



Information in e-motion

Abstracts

BOBCATSSS 2012
20th International Conference
on Information Science
Amsterdam, 23-25 January 2012

Imprint

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ISBN 978-3-88347-286-7

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Preface

Dear participants in BOBCATSSS 2012,

This brochure provides you with an overview of all 85 papers, 15 workshops, and 60 posters to be presented at BOBCATSSS 2012.

Making “Information in E-Motion” the main topic of the conference together with the four subtopics - My Information, E-Media in Motion, Organisations 2.0, Access to Public Information - we had been sure to meet the actual challenges and interests of many professionals, researchers and students in the field of Library Science and Information Management. Nevertheless we were surprised when about 200 abstracts had been submitted by the deadline. The quality of nearly all of them was outstanding and the BOBCATSSS-team had a difficult job in selecting the best of them matching the expected number of participants, existing time for the conference, and available number of rooms. We are sure that you agree with the selection made by us and that you will profit from the presentations.

Not only the amount of abstracts surprised us, the variety of the selected themes astonished us also. We were especially impressed by the fact that so many students from so many countries had sent an abstract. While BOBCATSSS started as a European cooperation of LIS schools 20 years ago, it has more and more become a conference attracting participants from all over the world.

The BOBCATSSS-team hopes that you will benefit from the programme - from the presentations, the workshops and the posters. This little brochure may help you with making your own individual programme. Of course full-text-versions of the presentations and workshops are also available to you - online today and printed as proceedings in March 2012.

Enjoy BOBCATSSS 2012!

Wolf-Fritz Riekert and Ingeborg Simon

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Keynotes

A World beyond Facebook: Alternatives in Social Media

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Keywords: social media, facebook, critique, privacy

Internet culture and IT in general has a constant tendency to create monopolies. In the past these were IBM, Microsoft and recently Google and now we're in the midst of a social media crazy with facebook and twitter as its main players. Many geeks, artists and activists do not agree with this unprecedented concentration of power. Why don't we focus more on the distributed nature of networks? In this lecture we will move from the critique of social media (such as privacy) to alternative platforms that are current under development.

How Can We Redefine Information in the Age of Social Media?

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Keywords: information, social media, sociology, network society, Orwell, Foucault, Baudrillard, The Prisoner

Sociologists have given different names to the society that is the successor to the industrial society of the production of physical goods: the post-industrial society, the post-modern society, the knowledge society, the network society, the telematic society, the information society. Beyond its restricted mathematical meaning, or its technical meaning as signs or signals in information science messaging, information more generally, in the sociology of work and culture, is about abstraction and complexity. Until now, information has been regarded as being like numbers, an ordered sequence of symbols, bits and bytes of data, a change in state of an object-oriented system, transparent signifies only without the signifiers that shape the meanings (in the terminology of semiotics), a bunch of facts on file, the transmission or contents of messages while ignoring the media - language itself - that structures the messages at the most intricate detailed level. Now that we are in the age of social media like facebook, Wikipedia, twitter, and blogs, how should sociology redefine what is information? How can social media consciously evolve to become more democratic and supporting of human freedom and human rights, rather than unconsciously becoming “totalitarian” in new ways that are reminiscent of George Orwell’s 1984 or the social theories of Michel Foucault and Jean Baudrillard? I will also make reference to the television programme *The Prisoner* as a narrative metaphor for understanding the contemporary sociological-technological situation of the hyper-network society.

Privacy is the Cornerstone of Personal Safety

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Keywords: privacy, personal safety

We've been led to believe that giving up bits and pieces of our privacy and having our everyday lives minutely scrutinized will enhance our security. But somehow it hasn't. More and more people are being flagged simply because they demonstrate 'odd behaviour' and suddenly find themselves redefined as a security risk. Governments are wasting billions on tracking innocent citizens.

And nobody is paying much attention to the security of these amassed data. Data leaks run rampant. The same government agencies that are bent on identity checks don't seem to understand the concept of identity fraud, nor that their efforts make identity fraud more enticing. We need to push the notion of 'data hygiene': creating secure storage and safe protocols for the handling of personal data. Otherwise, these data collections will merely become a new target for criminals and a new vulnerability for citizens.

Meanwhile, governments and companies are inventing and enforcing all kinds of ICT-practices, - stratagems and - devices that are far from safe: from electronic public transportation vouchers and voting machines to hackable pace-makers and insulin pumps. Data privacy is essential. The lack of it can kill you - literally.

The Brain and E-Information: Lessons from popular neuroscience

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Keywords: brain, subconscious, information seeking

We seem to access information in electronic form in ways so strikingly different from what was usual in the print age that this has become a source of anxiety and confusion. Today we surf swiftly through material in a range of text, graphic, audio and video formats, follow links, share and contribute to cooperative (Wiki) information creation, and use social media and other new forms of content and modes of communication. Is this in some way inferior to the systematic study of texts in print format? The debate on this question may perhaps be best addressed by asking how the brain actually works. Are brain, mind and consciousness all much the same thing, implying that learning takes place essentially through the interrogation of knowledge purposefully acquired? In fact the study of neuroscience suggests that we are much more dependent on information, ideas and sensations that are acquired and processed by areas of the brain not always immediately accessible to the conscious mind than we realise. If this is the case, might the intuitive aspects of e-information and e-learning offer a better fit for human need than the comparative rigidities of text-based learning? Important insights from the recent wealth of popular books on neuroscience will be offered to suggest arguments on how normal brain function relates to the modes and structures of e-information. These insights challenge the current paradigms in disciplines such as theology, philosophy, psychology, pedagogy and computer science, and offer the potential for stronger theory in information science. Neuroscientists argue in excitingly fresh ways from the evidence of case studies, non-intrusive experimentation and the measurements that can be obtained from technologies such as electroencephalography, positron emission tomography (PET scanning), magnetic resonance imaging (MRI), and magneto encephalography (MEG). The way in which the findings of neuroscience might intersect with ideas such as Csikszentmihalyi's concept of 'flow', and the place of the so-called 'passive information seeking' in models of information seeking will be tentatively explored, and some suggestions for their significance in relation to e-information offered.

Papers

How Brands Connect with Consumers?

Building library's community with social-business media tools

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Keywords: branding, networking, marketing, social media - economic aspects, social responsibility, organizations, building libraries connections

In today's marketplace, businesses must simultaneously respond to the struggling economy, multiple world crises, and the demands of their own bottom lines. Corporate America is striving to define its brands as socially conscious while also embracing the latest social media tools. These two major trends are shaping tomorrow's consumer climate, and by combining them this presentation intends to show a model for companies and organizations, such as libraries, to maximize both their visibility and their contribution to the greater good. This paper shows how brands can leverage social media to build consumer goodwill and loyalty as well as how consumers can use their social-networking power to drive sustainable change in the business world. Using case studies from various brands such as Pepsi, Walmart, Starbucks, Toyota, Nike and more, as well as the latest in social-business technology this paper offers examples on how non-profit organizations may use similar approaches to bring more interest to patrons to be part of their community.

At present, consumers are more sophisticated in their use of social media tools because corporate culture is more difficult to change than individual behaviour. But by following the example of a growing number of case studies all brands can learn how to harness social media to further their interest and goals within the context of becoming a socially responsible organization.

Use of Social Network Analysis in Bibliometric Researches

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Keywords: social network analysis, bibliometrics, mapping of scientific publications

The impact of published works is measured and evaluated quantitatively and qualitatively by bibliometric researches. In addition to this, various findings related to scientific communication are also obtained in bibliometric studies by analyzing certain characteristics of documents or publications. In recent years, as a result of the increase in interest to bibliometric studies, different scientific methods and techniques are observed to be associated with bibliometrics. Social network analysis has also taken its place in the literature as a method which is frequently used in bibliometric studies, especially in the past few years.

Social network analysis can simply be defined as examining the social structure and its impacts. This method comprehends the social structure as a network, which connects the actors and the knots of the relationships between these actor pairs. These actors can be people, as well as groups, institutions and even countries. Social network analysis is frequently used by several disciplines such as sociology, anthropology, social psychology, communications and economics. Using social networks analysis, researchers examine the structure of communities, try to describe the network structures, and model the existing connections by visualizing the relationships between the communities.

The aim of this study is to review the use of social network analysis in bibliometric studies. In this context, related examples in the literature will be reviewed. Moreover, as a mapping example of scientific publications, data of a project supported by TÜBİTAK (Project no: 110K044) will be used to reveal the relationships between different actors of Turkey based publications.

