Master in Library and Information Science (1992). Associate professor since 1995, teaching in information retrieval and human-computer interaction and user interface design. Ph.d. student since 2001.

References

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Date: June 6 – 8, 2003
Location: Long Island University, C.W. Post Campus

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**Information Seeking For Consensus Building:
Why Senior Arts Administrators Look For Information**

Administrators who are responsible for nonprofit organizations in general and arts organizations in particular have been an understudied group. This exploratory research identified how administrators in museums and orchestras go about identifying and acquiring the information they want to complete a range of management tasks. One finding of the study is that arts administrators do not view information seeking as a discrete activity but rather as a means to some desired outcome.

A multiple-case studies design involving a replication strategy was selected to structure the research. Data were collected from twelve administrators using a pre-tested interview protocol that included the Critical Incident Technique. Patterns in the data were identified, and the data were further reviewed for disconfirming evidence. The study resulted in model of information-seeking behavior, a list of the types and sources of information arts administrators use, and a list of stopping criteria. Although this research focused on specific users in a specific field, the methodology and results from the study may be transferable to similar investigations in other fields.

A theme that emerged from the data was that arts administrators use information seeking as a means for consensus building. Repeatedly, administrators made comments such as, “I knew where I wanted to go with this, but. . .” and then went on to describe how they set up elaborate information-seeking processes to involve various constituent groups and to develop a sense of buy-in. Seven of the administrators gave some example of information seeking being used as a tool for bringing people together around an issue or of moving a decision in a desired direction. Given the structure of nonprofit organizations, and the number and importance of the constituent groups involved with them, this use of information seeking is an important management tool that merits further investigation.

Biography

Lisl has a background in nonprofit administration. Her research interests include the use of information by decision makers and the impact of that use on organizational culture and performance. She has conducted benchmarking studies, user needs assessments, and systems analyses to determine the information requirements of diverse user groups.

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Virtuality of Virtual Teams

Global virtual teams play an important role in many modern multinational corporations. Though, we know very little about how virtuality and dispersion affect global virtual team effectiveness. Multiple definitions and many anecdotal and empirical studies have been conducted and published on virtual teams. Hence, it is crucial to understand the concept of virtuality in the context of virtual teams. For that reason, through a field study in one of the top fortune 500 corporations in the computers industry, the concept of virtuality was examined. This study describes the unique characteristics of these virtual teams and outline two independent dimensions of virtuality: technology and dispersion. Each of these two dimensions of virtuality enables to differentiate virtual teams from traditional teams, and to distinguish between different types of virtual teams using scales of degrees of virtuality. Dimensions of virtuality are additive to other typologies of traditional teams (such as work team, parallel teams, project teams, and management teams, or advice and involvement teams, production and service teams, project and development teams, and action and negotiation teams) and does not tend to replace them. While many traditional teams are at the end of the scales, by means of collocation and minimal technology use, most of the existing published experimental studies focus attention on teams that are at the other end of the continuums. These teams are geographically and nationally dispersed, and entirely supported by lean and asynchronous media channels for communication. Virtual teams found in this field study are in between the two ends on both dimensions. These findings are falling in line with the majority of the virtual teams described and examined in other field and case studies. The contribution of this paper is by proposing two dimension of virtuality of virtual teams to generate a framework for interpreting and generalizing of findings from existing studies and to facilitate future research designs that aim to understand how virtuality effect virtual team effectiveness.

Biography

I am a doctoral student at SILS UNC, conducting research on the effect of cultural diversity on virtual team effectiveness. I hold a BA from the Hebrew University of Jerusalem, and an MPA and CLS from the University of Haifa. My research interests are virtual teams, IT and organizations, new organizational designs, and library administration and cooperation.

Sheryl R. Schoenacher
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An Exploration of Selected Approaches to the Study of Community

The term, community, continues to be redefined as the American society moves through changes in its social, economic, political, and technological character. In designing a study of community, the first step that beckons the researcher is to explore the many social theories in order to build an understanding of the ever-changing meaning of community. "Among other things, theory helps the researcher choose relevant problems for investigations and to organize and interpret data" (Poplin 249). The purpose of this paper is to explore seven social approaches that can be used to develop a study on community: classical typology: gemeinschaft and gesellschaft, classical ecology, economic determinism, social systems and functionalism, social construction, intentional communities, and virtual communities. Each approach is investigated in terms of the perspective of well-known social scientists with its relationship to the economic and social factors representative of their time in American social development. The purpose of this paper is to provide a foundation for future research the will investigate the effects of electronic commerce on community under the broad classification of social change.

Biography

Sheryl Schoenacher is an assistant professor in the Computer Systems Department at Farmingdale State University in Farmingdale, New York. Her areas of teaching expertise included Web page design, management information systems, and systems analysis and design. She has been involved in education since 1974 and has experience in both the teaching and administrative aspects of the field. Professor Schoenacher's area of research interest deals with the effects of electronic commerce on local communities.