Free Cultural Access versus the Rights of the Cultural Industries

Questioning the importance of limiting the internet users rights in the pursuit of maintaining the income of the cultural industries

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Keywords: internet censorship, online privacy, copyright infringement, digital music industry, digital cultural industry.

The purpose of the paper is to outline questions needing answers in the debate concerning the combating of online copyright infringement, also known as internet “piracy”.

The cultural industry, defined as the music, film and publishing industries, claim that the losses procured as a result of online copyright infringement, prevents the production of new media objects. This claim is backed by studies funded by the entertainment industry.

Several options for dealing with online copyright infringement, has been put into place by the entertainment industry. These range from limitations on digital objects sold by the industry, such as DRM, demanding censorship of select sites by ISP’s and/or governments, to suing the end user for large amounts of money, or even severing internet connections for the end user.

This summary is then followed by a range of scientific reports refuting the basic claims put forth by the entertainment industry, debunking claims such as the supposedly decreased amount of new music, or the lessened income by musicians.

The paper then summarizes the above claims and counterclaims, resulting in a short discussion regarding the need for increased internet surveillance, user limitations and decreased privacy, even though the general public does not consider online copyright infringement, for non-commercial use, to be a criminal act. This discussion is then summarized further in a range of questions needing answers, in order to structure the development of the digital library of the future.

Social Media Research Methodology

New methods for the LIS researcher's toolkit

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Keywords: social media, research methods, user generated content, case study

The growth of social media has provided a new methodology for the Library and Information Science (LIS) researcher's toolkit. Social media provide a platform by which LIS researchers are able to observe the generation of content, in real time, by real users. These technologies allow users to create and share publicly available content through various forms of online media. That content can be mined and coded by researchers to gain an in depth understanding of the information landscape as it is being formed and sculpted. Two case studies offer insights into how these methods are currently being used in LIS. Case one used social media research methods in a longitudinal study to observe the trends in social network site technologies and uses. A quantitative approach was taken using data mining and text mining techniques. Case two used social media research methods in a study to understand how the technologies of virtual worlds create a social reality for users. A qualitative approach was taken using interviews and textual analysis. In both cases, social media provided words and phrases from which researchers could garner behavioural information. Social media methods can further be used with surveys, ethnographies and other research methods to triangulate LIS research questions. While LIS research has mainly used social media methods in a social Web context this methodology can also be used to answer questions regarding the usage of various technologies by information professionals, librarians and library patrons as well as questions regarding information usage and privacy with various information technologies.

A Company for the 21st Century

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Keywords: community, business, organization, communication, web 2.0

Considering the impact that Web 2.0 and new technologies are having it would be imprudent to think they won't leave their mark on the business world. In our paper we mostly focused on the inner workings of a corporation that utilizes all the new resources available to them. We founded a fictional company which we put into different real life situations, and tried to see how adapting to the new multimedia environment could be beneficial for it. Our fictional corporation is an international insurance company which is making an effort to stay one step ahead of the competition.

It has an internal social network system that helps their employees feel like they are a part of a community. The company's social network is a combination of facebook, LinkedIn, and a content management system. It gives people a chance to communicate in a less formal fashion and share content and information more efficiently. This company also has an elaborate "Wiki" system which enables the more experienced employees to share their knowledge and experiences with the rest of the staff. The company has a modern archiving system and digitized documentation is organized in a way similar to the principles of SKOS. Besides dealing with the theoretical background the project yielded a web portal, the company intranet web page which is a testing ground for Web 2.0 tools. The goal was to see what can be done to improve the dynamics of the page and its interactivity.

University Libraries: Organizations 2.0?

Internal communication and tools 2.0

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Keywords: internal communication, communication, management, public organizations, work situation

A lot of university libraries use now tools 2.0 for communicating with their customers and patrons. Facebook pages, twitter account, blogs... we, librarians, are interested in sharing with patrons ideas about our missions, our goals, our activities, our documents. But this interest for external communication seems to hide the importance of internal communication. This one is often overlooked in favour of external communication. Less useful for having grants, financial aids, for convincing the administrative departments, for being known by patrons... internal communication does not seem central to our concerns. This is also perceived as easier and more obvious, as if we needed to be less involved for making it work. But internal communication is a necessity to reach our goals. How to do it without an involved and informed team? We can imagine that the internal communication is going to change like the external communication. Maybe the tools 2.0 will change the way to communicate with our teams as it changes the communication with patrons. But is a hierarchical relationship able to use tools created to share in a position of equality? It seems to us that tools 2.0 are holding values of exchange, equality, transparency but also of proximity, familiarity, informal communication. Are these values acceptable for managers? As information is changing, our profession is changing too. But not only ours, managing professionals. For a head librarian, part librarian, part manager, are the tools 2.0 a new way to manage the team and to conduct it to reach the goals of the library? And could the tools of Web 2.0 help us to improve the internal communication in our organization?

In this paper, we want to share the results of a survey and the conclusions we found. The survey has been sent to directors of university libraries. We asked them about the tools used for the public and the tools used in the team. Values (proximity, non-hierarchical, speed...), circumstances of use (when, where), origin of the use (director, team), habit of using, tools and software ... all these questions were asked. In a way we hope, that survey will give us opportunity to question the difference between management and leadership.

Citizen, Press and Library

Access to public information

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Keywords: journalism, civil society, citizen's power, free flow of information, experience.

The essence of a democratic process is that citizens have free and easy access to public information. The subsequent question is how to enable people to use information critically? In this paper we concentrate on the role of journalistic media in making public information accessible for the citizen.

The citizen, in shaping her or his position in relation to political and other societal issues, rather needs more reliable information verified and certified by professionals than opinions of other citizens. That way, to ground and enable a personal opinion. Based on that foundation, opinions and comments of others can be appreciated and rated.

In today's torrent of (often uninvited) information, many sources belong to the domain of social media. In future, these media will become even more important for news suppliers, and especially, for useful background information. Unfortunately, the veracity and the context of this information are more often than not ambiguous. It is the role of professional journalists to filter, analyse and adapt this material in the local context and level of knowledge and experience of the consumer. Luckily, many sources, e.g., blogs, are created by experienced experts. Journalists should develop a practise where it is normal that they, collegially, submit their information to (scientific) experts for comments and, even more, should establish a sustained working relationship with the 'hands-on' experts. In particular the very many knowledgeable organizers of serious civic pressure groups.

The journalist can also show the reader where on the Internet he/she can find the laws and rules to which governments and companies have to adhere to and how he can determine if these laws are violated. Subsequently, journalists can direct the citizen to the legal procedures that can be used to "name en shame" violators.

Helping School Librarians in Developing Countries to Create Centres of Competence in Primary and Secondary Schools

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This paper describes a co-operative effort between the ENSIL Foundation and the Royal Tropical Institute, KIT Information and Library Services to provide help for school librarians in developing countries, in an attempt to create centres of competence in primary and secondary schools. Reference will be made to recent educational statistics on:

- The global distribution of adult and youth literacy;
- The increase in (primary) school attendance in different developing countries; especially in Africa;
- School libraries and the increasing number having Internet access. Recent surveys show that about 30% of schools now have access to the internet.
- The IFLA Manifesto for Digital Libraries (2005) speaks about the equity of access to information and library resources.

Enthusiastic teachers and a number of charitable organizations are attempting to set up school libraries in schools in developing countries, in an attempt to improve literacy and educational quality in general, and to provide access to information and to library resources. Many of these libraries have few facilities or funding. ENSIL and KIT are attempting promote free open access software and provide these school libraries with:

- Simple (online) training opportunities for library staff (such as simple cataloguing tools)
- An online communities focusing on knowledge sharing and a platform to enable them to publicize the need for "A Library in Every School".
- Help with the development of multicultural collections, including access to online (full-text) resources.

Disliking the Like:

User policy-change and perception of the internet as a democratic medium

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Keywords: privacy, comparative law, European Union, social media, governments, commercial organisations

Personal data is the new oil of the internet and the new currency of the digital world. Promoting government responsibility for the privacy of individual citizens seems problematic in an online context, as it threatens to open the door to censorship. One should wonder whether citizens need protection from -what is perceived as- infringement to the rights of privacy, while these citizens are actually consumers, using commercially provided services with policies that they have agreed to. On the other hand one could question whether most users of web services like facebook are equipped with the proper level of media literacy skills in order to manage such levels of responsibility for their own privacy. Herein lies the essence of the problem and the key to its solution.