Rumi Graham
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Exploring Subject Searching in the University of Lethbridge Library Catalogue

This proposal is an exploration of subject searching in the University of Lethbridge Library online catalogue, and focuses on perceived problems of subject searching and some attempted ameliorations. A brief overview of the University of Lethbridge Library online catalogue's first twelve years of development and use is followed by a summary of selected aspects of Subject index searching difficulties identified through the catalogue's transaction logs. Finally, a project is outlined that explored two methods of potentially reducing the frequency of Subject index searches resulting in no records being retrieved.

Covering January 1999 to August 2002, the exploratory project involved the weekly review of users' actual Subject index search terms resulting in no retrievals, which were captured in online catalogue transaction logs. The goal of these regular reviews was to identify those "no retrievals" Subject searches that appeared to represent topics on which the catalogue did hold potentially relevant titles. Two types of database enhancements were developed as possible ways to prevent these selected "no retrievals" Subject search terms from producing the same results in the future.

The first type of enhancement was the creation or updating of authority records linking the verbatim "no retrievals" Subject search terms to valid Library of Congress subject headings. The second type was the creation of "pathfinder" records (using the structure of bibliographic records) providing a brief set of instructions on how to retrieve some records on the topic using the catalogue's "LIMIT" function, which were also linked to the verbatim "no retrievals" Subject search terms. Examples are presented of how the online catalogue's original response to actual users' "no retrievals" Subject searches have been re-engineered to provide what is thought to be potentially more useful responses.

The overall project results are presented, and the database enhancement methods are evaluated. Suggestions for further research are noted.

Biography

I am currently on leave from my position at the University of Lethbridge Library to pursue doctoral studies, which commenced in the fall, 2002, at the Faculty of Information Studies, University of Toronto. A main area of research interest is problems of subject access to information.

Date: June 6 – 8, 2003
Location: Long Island University, C.W. Post Campus

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Qualitative Preparation for Quantitative Analysis of College Students' Information Seeking

Research on information seeking is an important area in library and information science. Knowing how people think, feel, and act can help us develop more usable information systems. Several components of information seeking have been identified in the literature. Among them, thoughts, feelings, and actions are commonly studied. Kuhlthau's Information Seeking Process (ISP) model is an example.

Three important questions can be raised regarding the work to date on information seeking:

1. Can we confirm that the three components: thoughts, feelings, and actions, are really important?
2. Can we determine whether one factor (thoughts, feelings, or actions) is more influential than the others?
3. Do the three components interact with each other during a student's information seeking?

Qualitative studies have not been able to answer these questions. Quantitative methods may be a possible way to provide insights into these questions. In my dissertation research, I have chosen a questionnaire and confirmatory factor analysis as the quantitative methods to answer these questions. Measurable variables need to be identified in advance for questionnaire design. Since measurable variables are not available from literature, qualitative methods, i.e., interviews and content analysis, were applied to identify these variables.

In this presentation, I will focus on my experience of utilizing qualitative methods and will comment on their advantages and disadvantages. Interviews were conducted to collect qualitative data from college students while they were seeking information for their assignments. Students were interviewed twice at different stages of their information seeking processes. Interview results were transcribed through IBM ViaVoice 9, a voice transcription program. Based on interview results, content analysis was then used to identify variables related to students' thoughts, feelings and actions. The coding process and coding rules will be presented in the presentation. Finally, inter-coder reliability, used to test the stability of the coding scheme, will be described.

Biography

I am a Ph.D. candidate and adjunct faculty of the School of Library and Information Science, Indiana University. I will be a part-time faculty of the School of Library and Information Science, San Jose State University in spring 2002. Research interests are information seeking and online information retrieval.

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An Interaction Analysis Of Frequent Participators In An Online Information Sharing Environment

This research study uses qualitative analysis to study the interactions of a group of frequent participators in an online information sharing environment. In a previous study done by the author, the email transcripts from a sample of members from *Abuzz.com*, a free online information sharing environment owned by the New York Times were analyzed. It was determined that a small number of participants (10% out of 409 total members) participated most frequently when compared to their counterparts. A social network analysis of the relationship between the members of the frequent participator group and other members of the community indicated high levels of centrality. In social network analysis, this measure denotes the importance of a group within an overall community structure. Upon closer scrutiny of the communication content of the frequent participator group, themes of leadership, authority and support were observed.

This study follows up with the frequent participator group (41 members) at Abuzz.com one year later. Text from 3-months of email transcripts of the frequent participator group were gathered and analyzed using Bales' Interaction Process Analysis. Two key research questions were: 1) what specific communication patterns fostered roles of *leadership*, *authority* and *prestige*? and 2) do the frequent participator members act as "information gatekeepers" primarily providing resource-based information to the group as a whole ?

A discussion as to the types of leadership (i.e. socio-emotional vs. material) observed from the frequent participator group is presented. The implications of frequent participators as potential "information gatekeepers" are also considered.

Biography

Angela Heath is currently pursuing a PhD in Information Studies at Long Island University in Brookville, New York. Her current research interests include the information sharing, online communities and HCI.

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Information Patterns in the World of Online Role-Playing Games: Proposed Research

The initial research to be presented is from a pilot study entitled “Social Aspects of Online Role Playing Games: A pilot study” which examines what exactly the players of Online Role-Playing Games (RPGs) think they are getting from playing these games. Four participants were interviewed about their gaming.

What emerges is a strong individualism in each player’s reasons for playing and play experiences, as Sutton-Smith’s (*The Rhetorics of Play*, 1997) self rhetorics suggest. There is also a suggestion of themes that appear across interviews, including the social bonding suggested by Sutton-Smith’s identity rhetorics. The results are reported as a series of mini-case studies that emphasize the individual or “self” nature of the gaming experience.

Also reported in the pilot study are some significant similar themes across interviews. These suggest elements of a culture of online games in which some fairly negative aspects, as well as social aspects, occur regularly in Online RPGs.

Finally the author will propose a research study that will extend this pilot study to look specifically at information patterns within these games and how they are affected by both the self rhetorics and the identity rhetorics.

Biography

Suellen Adams is currently a doctoral student in the School of Information at the University of Texas at Austin. She holds a Bachelor of Arts in Theater Arts and a Master of Arts in Library and Information Studies. Her research interests include information behavior in alternative environments, particularly video games.

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How do people make relevance judgments when they search videos?

Relevance is one of the fundamental and central concepts in information science. There is a large body of literature about relevance criteria (e.g. topicality, accessibility, quality, authority, recency, etc.) gathered directly from users through interviews, questionnaire or think-aloud protocols. However, almost all of those studies focus on how users search textual documents such as books and journal articles and few of them talk about what criteria users employ when they search videos or other multimedia information. Additionally, current video retrieval techniques can generate various kinds of visual surrogates, such as poster frames, storyboards and fast forwards. When users have the opportunity to select videos based on those visual surrogates in addition to the traditional textual surrogates (e.g., title, description), what criteria will they employ for relevance judgments? This study will try to answer these research questions:

- 1) What relevance criteria do people use when they select videos? Are these criteria different from those criteria used when people select text documents?
- 2) What criteria do users mention when they use visual surrogates to make relevance judgments? Are these criteria different from those criteria applied when they use textual surrogates?

The time-line interview method proposed by Dervin (1992) will be applied in this study due to its exploratory and descriptive nature. A pilot study will be conducted in Spring 2003 and about 5-8 subjects will be interviewed. A formal study will be done in Fall 2003. This study will help researchers to learn more about users' video seeking behaviors and also help to design better digital video libraries.

Reference

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Biography

Education: Beijing University of Aeronautics and Astronautics, Beijing, P.R. China: BS, Management Information Systems. University of North Carolina at Chapel Hill: Ph.D. student, Information and Library Science. Research interest: Video retrieval, human computer interaction, and metadata

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Evaluation Of Metasearch Engines: Precision Versus Expected Search Length

The paradigm of evaluating web- based Information Retrieval (IR) systems has been dominated by efforts to measure precision and recall. Inherent in measuring precision or recall is the assumption that searching for information, usually in the form of documents, is synonymous with trying to retrieve as many relevant documents as possible. Relevance is widely agreed to be one of the most difficult concepts to define in Information Retrieval, but usually encompasses relevance with respect to a specific query. There are alternative methods for evaluating web-based IR systems. Among these evaluation criteria is expected search length. Three web-based IR systems of similar characteristics (Profusion.com, Metacrawler.com and Mamma.com) were compared over the first twenty results of three different queries. Measuring precision, and then expected search length, yielded what one would regard as unexpected results. Specifically, the results demonstrated a positive correlation between precision and expected search length for the metasearch engines evaluated.

Biography

Robert A. Peart is a doctoral student of Information Studies at Long Island University – C.W. Post's Palmer School of Library and Information Science. He has Bachelor's and Master's degrees in Finance from Long Island University – Brooklyn. His research interests include information infrastructure and organizational information management. Robert works as a financial analysis manager for a consulting firm in New York City, and hopes to expand his career into academia.

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A Knowledge-Based System For The Transportation Mode Choice Problem: A Framework

The choice of mode for freight transportation is a very common, yet important, decision made within the logistics function of a firm. This decision is characterized by a high level of uncertainty brought about by the deregulation of the transportation industry and the necessity of considering both quantitative and qualitative criteria. This research seeks to develop a framework for a Knowledge-Based System that will enable the decision-maker to include both types of decision factors in the analysis. The result of this research is the creation of a knowledge base containing the expert knowledge that, when combined with the appropriate quantitative data, will enable the user to identify the proper mode of transportation. The knowledge base and quantitative data are implemented in a prototype Knowledge-Based System, which is then validated by actual industry usage.

Biography

Joseph Kasten is currently an Assistant Professor of Computer Information Systems at Dowling College. Professor Kasten's research interests lie in the application of knowledge management techniques to decision making, especially in the fields of transportation and healthcare. Joe comes to academia from the defense industry where he was an engineer for Northrup-Grumman.

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**Using Feminist Theory to Study Career Progression of
High-Tech Women Special Librarians**

Librarians have not generally been viewed as valuable contributors in the information-age workplace, yet librarians have the professional training to organize and manage information in a variety of contexts and forms, a critical concern in the 21st century. How do we account for the marginalization of librarianship in today's information-driven world? Why are librarians seen as peripheral to our information-based economy? This research considers the problem by looking at career progression, valuation within the context of other information professions, and professional identity of 20 women librarians who were early adopters of the Internet working outside the organizational structure of a traditional library.