European privacy law often clashes with the privacy policies of, largely American, commercial organisations such as facebook and Google. Vivian Redding, the justice commissioner of the European Union, did not clearly name facebook but it is obvious that the European Union is taking a stand against what they perceive as an online invasion of privacy; “A US-based social network company that has millions of active users in Europe needs to comply with EU rules.”

The European Commission believes citizens should have a so-called right to be forgotten, they should be able to have control over their personal data and when they disagree with new user policies they should be able to withdraw their personal data.

Whether or not the European Union will be able to improve online privacy through legislation remains to be seen. Regardless of such constitutionalized improvements: users of social networks should be aware of what kind of personal information they are sharing online.

Efficiency in Tagging: Expert vs. Novices - Dimensions of Tagging Behaviour

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Keywords: tagging, folksonomy, efficiency, relevance, web 2.0,
organization 2.0

Due to inflation of data and information it is crucial to "bring order into the information chaos". Our idea in this paper is to research the efficiency of tagging and folksonomy. The flexibility of tagging allows users to classify their collections of items in the ways that they find useful, but the personalized variety of terms can present challenges when searching and browsing. The research is going to be conducted by giving freshman students, with no prior knowledge of tagging, two articles and video of chosen subject in Delicious/YouTube. Based on the read/watched articles/videos every student is supposed to assign tags to that article/video and also based on unread/unwatched article to do the same based on title, subtitle and abstract. The same procedure is going to be repeated with postgraduate students from the Department of Information Sciences. The aim of our research is to analyse and compare user tags and to point out the connection between tagging by more advanced users and tagging by average users. We believe that the research will surface an enormous difference in the number of tags and in relevance which could be improved by implementing a tag suggestion tool. The most important goals of the paper are to determine whether tagging can solve the problem of organizing knowledge in contemporary environments and organizations, suggest ways in which this can be achieved and stress the importance of Organization 2.0 by tagging in Web 2.0 environments.

Cultural Exchange through Libraries

Media, spaces and strategy of the Goethe-Institute's global library network

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Keywords: e-media, international cultural exchange, library network development

The Goethe-Institut promotes various issues of foreign cultural and educational policy. According to its statute, the three principal objectives of the institute are: to promote the study of the German language abroad, to encourage international cultural cooperation and to convey an all-round image of Germany by providing information on its culture, society and politics. A key success factor in achieving its goals is the institute's global network of 150 branches of which 95 operate a library. The library network covers 66 countries. But both the global presence and the specific objectives create challenges for the development of library services, media collections and the creation of library spaces. How can libraries in such a diverse environment fulfil institutional and professional standards while best serving local library communities? Introducing new ways of delivering information, integrating library users through social media and establishing e-media collections are at the heart of library development. The paper presents the current state of development of the Goethe-Institute's library network with special regard to its online information services and the special requirements of a global operational basis. Recent projects and initiatives are presented covering social media activities through facebook and twitter, e-lending through the service "Onleihe" and the web portal www.goethe.de/libraries.

Transdisciplinary Communication and Collaboration

A bibliometric analysis of the field of cultural landscape studies and related concepts

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Keywords: cultural landscape studies, trans-disciplinary communication, mode-2, knowledge production

The rapid development of the information society during the last decades is reflected in the ways we perceive, organize and produce knowledge and it therefore seems important to improve our understanding of transdisciplinary knowledge production. The field of cultural landscape studies is perceived as a transdisciplinary field; it involves several different stakeholders - natural, social and cultural scientists, politicians and bureaucrats as well as the public. It also comprises several different, yet tangential concepts. Different forms of bibliometric analysis is carried out to explore the structure of the field. The main focus is on co-word analysis of articles related to the principal field of cultural landscape studies as well as of articles related to the different concepts. My emphasis is on the dynamics of transdisciplinary knowledge production within the field as well as on how these dynamics correspond to the theory of knowledge production in Mode-2 as proposed by Gibbons et al (1994) and Nowotny et al (2001). Through their heterogeneous quality transactions in the field they highlight the challenges of transdisciplinarity. It is a paradox that the easy access to (digital) information enables and enhances the chances of fruitful transdisciplinary dialogue, yet each group of stakeholders may understand the information in different ways. This paper raises the question as to whether transdisciplinarity requires a common language and a common framework or if its value lies in a creative friction between languages and frameworks, and, if this is the case, how such a transdisciplinarity is best enabled?

Enterprise 2.0., Accountability and the Necessity for Digital Archiving

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Keywords: enterprise 2.0., digital archiving, accountability, enterprise records management, organizational memory, records auditing

In the last decade, organizations have re-engineered their business processes and started using standard software solutions. Integration of structured data in relational data bases has improved documentation of business transactions and increased data quality. But almost 90% of the information is not integrated in relational data bases. The amount of this ‘unstructured’ information is exploding within the Enterprise 2.0. The use of social media tools to enhance collaboration creates corporate blogs, wikis, forums, community platforms, and other types of unstructured information. Just like structured data, unstructured information are records, meant and used as evidence for organizational policies, decisions, products, actions and transactions. Most stakeholders are making increasing demands for the trustworthiness of records, especially for accountability reasons. In this age of evolving social media use, organizational chains, interorganizational data warehouses, cloud computing and authentic registrations, it is crucial for the Enterprise 2.0. that its policies, decisions, products, actions and transactions can be reliably reconstructed in context. Digital Archiving is a necessity for the Enterprise 2.0.: the reconstruction of the past depends on the organizations’ records and their metadata in a digital archive. Blogs, wikis, forums, etc., used for collaboration within the business processes of the organization, need to be documented for reconstruction in the future. Digital Archiving is a combination of three mechanisms: enterprise records management, organizational memory and records auditing. These mechanisms ensure that a digitized organization as the Enterprise 2.0. has a documented understanding of its past. In that way, it improves organizational accountability.

Digitization Lifecycle

A generic online tool for the presentation, enrichment and annotation of digitized sources

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Keywords: virtual research environments, digitization, annotations, METS/TEI, IT-infrastructure, Max-Planck-Society, online-tools, digital libraries, online-editing

During the current age of Virtual Research Environments online editing tools and annotation tools are taking more and more a centre stage in information research, especially in the digital humanities. The scientific community needs tools that facilitate collaborative work on rare texts. Possible functionalities of e-research environments in the humanities are e.g. to create author indices, glossaries, to link to relevant text areas or to link one relevant source to another. With regard to these requirements the Digitization Lifecycle Project was launched by the Max-Planck-Society.

During the first part of the two years lasting project schedule Digitization Lifecycle's aim is to establish a generic basic infrastructure to put digitized content on the web. That means especially uploading images (texts /pictures), bibliographic metadata and TEI transcriptions. After that, the TOC can be extracted either from the TEI or alternatively the TOC can be generated online via manual input in case that TEI-files might not be available.

In January 2012 half of the project will be done. My conference contribution will explain the project's progress. A prototype of the basic infrastructure of Digitization Lifecycle will (eventually) be presented to the audience, who is welcome to discuss issues and problems.

Further I will give an outlook on the aims of the second part of the project schedule. The project team will create a system for online-annotations: different user groups will be able to annotate on text areas and to link to other sources (e.g. to other websites or bibliographic authority files). Thus a scientific disclosure of different text/image corpora will become possible.

Web Content Management within the Organizational Identity Framework

A Study for Hacettepe University Department of Information Management Web Content Management System

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Keywords: content management systems, web content management, organizational identity, Hacettepe University, Turkey

Environmental factors that are created by humans have an important role in today's organizational structures. In this framework, organizational structures are generally under the effects of factors such as new inventions, economic conditions, technological capabilities and new management approaches. On the other hand usage of these factors by organizations reflects organizational culture and characteristics of organization. Organizations with their unique cultures and characteristics generate their identities in the community that they have belonged. In this point of view; logos, letterheads, business cards, websites and social media environments with the Web 2.0 technologies are shown as main elements that reflect organizational identity to community. Today organizations develop template based content management systems that are supported by Web 2.0 technologies to represent themselves as a whole on the web platforms. In this context web content management systems have an important role in terms of maintenance of webpages and organizational identity. Beyond the organizational identity, web content management systems develop organizational web assets with information architecture and usability factors. According to these developments, this study aims to evaluate a web content management system that was developed for Hacettepe University Department of Information Management in terms of organizational identity, information architecture and usability factors. This study also reveals the life cycle features that are provided by web content management system in collaboration with Web 2.0 technologies, information architecture and usability factors according to organizational structure.

Potential Contributions of Social Media to the Creation of Communities of Practice among Librarians

A Content Analysis of the Social Networking Site Quora

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Keywords: communities of practice, librarians, social media, knowledge management

The focus on the service sector has contributed to the development of a relatively new area of study known as ‘knowledge management’ which is concerned with capturing, storing and retrieving knowledge accrued by an organization’s employees. One way of sharing knowledge among members of an organization is through what is known as ‘communities of practice’. A ‘community of practice’ is a group of people who share an interest, a practice or a common goal. This research will focus on librarians as a ‘community of practice’. The technological advances of the last century have created many of the issues librarians deal with today but have also provided the ways to create and transfer knowledge. Here we study the new technology known as ‘social media’ as a way to foster the creation of communities of practice among librarians. Social media facilitates the creation of communities online in which individuals can collaborate and exchange ideas and information. We will be exploring the Q&A social networking site Quora. The site combines the features of an online Q&A site and those of social media, permitting users to ask, answer and rate content while also allowing a community of members to conduct private communication. A content analysis was conducted in an attempt to explore the content on Quora, classify the information shared in order to determine if it can support a ‘community of practice’ of librarians. This step will help the researchers determine future global research and professional implications.

Privacy on Social Networks - Do They Care?

Example of two Croatian faculties

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Keywords: social networks, privacy, exposure of personal data, consequences, Croatia

The development of Web 2.0 technologies and the increasing growth and use of social networks also increase the danger of "abusing" personal data of individuals. Social networks allow to create your own profile. In order to fulfil their function, social networks require the user to put in more and more personal data, in order to create connections to other users of the social network, so that those connections would be more like the connections in real life. Users take social networks for granted because they are not familiar with the negative aspects of misuse of data. Given that we are all participants of this rapid social disclosure, it may be the time to face the possible consequences that threaten us every day, without us even knowing it. How to stay connected with the rest of the world and to preserve privacy is the issue that today millions of users are struggling for. Are we already socially 'naked' in front of the rest of the world and what can we do not to become it? Privacy is defined as "the right of the individual to be protected against intrusion into his personal life or affairs, or those of his family, by direct physical means or by publication of information". Timm and Duven (2008) in their article state that personal information includes: ... "person's name, physical address, email address, online user name, telephone number, social security number and any other information with which that person could be identified." However, is it good that all the information are publicly disclosed? The answers to these and many other questions we will get from the results of our research which will be shown through two Universities in Croatia, on the Department of Library and Information Science at the University of Zadar and on the Department of Information Science at the University of Osijek. Our paper will begin reviewing the relevant literature that has already tackled the topic or issue, after which we will present the state of the topic or problem in Croatia. More precisely, we will conduct research on future information professionals. We start from the assumption that the future IT professionals are familiar with how to protect privacy on social networks like facebook or Google+, and that they know how they can protect their data.

Blogging with Purpose

Fostering a collaborative learning community through social media

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Keywords: social media, academic libraries, blogs, instruction, outreach

Web 2.0 social media tools are here to stay. The question is no longer should libraries use social media, but rather how can they use social media in a meaningful way in order to foster a more collaborative learning community. Much has been written on the ways in which libraries are using social media tools to interact with patrons by providing reference, outreach, and instruction via tools like facebook and blogs. The literature shows that each library uses social media differently; there is not a one-size-fits-all approach. In spite of this, there are shared best practices at the heart of these unique approaches. In this paper, we identify these best practices and demonstrate how we used them to develop a more coordinated social media presence in our library, the Undergraduate Library (UGL) at the University of Illinois, Urbana-Champaign. Having identified that the UGL's blog was getting low use and allowing for minimal interaction between the library and its patrons, we sought to update the blog in order to create a more robust social media program that meets students' needs and is both responsible and responsive. This paper explores some of the lessons learned in the library's efforts to create a more interactive, user-friendly blog that reinforces the value of collaborative inquiry and creates new opportunities for community interaction. The paper also provides insight into the ways in libraries can use a coordinated approach to social media outreach in order to have the greatest impact on enhancing instruction and building community in the library. Finally, this paper describes the different quantitative and qualitative methods available for assessing the impact of the new social media efforts in the UGL on patrons' experience of and interaction with the library. Several areas for further inquiry have arisen from this project including the need for identifying better strategies of evaluating the qualitative impact of social media use in libraries.

E-Learning and an Adutainment Tool Xtranormal

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Keywords: e-learning, e-learning tools, xtranormal

Because of the quickly changing technology a new term called “computer year” appeared, in which a year is equal to seven months. With these technological developments e-learning replaces traditional teaching/learning methods. E-learning provides users to learn efficiently and in a shorter time. There are several tools for e-learning.

Presented are tools like slideshare (www.slideshare.net) and prezi (<http://prezi.com>), that can be used instead of powerpoint and provide you not having to save anything on your computer. Video tools like pinnacle video spin, iSpring (www.ispringsolutions.com), Animoto (<http://animoto.com/education>) and xtranormal(www.xtranormal.com/index) teach you by creating movies. Social tools that are closely connected to social webs like Wordle (www.wordle.net/) can create word clouds; Glogster (www.glogster.com) is a tool similar to prezi but it also can be combined with multimedia and ScoopIT (www.scoop.it/). Voice tools like voicethread (<http://voicethread.com/#home>) are used especially for conferences and webinars and can combine images, documents and your voice. One of the most “adutainment” e-learning tool is xtranormal, it provides teaching by creating short movies and animations instead of presentation slides.

This paper aims to explain e-learning tools, especially concentrating on xtranormal, how it works and how to create a short movie using xtranormal with an example movie.

Collaborate with Your Customers!

Open innovation in creative media services

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Keywords: media services, customer integration, open innovation, organization 2.0, extended value networks

The changes towards the Organization 2.0 are based on new approaches of economic collaboration within the value chains and their expansion to the customer site. Especially the involvement of the customer in the value chains is a promising approach especially for media innovators that have to cope with challenges such as high "flop-rates" in media innovation, declining customer loyalty and declining willingness to pay for media services in the age of the internet.

New management approaches in the media sector recognize their customers as valuable partners in the early stages of product and service development, content production and quality assurance as well as in sales and marketing by using the customer's network as a multiplier.

Although there is consensus about the economic significance of customer integration in media services, there are only few research results that describe the economic success factors and define concrete management recommendations to manage the increasing complexity of value creation processes and to manage open innovation approaches in the media sector. As a further result, economic aspects of the customer integration in media services are systematized by considering different customer roles and degrees of customer participation.

Bibcamp

An open space learning framework

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Keywords: bibcamp, collaborative learning, open space learning, self-authorized learning

A bibcamp is a participant-driven event which attempts to avoid traditional characteristics and drawbacks. In such an unconference everybody is free to present and to participate in different activities like sessions and workshops. Unconferences can be part of a new way of teaching and learning: open space learning. The learning process changes from expert-driven learning to self-authorized learning. The job of every single person is to participate, not just to listen for two or more hours and at the end to ask questions. Furthermore an unconference brings together practitioners with varying severity of experience, strengthens the connections within the community and enables students and young professionals to be esteemed part of the professional community. It aims to foster a lively debate between practitioners around common challenges and accelerate learning around effective practice, documenting identified solutions and promising tools and approaches to share with practitioners around the world.

OSL will modify traditional "classroom" structures and teaching methods. It's the goal to motivate student's interest in participation. The concept of open space technology was developed by Owen (1997) and follows four principles: Whoever comes are the right people. Whatever happens is the only thing that could have. Whenever it starts is the right time. When it's over, it's over.

The speech will try to give answers to the following questions: Is open space learning suitable for all fields of subjects? What is the value in studying complex themes? More theatre than serious learning? Who decides: open space learning or formal academic study? How are teacher-student relations changing? Who ensures learning success and learning outcome? Are there any limits?

Exploring the Virtual Worlds

Enhancing e-learning and accessing online resources in TUAS

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Keywords: social media, second life, social media applications, affordance theory, electronic resources, information literacy skills

This paper discusses a pilot project of the library and the student counseling office at the Turku University of Applied Sciences (TUAS). TUAS launched the Second Life (SL) virtual presence during 2010 with a project where a Second Life service was created. In accordance with the strategic plan of the TUAS, the project aimed to improve student counseling and tutoring with social media.