The research focuses on issues of expertise and gender by exploring how women with technological expertise (a male-identified skill) in a female-identified profession (librarianship) make sense of their experiences in the changing information workplace (a gendered realm). The study is positioned within the conceptual framework of Abbott's jurisdictional conflict model and interpreted from a feminist critical perspective using Acker's theory of gendered organizations.

Research participants were selected from a group of special librarians who were part of a study of Internet use in the early 1990s. Data were obtained through telephone interviews and web-based questionnaires. Narrative and thematic approaches were used to analyze and interpret the findings. This research contributes to the LIS knowledge base through a methodology based in critical theory—an approach to inquiry not widely used in LIS—to investigate a problem that is important to the discipline: the marginalization of librarianship in the information-age workplace.

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Biography

I am a doctoral candidate at the Florida State University and member of the library faculty at the University of Miami. Over the past 25 years I have worked in academic, public and special libraries and in market and evaluation research. I received my MLS from Indiana University.

Date: June 6 – 8, 2003
Location: Long Island University, C.W. Post Campus

Chukwuemeka Dean Nwakanma

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**Information Technology Skills For Emerging Library And Information Management Tasks:
Implications For Library And Information Science Education**

Information Technology (IT) skills has become essential for Library and Information (LIS) professionals, especially those in training, as new professional roles emerge for them. The ability of the LIS professional to survive and excel in the emerging job market seems to lie in his/her knowledge level in IT skills. Library schools, globally, have made varied effort in integrating IT into their curricula. Some have introduced new IT courses, while others have added IT elements to existing courses. There is no consensus on the level of IT skills training in library schools. What are the IT skills required of graduates of library schools considering the new and emerging tasks and job positions they are involved in today? What level of knowledge in these skills will guarantee competency for entry-level library and information professionals? How can library schools ensure that they provide training that will equate, if not, guarantee IT competency for graduates. It is not enough to list skills and validate them as has been the case in previous studies, but the dept of knowledge of IT skills should be determined and methods of designing achievable IT educational objectives in library schools need be obtained. The objective of this study is to identify IT skills required of graduates of library and information education programs and to determine the expected knowledge level for each IT skill for entry-level librarians. This study will also attempt to develop, through a theoretical framework, a system for aligning educational objective and IT knowledge level requirements for entry-level librarians. The population for this study comprise of LIS professionals in Canada and the US. The assessable population for the study will be current members of the American Society of Information Science and Technology (ASSIST) listed in *ASSIST: 2002 Handbook and Directory* (ASSIST, 2002). ASSIST is a global and leading professional association whose goal is to search for new and better theories, techniques and technologies to facilitate information access. ASSIST is a professional association 'organized for scientific, literary and educational purposes and dedicated to the creation, organization, dissemination and application of knowledge concerning information and its transfer' (ASSIST, 2002: 7). The over 4000 members of ASSIST worldwide come from a variety of information management backgrounds. The diverse membership includes 'publishers, writer, editors, abstractors, indexers, and translators; information analysts, system designers, information architects, computer programmers, telecommunications professionals and network designers, information managers, librarians, archivists, museumologists, and records managers; as well as those who educate, research and evaluate these areas and their implications for society at large' (ASSIST, 2002: 7). ASSIST therefore provides a wide spectrum of LIS professionals and the application of IT. Its members will provide the most useful data for this study. A sample population of 120 shall be drawn from the membership of ASSIST as listed in *ASSIST: 2002 Handbook and Directory* (ASSIST, 2002). For this study, a web-based questionnaire will be used as a data collection instrument. Respondents will be asked to list IT competencies which, in their opinion, LIS professionals should posses. They will also be required to state educational objectives for entry-level LIS professionals in each competency listed. A revised Blooms Taxonomy will be applied as a theoretical framework for the construction of a knowledge matrix for identified IT competencies.

Biography

Chukwuemeka Nwakanma is a Commonwealth Scholar and PhD Student with GSLIS (Graduate School of Library and Information Studies) at McGill University. I obtained a BA in Library Science (Abia State University, 1993) and MLS (University of Ibadan, 1997) in Nigeria. I worked as a Consultant Librarian before coming to Canada in 2001 as a recipient of the Canadian Commonwealth Fellowship and Scholarship Award to pursue a doctoral program in Library and Information Studies. My research interest is in Information Technology and Library Education

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The Impact of Information Technology and the Implications for Philosophy of Technology

Throughout history, technology has played a crucial role in furthering human existence. Most individuals have reaped the benefits of technology with little or no concern for the consequences. This lack of awareness is the result of a blind acceptance of technological progress. The impact that technology has on individuals, society and nature are seldom discussed. Thankfully, over the past century there have been some scholars who have expressed concerns about the influence of technology. They have written about the changing dimensions of nature and human life presenting both the positive and negative aspects of technology while sharing a common message of concern. The resulting theories set out to frame the debate about technology and discusses the influence technology has over society. Historically, many of these theories were the result of a technological environment rooted in the Industrial Age. There is agreement among the contemporary scholars that the Industrial Age is over and a new era has taken hold. Information technology is the pervasive force of the new Digital-Network age, impacting those same crucial elements discussed back in the industrial age. The central question becomes the relevancy of the Industrial Age theories in a new Digital-Network age.