The critical questions for the TUAS library were how to tell the students about the high-quality e-resources, and how to motivate them to use these resources in their studies. To answer these questions, different functionalities to trigger learning of both Information Literacy (IL) skills and the use of e-resources were planned in the library's Second Life-area. Those triggers were seen as affordances or clues in the environment that indicate possibilities for action according to affordance theory.

A group of 25 students, who attended an introduction course to IL skills in Second Life, gave their response in a questionnaire. The findings suggest that the virtual environments, like SL, may enhance the IL skills of those students who are interested in, or have a positive attitude towards the virtual environments and unconventional ways of seeking information, including the serendipitous or opportunistic discovery of information. Through the project, the library developed its profile from a traditional services library to a participatory medium that can support users in necessary competencies in seeking, creating, and sharing of information and learning from it.

Worldwide Perceptions of New Librarians

Renewing the profession

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Keywords: new librarians, use of social networks, digital library communities

This paper explores perspectives of new librarians using technologies 2.0 worldwide. It is based on results from “International Perspectives of New Professionals,” a research carried out in 2011 by Loida Garcia-Febo and Robin Kear with individual participation from 49 countries and 6 continents. It will include answers to an international-distributed questionnaire, literature review, interviews to senior librarians, anecdotal evidence from email discussion lists, and websites maintained by groups of students and new librarians in different regions of the world.

The paper presents a global overview of the perceptions of international new librarians and how they are using social networks to create communities collaborating nationally and internationally to learn, work, and further their professional carriers. At the same time, they are forging relationships that are leading towards the renewal of the profession. Finally, the current results will be compared with Loida Garcia-Febo’s original, similar 2007 study and will be reviewed in light of the results from the current investigation and the findings relating to social networks and global communication. The research keeps a finger on the pulse of the state of new librarians worldwide and maps out key points for the future of librarianship.

Challenges of E-Science and Virtual Research Environments for Academic Libraries in Norway

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Keywords: e-science, virtual research environment, academic libraries, Norway

In recent years there have been huge changes in the way researchers carry out their research. Today researchers work in ways that are much more interdisciplinary and collaborative. They do more teamwork and they communicate virtually to a much greater extent. Increasingly they have to deal with an overflow of data and publications and with a huge number of search tools. Now researchers obtain the information they need in ways that are clearly different from those that were normal in the past. They need cross-repository search tools and intuitive interfaces to find the information easily and quickly. In addition researchers are obliged to come to terms with new forms of scholarly output and new publication channels, complications of national and international copyright law and a different environment for the use and reuse of research outcomes. These new ways of how science and research are undertaken are described by the term E-Science. A widely used definition of E-Science origins from John Taylor, former director of Great Britain's Research Councils: "E-Science is about global collaboration in key areas of science, and the next generation of infrastructure that will enable it."

A framework of resources and tools that meet the different needs of researchers is called Virtual research Environment (VRE). Besides supporting the individual scientist, a VRE facilitates collaboration amongst research teams and communities providing them with more effective means to jointly collect, create, and manage data, information and knowledge. That means, a VRE helps researchers in all disciplines to manage the increasingly complex range of tasks involved in carrying out research. But what does E-Science and Virtual Research Environments mean for academic libraries? What role should libraries play to support these new research practices?

This presentation will showcase approaches for academic libraries in Norway to develop new roles. It will deal with the many challenges libraries face and discuss new services and skills that are needed to ensure current and future researchers being able to navigate and exploit the full potential of evolving digital scholarship.

About the Use of Information Media by Students in Higher Education

Results of an international empirical survey

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Keywords: media, media use, higher education, tertiary education, information media, e-book, e-journal, learning media, e-learning, web 2.0, information systems, information science

The ubiquitous dissemination of online information services into tertiary education has led to changes in students' learning and study behaviour. Students use services such as Google and Wikipedia most often not only during free time but also for learning. At the same time, traditional information media such as textbooks or printed hand-outs still form basic pillars in their learning environment. Although there are papers focusing on the effect of digital information for learning, there have been no studies conducted that measure the use of a wide range of media for learning, print and online. Before investing more in digital technology, university administrators should first understand student learning behaviour within the current overall media environment. To measure the media usage for learning an international long term media survey in tertiary education was set up by the author and several co-operation partners. Beginning with a first survey carried out at Karlsruhe Institute of Technology in 2009, currently a total of 13 surveys at 11 institutions of higher education in several countries were carried out. Until October 2011 about 10,000 students were asked 143 questions about their information media use for learning and close-by topics. The survey led to the following outcomes, regarding media usage for studying:

- An acceptance ranking of 48 media services
- A media and media user typology
- A media acceptance model
- Possible influence factors on the use of media
- Hints to strategic development of university services
- A validated questionnaire in four languages which can be used by other universities

Top Mobile Apps for Libraries

Mobile development and implications for library services

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Keywords: mobile applications, location-based services, software development

According to the Pew Internet and American Life study, *Mobile Access 2010*, 40% of American adults use the Internet, email or instant messaging on a mobile phone - up from the 32% of Americans who did this in 2009 (Smith, 2010). A report focusing on smart phone adoption (devices with app capabilities and wireless Internet access) finds that 35% of the American adult population own smart phones (Smith, 2011). Further, Smith writes, "Mobile phones are a main source of internet access for one-quarter of the smart phone population," (2011, p3). This growing trend of wireless handheld access indicates a need to rethink library services. Such a reconceptualization would introduce library service enhancements as well as completely new library services that these handheld devices enable. Consider the new and emerging domain of location-based services. This domain introduces the possibility to deliver library information based on the user's location. Librarians can leverage existing library data such as shelf classification and facilities layout for the design of innovative information environments that respond to a user's shifting information needs (Hahn, 2011). In addition, the emerging world of augmented reality (Azuma, 1997) applications will create compelling immersive experiences for library users. This paper will review library centric and library-specific apps such as Mendely, RedLaser, and others. We will provide suggestions for how libraries can stay current in application development, show current uses of apps for library services, and finally, provide a snapshot of the future of library services and mobile applications. We include a use case of the Layar (www.layar.com) augmented reality browser app for library service.

Wild Wild West!

Moral Challenges in the Age of E-Media

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Keywords: ethics-new technologies, information ethics, internet-morality

Ethics are often subjective and when morals come into question there is not always a clear cut defined line. The Internet as a powerful tool has added an interesting twist to the traditional ethics since it has become so entwined in society. And like any tool, it can be used for both good and evil. It is a vast resource that opens doors and enables society to do things that either could not be done before or could not be done easily.

A significant problem arises because everyone possesses his own thoughts, opinions, values and morals. When large numbers of people come together in any environment there are bound to be some differences in beliefs or conflict. What is offensive in one corner of the world may be perfectly acceptable in another. Because the Internet is a global community and differing laws will exist from place to place is difficult to regulate it.

The purpose of this presentation is to mention some of those differences, difficulties and moral challenges that are faced by people in the age of e-media. For example: personal exploits (identity and financial theft) and socially problematic issues (hate speech, stalking, harassment, offensive images). The solution to the challenges of morality on the Internet seems to be trying to find some semblance of balance. This would not be easy...

Preparing for Work in a Rapidly Changing Environment

Student collaboration across the Web 2.0 world

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Keywords: web 2.0, library 2.0, LIS education, Australia, Germany

As examples of Organizations 2.0, library and information services have a significant role to play in fostering the development of participative communities. Library and information science professionals can design, implement and evaluate information programs that help build active and engaged communities. In the course *Information Programs for User Communities* offered by Queensland University of Technology (QUT) in Brisbane, Australia, students are introduced to the issues associated with contemporary library program development. Topics specifically focus on the impact of Web 2.0 and other emerging technologies on library services within the context of the needs of specific user groups. Students are encouraged to investigate current trends in library programming, to explore the practical applications of new technologies, and to consider the marketing and promotion of innovative services. There are ten weekly learning activities that cover various new media, with students collaborating in their own Personal Learning Network (PLN). In the Winter Semester 2011, students at Stuttgart Media University also participated in the course. The virtual learning community developed at the local level was extended internationally with the German students buddying with Australian students to share their learning experiences. In this paper, students from both QUT and HdM discuss the ways in which they were challenged to explore the interactive, participative and collaborative dimensions of the Web and to think creatively about the roles they can play as library information professionals to use multi-media environments to develop innovative user-centred and socially rich library services.