This session will introduce and review the field of study – philosophy of technology. The session will start by highlight the relationship between technology and humans as documented by key scholars since the 1950's. Various theories will be reviewed that provide the foundations for understanding the role technology plays and its interrelationship with human life. The session will also address the contemporary philosophical arguments concerning information technology and the impact of a Digital-Network age on society with special attention focused on the field of Information Studies.

Biography

Jim is currently a doctoral candidate enrolled in the Ph.D. program in Information Studies at the Palmer School - Long Island University. Jim is currently employed at Pace University where he is Executive Director for the Center for Teaching, Learning and Technology.

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Discovery Support Systems and the Integration of Biomedical Knowledge

Biomedical knowledge becomes fragmented as a result of specialization in science and the ways in which research findings are disseminated. Fragmentation of knowledge by discipline makes it difficult for scientists and clinicians to acquire the full scope of relevant knowledge to be able to make connections between putatively related units within and outside their areas of expertise. This project explores methods for integrating biomedical data, information, and knowledge to accelerate scientific discovery.

A variety of approaches and methods have been developed to provide scientists with what have been called 'discovery support systems' to assist in mining the primary and secondary biomedical literatures (repositories of biological data, such as the National Library of Medicine's GenBank, and bibliographic databases, such as MEDLINE, respectively). The approaches range in complexity from the extraction of known facts to the discovery of previously uncharacterized relationships among factors. Methods include unstructured (e.g., text mining) and structured or semi-structured processes, such as the use of ontologies and metadata schemas. This work characterizes more than thirty methods and systems of varying types to derive a classification of approaches and identify the range of problems they address. The results will be used in conjunction with other work to assess what information needs are not being addressed by current systems and services, and to generate requirements for new discovery support systems.

Biography

W. John MacMullen is a Ph.D student in the School of Information and Library Science and the Program in Bioinformatics and Computational Biology in the School of Medicine at the University of North Carolina at Chapel Hill. He holds a Master's degree in Information Science from UNC, a BS from Northeastern University, and has several years' experience in project management and technology planning.

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A Comparison of Subject Headings Used in School Libraries: An Exploratory Study

School libraries, like many other library institutions, use standardized subjects headings such as LCSH, LC-AC and Sears for cataloging materials. There is a problem, however, in the use of standardized subject headings in school library environments. These headings may not always offer an adequate vocabulary of terms to meet user needs. For example, Social Studies curriculum for World War II includes the term “Kamikaze” but the term is not searchable as a standardized subject heading. This study was conducted in order to compare LCSH, LC-AC and Sears subject heading vocabulary and that of the curriculum based subject headings used in public school libraries. The purpose of the comparison was to see how often standardized headings matched that of the users of this environment. The subject headings taken from a random sampling of books drawn from a school library collection were used for comparison. The researcher performed a subject analysis of the sample in order to select “user-friendly” subject headings that would reflect vocabulary commonly used in school environments. A focus group of student users also performed an analysis on a small portion of the sample’s subject headings. The terms chosen as a result of these subject analyses were then compared to the standardized headings. The study results indicated that the match rates increased with the simplicity of each standardized heading list. Sears had the highest match rate at forty-six percent, followed by LC-AC with thirty-seven percent. LCSH had the lowest match rate at twenty-nine percent. The focus group comparisons yielded similar results with Sears and LC-AC terms both matching the student terms on an average of thirty-one percent. LCSH again had the lowest match rate with an average of twelve percent. Overall, the study has revealed that standardized headings are viable in school environments but there is room for improvement.

Biography

April Hatcher is a doctoral student in Information Studies at Long Island University. She works as a school librarian and hopes to pursue a career in academia. Her research interests are in the areas of knowledge organization, information storage and retrieval, and information-seeking behaviors as applied to information services for children and young adults.

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National, Corporate and Professional Identities in International Pharmaceutical Companies

Albert and Whetten's (1985) description of organizational identity focuses on organizational features that are central, distinctive, and enduring. Although Albert and Whetten examined identity at a macro level (organization), this construct can also be applied at a micro level (individual). Since organizations are made up of individuals, examining the construct of identity at this level may better inform the organizational level. For my dissertation research, I ask the question: What do individuals in international pharmaceutical companies express as being components of their national, corporate and professional identities? This research can be applied to the concrete matter of knowledge management by asking: Is there anything in this interaction of identities that contributes to understanding knowledge management? Finally, more abstractly, how could this research be broadened to apply to an understanding of culture and its role in knowledge management?

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Biography

Rebecca Miller is pursuing a PhD in Information Transfer at SLIM. She will begin qualifying exams this summer. Her research interests center around knowledge management and cross-cultural communications in the pharmaceutical industry. She earns money as the Program Director of an interdisciplinary undergraduate major at Emporia State University.

Marketing culture in Finnish libraries and information centres: a study

Marketing culture is that component of a library's overall culture that helps employees understand and "feel" the marketing function and thereby provides them with norms for behaviour in the library. It refers to the importance the library as a whole places on marketing and to the way in which marketing activities are executed in the library. The importance of an organization's marketing culture has received considerable attention in the past few years from both researchers and practitioners in business world. But, it is a little bit unfortunate that the importance of marketing culture has not got its due consideration in library and information services organizations. In the professional literature, marketing has been perceived to help managers of libraries and information centers in achieving their objectives of improving access to their clientele, increasing the satisfaction of their clients and reaching financial self-sufficiency. But, in spite of being so, there is still resistance in the library and information services field to the use of "marketing" approach to management. So far, no work has been done to investigate the marketing culture in libraries or information service organizations. Hence, in keeping with this scenario, the present research aims to investigate the marketing culture of libraries and to understand the awareness of the knowledge base of library management about modern marketing theories and practices. The study intends to understand the attitudes, perception and knowledge of librarians about marketing of information products/ services in different kinds of libraries. Hence, the key issues to be tackled are those relating to the individual psychology, attitudes and knowledge of the service-providers on the utility and relevance of the marketing concept in the libraries. It also aims to determine the extent to which the principles of marketing are put into actual practice and to find out the commitments of staff and management in libraries towards customers' needs and demands. The research examines the implications of marketing for libraries and also investigates to what extent the construction of a service philosophy is practiced in Finnish libraries and information service organizations. The scope of the research is confined to the select academic and special libraries of south Finland. The interviews are being conducted with the chief librarians on various issues of marketing such as its meaning, need, planning, quality, and philosophy, etc. The research data shall be analyzed both quantitatively as well as qualitatively. The study also inquires to find out the barriers and constraints experienced by librarians in applying theoretical principles of marketing into practice.

Biography

I have been born on October 30, 1971 in Lucknow (India). I hold Master's degree in Botany (1993) as well as Library and Information Science (1996) from University of Lucknow, India. Later on, I moved to Finland for enriching my research experiences in pursuit of knowledge, and as a doctoral student, joined the Department of Information Studies, Åbo Akademi University on September 3, 2001 under the able guidance of Professor Mariam Ginman.

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Measuring digital identities at work

Digital networks in white-collar workplaces are changing the ways that work and workplace communication takes place, and, in some settings, the ways in which performance is measured. One example of a technology-intensive, heavily-monitored workplace is the call centre, and this type of organization is the focus of my research. In call centres, face-to-face supervisory assessment is supplemented or replaced by statistical evaluation using data based on electronically-mediated transactions. Typical automatic call distribution systems may generate ~200 statistics about work and workers in real time; when these systems are integrated within the information system, a worker's every action can be monitored and every telephone conversation can be recorded, easily and inexpensively (Schulman, 2001). The practice of using these monitoring technologies and the statistics they generate at an individual level in effect creates an imposed "digital identity" (Clarke, 1994) composed of those numbers and details deemed significant by the organization. These compilations of statistics and transaction records can have considerable consequences for workers who are judged by them during performance evaluations, yet workers typically have little formal control over, and limited access to, the information collected about them. Similarly, front-line supervisors often have little discretion in choosing which statistics should be generated or how they are interpreted during performance reviews. There are numerous implications arising from the generation and use of digital identities. Depending on the extent to which digital identities are used as proxies for workers, recognition of the actual complexity of work may be diminished. With the advent of real-time transaction tracking, workers lose privacy and to some extent, they lose control over the way they present themselves in the workplace, while supervisors lose discretion in dealing with staff. Moreover, this shift often seems to be driven by technological potential rather than by policy decisions that consider whether there should be some areas of private life left to employees, whether a digital identity can accurately represent what is important about the work for workers, and, on the other side, whether the information collected really does contribute to the good management of the organisation.

Biography

Brenda McPhail's interests include work practices research, participatory design, and the social contexts of information systems.

PRESENTATIONS FOR SUNDAY, JUNE 8, 2003

Dangzhi Zhao

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A Comparative Author Co-Citation Analysis Study of Web-Based and Print Journal-Based Scholarly Communication In The XML Research Field

As the accelerated development of information technology, especially the rapid growth of the Web, is changing the circumstances and consequently the structure and the processes of scholarly communication, there is renewed interest in the study of scholarly communication to see the types of communication that are taking place and the similarities to what we have come to expect from print based communication. As part of a dissertation research project that systematically compares scholarly communication patterns between the Web and the print world, the present study applied author co-citation analysis (ACA), a technique that has a long history in the study of scholarly communication, to explore the intellectual structure of the XML research field identified from scientific publications on the Web as indexed by ResearchIndex and that derived from print journals as indexed by Science Citation Index (SCI). Results from these two data sources were compared, controlling for data scope and citation counting method.

Big difference in the intellectual structure was observed between these two media, even when the same citation counting method was used, and some medium-specific features were identified. It appeared that XML research represented in ResearchIndex and that reported by SCI were concerned with quite different issues. Emerging specialties such as *the Semantic Web* were more visible on the Web while new trends in long-existing specialties such as *Software agents* were well represented in journals. Clearly, both SCI and ResearchIndex can be biased when used alone in the study of scholarly communication in the XML research field, and thus multiple data sources should be used in order to gain a complete picture of the research field. This study along with other parts of the project may contribute to the understanding of the transition of scholarly communication from the print to the electronic medium, and to the advance of citation analysis theory and methodology.