Access to Public Information

The dilemma of library and information professionals of Bangladesh

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Keywords: access to public information, Bangladesh, library and information professionals, rural information centres, information literacy

Purpose: The article discusses the dilemma of library professionals of Bangladesh regarding their role in the implementation of the recently enacted Right to Information Act. It also highlights other issues that may influence people's right to access information in the future.

Design/Methodology/Approach: The information in the article comes from review of existing literature, current news and direct observation. Bangladesh Government's effort to set up 4501 rural information centres and the activities of various non-government organizations have been discussed in the light of field visits and literature review.

Findings: Findings indicate that, library and information professionals of Bangladesh are becoming more active in the dissemination of public information. Major problems in assisting people, especially rural and marginal people, access public information are identified and analyzed.

Limitations/implications: Collaboration of library and information professionals with other professionals and the effects of the proposed National Broadcast Policy on the access to public information need more explorations.

Practical implications: The paper offers practical insights into the problems faced by information professionals in the dissemination of public information and indicates how they can play a more dominant role in the evolving information society.

Originality/Value: The paper is one of the very first attempts in Bangladesh to focus on the state of access to public information and the role of library professionals. It would provide valuable inputs for information professionals and enthusiasts of other countries in enriching their experience and insights.

Bibliographic Information on the Mobile Touch

Library students and contributions to Wikipedia

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Keywords: Wikipedia, library students, bibliography

In spring 2011 library students at Oslo University College published a number of Norwegian author bibliographies in Wikipedia. The specific purpose was to help schoolchildren and students in their literary assignments. For young people in a learning situation Wikipedia has become a primary source of information. Increasingly, young people access this information through mobile devices. The following questions are discussed: What are the benefits and drawbacks of bibliographic articles in Wikipedia? What are the possibilities for developing guidelines, standards and models for bibliographic presentation? What is the quality and reliability of this information and how can it be updated and improved? The methodological approach is qualitative and comparative. A selection of bibliographies are analyzed and discussed.

E-Motion in Hybrid Publications

E-publications and their printed counterparts in the focus of publishers, library catalogues, search engines and users

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Keywords: publishing; open access; hybrid publication

The Berlin School of Library and Information Science (BLIS) offers to undergraduate LIS students once a year a seminar titled: “Turning an idea into a book”.

Students learn the basic aspects of publishing from finding the right topic, acquisition of articles, professional layout through set-up and structure of a publication up to financing and possible forms of a publication. They are decisively responsible that the publication will be recognized by experts and book trade.

Over the last years these book projects were successfully published not only as a printed version but also online with open access on the Humboldt University’s own edoc server.

Themes like these will be discussed in the paper:

- Does it make sense to publish a printed version beside a free available electronic counterpart?
- Who is interested to buy a printed version while the electronic version is free available?
- How do both versions find their users / readers?
- How do library cataloguers handle the cataloguing of hybrid publications?
- How do search engines handle the access to hybrid publications?
- How do users identify hybrid publications in databases and library catalogues?

The paper will demonstrate that users request on both electronic as well as printed publications, and that there is still an urgent need to optimize library catalogues’ and search engines’ services to meet their needs.

Usability of Digital Collections of Memory Institutions

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Keywords: digital collections, users, usability, memory institutions

Digitization in Latvian memory institutions started in 1994. Up to now there are more than 124 digital collections accessible for users. Similar to general tendencies in digitization, digital collections of Latvian memory institutions are important cultural heritage resources containing mostly historical materials of national and local meaning. Based on data provided by the project “National Identity in Digital Environment”, digital collections are not very popular resources among inhabitants of Latvia. It was concluded that one of the reasons is lack of information about collections. Another investigation shows that the performance of digital collections is of medium quality. To find out the point of view of users, focus group discussions about digital collections were organized and afterwards the participants were asked to evaluate the definite digital collections and to fill out questionnaires about it. The aim of this paper is to analyse the results of the participants’ points of view about the usability of the digital collections. According to the *Interaction triptych model* analyses will be based on evaluation of usability attributes of the user interface: aesthetic appearance, navigation, learn ability. The participants were asked to also evaluate some usefulness attributes of the digital collections: relevance, reliability and currency. All these attributes will be analysed by the participants’ answers in the questionnaires. To get a more holistic picture about the quality of the digital collections, systems usability data will be compared with research data about digital collections performance. It is anticipated that the results of the research will be both useful for improvement of digital collections as well as for increase of usage of digital collections.

International Transport Systems: Ethical and Social Concerns in a Developing Context

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Keywords: information ethics, intelligent transport systems, privacy concerns, developing countries, social implications, information security

Intelligent Transport Systems (ITS) is an umbrella term used to describe the integrated application of information processing technologies used in effective road network management. Each system consists of a selection of integrated applications such as radio frequency identification (RFID), automatic license plate recognition, and closed circuit television cameras. As information is at the core of an ITS, the ethical and social concerns surrounding privacy and security of information belonging to affected motorists have been raised. Technologies utilized by ITS place motorists under constant surveillance and monitor transit behaviour in real time. In addition, the researcher will investigate the possible social concerns raised through implementing ITS in a developing country, and determine what similarities and differences in ethical issues appear between developing and developed countries.

The research into international examples of ITS relates to a study done on underlying ethical concerns of a proposed ITS in South Africa. In the South African study, a literature review and pilot study helped illustrate possible benefits, challenges, legislative concerns, and public perception of such systems in light of pertinent ethical issues around privacy and information security.

In this paper, an analysis of similarities and differences between existing international ITS, and the envisaged South African implementation is conducted. The social and privacy concerns and the perceived tensions that the ITS can create between citizens' rights and applicable legislation will be debated. The ethical and social implications of ITS have not received sufficient attention in a developing context, and herein lies the value of this study.

Information Poverty and Digital Divide

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Keywords: information poor, information rich, information poverty, digital divide, information gap

The main goal of this paper is to introduce approaches about information poverty and find out what is influencing the digital divide in today's world. According to Haider and Bawden (2007), the term "information poverty" is situated within a vast array of literatures on "information inequality", "information or digital divide", "information gap" and similar compounds. Much of the literature approaches information poverty as an inherently economic phenomenon - it means that individuals without access to modern information and communication technologies will be left behind in the global information society (Thompson, 2007). Information poverty also seems to be a problem of the last decades, but we can find mentions of this phenomenon since ancient times - ever since the ancient Greeks told us that "knowledge itself is power" (Compaine, 2001). We can then identify and categorize the different perspectives on information poverty as an information connectivity approach, an information content approach and a "human approach" - approach linked to human-connectedness of information (Britz, 2007). The Information connectivity approach is concerned with spreading and using information and communication technologies. In this approach, the information poor are mainly recognized as counterpart to the information rich and the gap, which was created between them, is called the digital divide. The expansion of the digital divide is caused by socio-demographics, psychological predictors, social resources and experience with information and communication technologies. The digital divide can be distinguished on a global and a local level, but while developing countries are still struggling with the first level, developed countries try to bridge the digital divide 2.0. The Information content approach reflects the availability of high quality information, because the lack of quality and useful information deepens the poverty. Schiller (1991) refers to it as the "pay-per society", where the information gap divides the world into those who are educated, politically and economically privileged and those at the bottom of the class system, uneducated and poor, exposed to less valuable information. The Human approach to information poverty is not based on a wealth-poverty-metaphor, but represents rather a hermeneutical view of information (Britz, 2007). According to Lievrouw and Farb (2003), this approach is based on a phenomenological and constructivist view of information.

Digitization

Is it a viable preservation alternative?

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Keywords: digitization, preservation, collaboration, innovation, permanence, continuing value

The 1990s have been defined as the decade of digitization, which has been hailed by its proponents as a true cause for celebration. Yet, other voices have warned of the very real "threat," which digitization, and more specifically the problem of digital preservation, entails - widespread information "wipe-out" and thus losing much of our collective memory. The question then arises - why is there such a wide divergence of opinions? In an attempt to answer this question, the present paper will consider some of the main advantages of the new digital technologies such as providing unique access to information, its network distribution, and the high quality of digital resources, as well as the challenges these technologies pose: the provenance and authenticity of digital surrogates, obsolescence of hardware and software, proprietary forms, lack of standards. What is even more alarming than the technical impediments in the digital world is the lack of long-term thinking that supports preservation and the conceptual shift of emphasis from "permanent value" to "continuing value" of our records, that is, recognizing the possibility for some records to lose their value over time. Thus, the very idea of permanence-traditionally associated with preservation is fundamentally challenged.

The institutions which preserve our collective memory (libraries, archives, museums) can play a vital role in addressing these issues-primarily in forming alliances and partnerships across borders. Aided by the transformative power of the digital environment, these institutions could stimulate unparalleled collaboration in respect of serving users and working together for the public good.

Surfing is essentially accepting the message, implicit in so much of what we learn from neuroscience, which we need to free ourselves from an unhelpful over-concern with the conscious mind and put the whole of the brain at the centre of our information universe.

Visualizing the Semantic Web 2.0

InfoSpace2D: a FreeBase visualization

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Keywords: semantic web, visualization, Web 2.0, freebase

Tim Berners-Lee described the semantic web as “a web of data that can be processed directly and indirectly by machines” (Berners-Lee, 2001). The premise of this web of data is that access to information on the internet can be greatly improved, because machines know the meaning (semantics) of information. Still, the semantic web has not found universal adoption yet, for various reasons.

A way to make the semantic web more accessible is to provide more intuitive visualizations. Ontologies organize information in the semantic web, and these are often visualized using graphs, representing relationships with nodes and edges. Graphs are not always the most efficient way to access knowledge presented in ontologies. Some initiatives to visualize ontologies in novel ways have been deployed, with varying results (Katifori et al., 2007).

In recent times, an increasing amount of open structured data is being made available. An example is Freebase, an open repository of structured data in the style of Wikipedia (Bollacker et al., 2008). It is a “web 2.0” application, so users can collaborate and jointly create a semantic database. Additionally, new visualizations of Freebase can be developed, using the provided Application Programming Interface (API).

This paper contains a literature review concerning the semantic web and ontology visualizations. Furthermore, it describes InfoSpace2D, an actual application which visualizes the “Semantic Web 2.0” in a new way, using the FreeBase API. This interactive visualization has been developed using the latest web technologies, with the concept of Rapid Application Development in mind.

Navigators, Debaters or Information Architects?

How library, museum and archive professionals perceive their role in the future society

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Keywords: professional role, librarians, museum professionals, archivists, future

The past two decades have witnessed an increasing political interest in archives, libraries and museums (ALM) as memory institutions, their role as shapers of the future society and providers of access to public information. At the same time, some of the proponents of digital information technologies have heralded the Internet age as their end. Even if it might be too early to doom ALMs altogether, even many professionals have acknowledged a need to change the traditional work at the institutions. The voices have become louder after the shift of the millennium. The notions like Library 2.0 and participatory librarianship, museum 2.0 and participatory archives have stressed an inevitability of a change.

In spite of the scale of the debate, the general understanding of that what is happening seems to be rather fragmented. The earlier literature consists primarily of practical theorising and opinion pieces with a certain number of critical theoretical literature and case studies. Syntheses and reviews of the professional points of view are remarkably rare. The empirical research tends to focus on popular opinions about libraries and their future role while the future role of the information professionals has been discussed more sparsely.

The aim of this study is to map the future role of librarians, museum and archive professionals as it is conceptualised by the professionals themselves. The analysis is based on a quantitative and qualitative analysis of the results of a web survey of Nordic librarians and information professionals conducted in February-March 2011. The analysis of the results shows that the views of the professionals epitomise three widely diverging and contradictory ideas of their and their institutions' role in the future. The presentation discusses the roles and their relation each other and the society. As a conclusion, it seems necessary that the professionals begin to articulate their mission in much more concrete terms than in the hitherto consensual discourse of adaptation to the current and future societal context.

Measuring the Public Library's Societal Value: a Methodological Research Program

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Keywords: public libraries, outcome measurement, societal value, social return on investment

Public libraries in the Netherlands face growing scepticism about their value to communities and society at large. The digitisation of media, information and communication gives rise to questions about the library's function, as it still is based mainly on physical service provision. Furthermore, the current economic recession causes local, regional and national governments to critically question every euro spent on cultural institutions. In this climate, there is a growing need for public libraries to show their worth - not only in an economical, but also in a more sociological sense. As standardised measurements for these values are still lacking, a research program was started to develop these outcome measurements. In this paper, we sketch the rationale behind this program and the steps we are taking to develop a measurement instrument geared at validly and reliably demonstrating the societal value of public libraries.

Turkey - Access to Government Information

A case study

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Keywords: e-government, information access, information literacy, Turkey

This paper reviews the progress in public access to government information, and the development of e-government in Turkey from 1993-2003. In addition, various recent eTransformation efforts made by the Turkish government, including the eTransformation initiative in 2005, and several factors which have played an important role in affecting the public's access to information will also be examined.

We will discuss local literature and Turkish legal developments regarding e-government development starting from the 2004 negotiations for Turkey to enter the European Union (EU) contribute to the understanding of the transition to e-government in Turkey. The paper will also examine the state of e-government development and the level of public access to information in the Visegrad-Four (V4) countries accepted into the EU since negotiations for Turkey began. Developments that have taken place in Turkey on the local level, focusing on e-government of municipalities, will also be explored.

Taking the afore-mentioned factors into account, we will consider several options that may help Turkey eliminate technical, cultural, and fiscal barriers in order to provide a greater number of its citizens with access to the information they need to improve their lives and promote the democracy for which they have so greatly fought for and maintained throughout the 20th century and into the 21st century. It is hoped that the paper will stimulate a discussion on how Turkey and other countries can most effectively use e-government strategies to keep their citizens informed and to sustain a democratic form of government.

If We ‘E’ It, Will They Come: Lifelong E-Learning at a Large Urban Public Library

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Keywords: information professionals, librarians, libraries, urban libraries, public libraries, lifelong learning, e-learning, lifelong e-learning, e-resources, technology, applications

The Carnegie Library of Pittsburgh is a large urban public library system located in Pittsburgh, Pennsylvania that provides electronic resources to support lifelong learning to a growing community of patrons of all ages, races, education, and income levels. In this paper, I will examine how the Carnegie Library of Pittsburgh promotes anywhere anytime lifelong e-learning through its many e-resources including eBooks, eAudios, eVideos, and Streaming Music, Spoken Words, My StoryMaker, Live Homework Help, and other electronic resources. I will include real world examples for each e-resource. I will discuss who the audiences are for these resources; how they utilize the resources; how these resources are made available to the public; what the e-learning patron needs are; how these eCLP resources fill those needs; and what the patrons are telling us about these resources. I will conclude with challenges faced, lessons learned and what the future holds for lifelong e-learning at the Carnegie Library of Pittsburgh.

Online Citizen Engagement in the Context of Information Society

Electronic participation channels in Estonia

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Keywords: e-participation, electronic participation channels

Modern information society has constantly simplified the decision-making process involved in online participation of citizens in a democratic state. New opportunities have been created for using various information channels, participation webs and e-services.

The purpose of this paper is to analyse the potential of Estonian e-participation channels as a part of development of the e-government. Although Estonia is one of the leading countries in the world in terms of using e-services and the field is constantly developing, online participations still taking its first steps.

While political scientists generally examine people's social activity in the context of civil society, the role of information scientists today is to consider the issues related to online participation, starting from information channels to the information architecture of participation webs.

This presentation focuses on the issues of online participation, more specifically, on the content analysis of Estonian participation webs. In addition, the online user survey will be conducted.

The research design is presented with the aim of answering the following questions:

- a) Whether the e-participation channels are known?
- b) Whether and how often the e-participation channels are used?
- c) Whether the content and structure of the web meet the expectations of web users?

Sharing Information in a Business Environment - Corporate Benefit, Individual Loss?

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Keywords: corporate knowledge base, transparency, ownership of
information, data security

First of all sharing information within a company is always mentioned with regard to the benefit the whole organisation will gain through this. It implies continuous and fast access for everyone, independence from individual and regional aspects, storability and reusability of information produced within the organisation. All these aspects are important in today's knowledge society and do rise profit within modern companies.

Information to be shared could be manifold. Internal and external documents like sample contracts and presentations or even contact details integrated in a customer relationship management system are of high interest for business matters. All this data will bring profit to the company because it can be used by all people within the organisation to fulfil their tasks faster and with better quality. From this point of view sharing information seems to be the ideal solution.