Biography

I am a doctoral candidate in the School of Information Studies and a Fellow in the School of Computational Science and Information Technology at Florida State University. My research interests include design, implementation and evaluation of information systems, scholarly communication in the digital environment, and digital libraries.

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The Continuing Impact of the Work of Sir Carl Popper and Thomas Kuhn
A Citation Analysis

This paper explores the relationship between two of the last century's greatest philosophers of science. Citation analysis shows that they are both still widely cited forty years after their major works. This shows that they are still having a measurable influence on thought about the nature of science. Kuhn's influence was found to be greater magnitude, but Popper was shown to have an impact in a larger number of disciplines affected. Their influence was measured by looking at the citation counts within scientific journals, the descriptors selected by authors to explain their own work, and by a citation analysis of Kuhn. After so many years their work is still relevant. Although at first sight it appears that their influence extends to all scientific fields. Upon further analysis the citations in the "hard" scientific fields that cited them tended to be exploring the nature of the discipline or methodology.

Biography

Barbara L. Lynch is currently a Ph.D. student at the Palmer School of Library and Information Studies at C.W. Post, Long Island University. She is an instructor at Suffolk Community College.

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Design and Implementation of Contemporary Thesauri

This comprehensive research paper presents a survey, review and evaluation of print and web literature to illustrate processes and methodologies for thesaurus construction. Drawing on the research from thesaurus experts, best practices are synthesized into a taxonomy of thesaurus definitions, issues and processes.

Development of modern thesauri requires natural language functionality and a focus on database tools for vocabulary control. Search and indexing interfaces are defined as key components of the modern thesaurus. An examination into the problems in thesaurus design are classified as the theoretical role (model) versus the practical use (tools), with a limited set of established principles that can be used in the construction of an information retrieval thesaurus. Future thesaurus development explores the possibilities of creating a thesaurus from the cognitive viewpoint, building on the premise that in a multi-language thesaurus, all languages are equal. Improving user interaction, specifically in multi-lingual arenas, and improving the human/computer interface are cited as current trends.

Biography

Thomas Virgona is a Vice President in technology at Citigroup on Wall Street. Tom manages the Global Loan Technology department. Additionally, he is an adjunct lecturer at Pace University in the School of Computer Science and Information Systems. Currently, Tom is a PhD student in Information Science at C.W. Post on Long Island and holds a Master's degree in Information Systems from Pace University

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Human-Computer Interaction in Distance Learning

The purpose of this literature review is to contribute to linkage between distance learning and human computer interaction research. There is an extensive foundation of educational research on distance learning. This research, however, has generally revolved around student and faculty attitudes, assessment, administrative concerns, communication, and educational theory and philosophy. Research in human computer interaction since the 1970's has been prolific, but not specifically geared to *student or teacher* computer interaction. This literature review historically traces the development of distance learning and research within the education domain. It focuses on aspects of distance learning, expressed or implied in the research, that delve into areas of human computer interaction. Research within the HCI field is then linked to distance learning.

Biography

Paula Maurino is an Assistant Professor in the Computer Systems Department at Farmingdale State University. She holds a Bachelor of Business Administration Degree in Public Accounting from Hofstra University and a Master of Science Degree from New York Institute of Technology. She has been teaching distance education classes for the past five years.

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Knowledge management: Is technology the answer? A view from both the cognitive and community perspective

In essence the distinction between approaches to knowledge management is both ontological and epistemological, both critical methods for the organization of knowledge. According to Sorensen and Lundh-Snis (2001), there are two major views on the management of knowledge. The cognitive perspective (ontological) believes knowledge can be “captured and codified from individuals, packaged, transmitted and processed through the use of information and communication technologies.” The community perspective “focuses on social interaction and negotiation” and “promotes the idea of supporting interaction and collaboration to manage knowledge.” Prior research is reviewed and case studies are examined in both forms of knowledge management with an emphasis on the community perspective. Technology alone cannot adequately address many knowledge management problems.

Biography

Enrolled in the Doctor of Informational Studies Program at Long Island University. Employed as adjunct professor at the New York Institute of Technology. Retired police captain of the New York Police Department.

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The Usefulness of Search Engines: A Proposed Method

The Internet is the largest un-indexed library known and current access and retrieval of information from the Internet is limited mainly to the performance of search engines. This study proposes a method that evaluates the overall “usefulness” of a search engine by calculating a single number. The usefulness calculation is based on the consensus of three independent evaluators whose view of information is highly correlated. The usefulness of three search engines are calculated and discussed.

Biography

Len is a Market Research Manager at IBM conducting primary research on emerging technologies. Len has 10 years of experience in solving business problems. He was formerly the managing director of Solutions In Research, Inc. and held positions at FIND/SVP and at Microsoft. Len holds an M.B.A. from Syracuse University and recently completed his Ph.D. in information studies from Long Island University. His dissertation explores the evolution and intellectual development of KM. Len lives in Manhattan, New York with his wife, Karen.

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**Toward Derivation of Meaning during Elicitation and Specification of Software Requirements
(ESSR): Building a Theoretical Framework**

Elicitation and specification of software requirements (ESSR) constitutes the initial phase of the software development life cycle, which involves communicative interaction between many individuals. Communicative activity is a multilevel process of perception, understanding and interpretation of discourse between sender and receiver. Current research in ESSR focuses on user levels of understanding, interaction with the application and mental models of the situation and system.

The proposed research will examine the systems analyst's perspectives and mental models, factors influencing these, and how mental models affect his derivation of meaning of concepts used during requirements discourse. The goal is to develop an expansible taxonomy of requirements descriptor terms, uncovered through various discourse analysis techniques, that reveals the concepts used to define a domain because "taxonomies are an important tool for modeling." (Guarino & Welty, 2000) and "are particularly useful in presenting limited views of a model for human interpretation." (P.1)

ESSR occurs in a specific social environment in which conceptual understanding of the domain may be different for sender/receiver. ESSR, according to Liu (2000) is information analysis and representation and contends "we must be aware of four positions, ontology, epistemology, social context and representation of information" (p.56). The theoretical approaches selected for this research are critical theory, semiotics, mental models and mental spaces. In combination, these theories provide a reasoning that maintains an "awareness" of the "four positions" posited by Liu. Critical theory as expressed by Habermas (1984) asserts that there are communicative and linguistic behaviors of a sender/receiver within a life world. Here, it is used to explicate the idea that ESSR is a social process, and traces an epistemological progression to the "sociality" of gathering requirements. Semiotics theory (Stamper(1975), Liu(2000), Andersen(2000)) is a relatively new approach to systems engineering grounded in philosophy and provides an explanation for factors that might affect the use and interpretation of language as well as rationale for research design. Fauconnier's (1997) theory of mental spaces extends the concept dynamism idea of mental model theory posited by Johnson-Laird, through "meaning construction" during discourse (p.1) and will frame the methodology.

Biography

Donna is currently a doctoral student in Information Studies at Long Island University. She has a background in biology and computer technology in software support and development, and has developed research interests in classification and representation, specifically interface design, metadata, semiotics, taxonomies and ontology development.

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Testing the Assumption that End-User Input in the Design of an Academic Library Catalog Makes the Catalog a Better Information Resource

The application of user-centered design theory to library services dates to the early 1970s. The theoretical application of user-centered design to library online catalogs (OPACs) can be traced back to Zweizig's 1973 study of adults' public library use. Actual empirical testing of the advantages to users of this approach to library catalog design has never been done sufficiently.

Academic libraries consist of collections and services created to support the educational and research needs of the individuals that comprise the parent institution. One of the functions academic libraries perform is the organization of information so as to facilitate access by the students, faculty, administration, and other members of the academy. In the past twenty years computerized information retrieval systems, such as catalogs, indexes, and abstracts, have become widely available in academic libraries. While computerized systems of information retrieval have become more ubiquitous, researchers who study the users of these systems have increasingly reported users' confusion about and difficulty with using them. Borgman (1986 & 1996), Buckland, et al (1993), Harman (1992), Hildreth (1987), Liebscher and Marchionini (1991), Nielsen (1986), Peters (1989), Schneiderman (1988), Sewell and Teitelbaum (1986) and Tenopir (1996) are among the researchers who have written about the problems associated with using computerized information retrieval systems. One of the methods proposed to reduce these problems is the application of user-centered design, where the needs and opinions of the users of automated systems of information retrieval are included in the design process.

At this point in time hard and fast rules for developing academic libraries' catalogs have not yet been modified or codified. As a result, many academic library catalogs are confusing and difficult for their patrons to use. Obviously, this should not be the case. An academic library catalog should be an easy-to-use tool for access to information. The author proposes to take a step in that direction with this research.

Biography

James P. Smith is a doctoral candidate enrolled in the Ph.D. program in Information Studies at the Long Island University C.W. Post Palmer School. Jim is employed as Director of Library Services at St. Francis College in Brooklyn, New York.

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An Examination of the Information Flow Within a for-profit Business Unit

Social Network Analysis was used as the data collection method to exam a group of interacting line-managers. Using qualitative methods to exam and analyze the data allowed me as the researcher to search for meaning among the information relationships. The desired outcome was to capture what could be learned when the information relationships among a group of interacting line-managers were graphically represented as an emergent social network. Also, what influenced the line-managers to select other managers as their information sources? The research context was a large business unit within a major US corporation. The subjects were all practicing line-managers. The results of the study revealed that the *relationship* with the individual was the primary reason a manager was selected as an information source. The secondary influences were knowledge, communication behavior, communication style, and cognitive ability. The reasons managers seek others as information sources further differentiate and document line-managers as a unique information user-group.

Biography

Maureen Mackenzie is a member of the School of Business faculty at Dowling College. She has also worked as a manager at Allstate Insurance Company for the past 19 years. She was the 1998 winner of the A.R. Zipf Fellowship. She earned her Ph.D. in Information Studies with her research focus on the information behaviors of line-managers.

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