But aren't there any disadvantages in sharing everything with everybody?

By putting information in a knowledge management system the individual employee loses control over his or her work. There are only limited possibilities to control that uses a document and for what purpose. Besides these insubstantial concerns there are more tangible aspects to be considered when working within an organisation that works profit-oriented. This is the point where the individual loss begins and security measures need to be installed.

To assure and convince people to contribute their information to a common system, miscellaneous measures concerning security and transparency need to be taken. These measures and the understanding the information professional needs to acquire are important points in getting a corporate information database working.

What Challenges are Library Leaders Facing?

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Keywords: library leaders, survey, institutional repository

The challenges of global collaboration require flexibility and the properties of reacting quickly to new situations; be they of larger or smaller impact to the local situation. One important factor for shaping the way we react to new situations can be found in the way we perceive the future. In many cases our perception of the future shapes the way we react - if we see challenges and changes as possibilities or threats. In a recent research survey (part of the data collection for a ph. d), approximately 250 Norwegian library leaders working at different levels in the libraries were asked about what they perceive as challenges in the new globalised world and how to collaborate and work in the future. Questions were asked about digitalization, technological changes, open access and social media, and how they rate as challenges. The analysis shows how leaders, both in academic libraries and in public libraries rate these challenges for their libraries, as well as for the library leaders themselves. The results also uncover differences in the perceptions for leaders from larger or smaller libraries, and for younger or older leaders. This research is supplemented by findings from two studies made at Transylvania University of Brasov, Romania, where surveys of academics and their thoughts on open access publishing both before and after the implementation of a Institutional Repository, will serve as examples of a typical situation. This will highlight the contrast between the academics and the academic library leaders' perception of the future challenges. It is evident from this study that there is a difference between what is seen as important from the library leaders' point of view and what the "customers" - in this case academics - see as important challenges for the future. So in addition to facing the challenges of globalization and of global collaboration within the library world, library leaders and staff must handle how the users of the library perceive the same challenges.

How “KonSearch” Simplifies your Research!

The new discovery system at the University of Konstanz Library

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Keywords: new search techniques, search engine, catalogue, user friendliness

New digital technologies are in rapid flux. When a user starts browsing the catalogue, and checks out the abundance of library offers, the options are overwhelming. Databases, ejournals, ebooks, platforms for special subjects - the list seems endless. But it is not only the sheer variety of search tools and resources that challenges users; it's also quite complex to figure out the diversity of search interfaces. For inexperienced library users it is nearly impossible to get an overview. Even users well versed in information literacy struggle to find their way around, and to make the most of possibilities within a reasonable time frame. Due to this, libraries have been striving to enhance their search tools.

Since users appear to be reluctant to use complex search tools, libraries aim to bridge the gap between easy-to-handle online services, such as Google, and their own web-based catalogues or subject-specific databases. In the process of researching a topic, Google may support the convenient search habits of people who shy back from more complex research surfaces, but it fails to provide access to the expensive, specialised contents to which libraries subscribe. To locate, retrieve and download specific material licensed by libraries, users need to understand the very difference between google and the WebOPACs or subject-specific databases. They also need to come to terms with the way libraries integrate online content.

What can libraries actively do to help users understand why it is vital to use the research tools of the library? The University of Konstanz Library has faced this problem, and came up with a fascinating solution: We acquired the discovery system “Summon” from “Serial Solutions”, member of the ProQuest family of companies. And we call the search engine “KonSearch”. This system makes it possible to search under one search interface in all data the library has licensed. The users receive one hit list and have a lot of possibilities to limit their results. With a few clicks, the users get the full text or the bibliographic data. With this new search engine the users have success and fun and get their relevant information.

Use of Data Mining Systems as an Enhancement of Digital Libraries

Implementation to the Library of Faculty of Humanities and Social Sciences in Zagreb, Croatia

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Keywords: data mining systems, digital libraries, user-centered approach, knowledge management, information management

Data mining is one of the fundamental terms in the field of knowledge and information management as well as in knowledge organization. That process is the foundation of many databases, and lately, many digital libraries as well. One specific data mining system, Microsoft Pivot, and its application to the digital library is the main interest of this paper. Pivot's main potentials refer to the visualization and graphical presentation of data, as well as simplifications and enhancements in user's browsing of large quantities of data and information stored in the library. When using that sort of system, information professionals can choose what types of metadata they will include and make retrievable. One can even go as far to sort items by the color of their cover. Even though that kind of solution may seem unnecessary and maybe even ridiculous to an information specialist, it can be very useful for a student or even to a faculty when they are in search for a specific title.

The Pivot system will be implemented at the Library of the Faculty of Humanities and Social Sciences and afterwards tested and compared to the traditional library catalogue by the selected groups of LIS and other departments' students, librarians and faculty members and a comparative analysis will be made. The goal of the research is to explore the real searching and browsing needs of end-users and to get the users' viewpoint on the advantages and disadvantages of the traditional library system and the new, applicable, data visualization system.

The Presence of the Topics on Free Access to Public Information in Professional Literature in the Last 20 Years in Journals *Vjesnik bibliotekara Hrvatske* (Croatia) and *IFLA Journal* Comparative analysis

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Keywords: public information, free access, *Vjesnik bibliotekara Hrvatske*, IFLA journal

The topic of this research is occurrence of papers on free access to public information in one Croatian LIS journal, *Vjesnik bibliotekara Hrvatske* (VBH) and the IFLA Journal. According to the Croatian Library Association "access to information of public importance, which include the archives of institutions of public administration (state, municipality), allows the realization of the rights of individuals and groups to fully participate in the community, including involvement in various decision-making processes". It is interesting to see how these topics (e.g. free access to public information, transparency of public information and access rights) are addressed in VBH and IFLA Journal. The purpose of this research is to find out the extent to which the authors of professional literature deal with the issue of free access to information and which topics are most common in Croatian LIS Journal, and whether it is the same as in an international LIS Journal, the IFLA Journal. The method of this research is a critical and subject analysis of literature published in the period from 1990 to 2010. Data were collected using bibliometrical methodology (authors, titles, keywords and abstracts were collected). Keywords were used for making the list of subjects covered in chosen articles. Analysis and results are showing distribution and treatment of the topics connected to the public information. One of the results of this article is a short bibliography on topics mentioned above. It is a good starting point for broader research.

Augmented Reality as a Tool to Bring Young Users to the Public Libraries

The case of the libraries of the city of Barcelona

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Keywords: public library, augmented reality, young users, Barcelona

The low presence of young users is a common fact in public libraries. The will of the institution Biblioteques de Barcelona to create specific services to attract users between 16 and 24 years old and to promote the access to resources from mobile devices is shown in its Action Plans.

This is the scenario in which this project was developed under the supervision of Mireia Ribera. It proposes the use of augmented reality as a tool to bring young people to libraries.

Augmented reality consists of overlaying virtual items over real items. It's a technology that allows a great interaction. Its use has increased during the last years because of the popularization of the smart phones.

The main objective of the project was to create 3 prototypes that use this technology. Each prototype is geolocated at a different library and focused on a different marketing concept: documents, services and benefits of owning the library card.

Layar has been chosen as the framework, because it's the largest and most complete augmented reality browser that exists in the market. It includes content by third parties as layers.

The project was done following user-centered design, a philosophy based on creating products with the involvement of the users in different phases of the process.

In order to define what contents of augmented reality must be shown, the audience has been asked about its preferences.

Nowadays, the layer of augmented reality is completely finished, covering all the public libraries.

You can see the final result at: www.layar.com/layers/provabiblioteca

How do We Feel in the Global Village

Infrastructuring emotions in the digital age

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Keywords: infrastructuring, emotion, cyberinfrastructures, collective states

The development of Information Science and how we organize knowledge are intimately related to what we know and how we experience the world. Social Sciences studies about collective human state dipsticks and maps is turning to be possible in the digital age where collective processes can be tracked and represented on and by the web. Global events are also becoming quite usual and can be experienced through the web as collective states. By information infrastructures we may not only connect, observe and know the world in a new way, but also feel it and feel human practices not only at a local level. An emotional web becomes a space where emotions are related to a digital environment, where studying emotions can be fruitful to understand especially digital natives, as for anybody able to decode and recode emotions coded in the web. Emotions and discourses about emotions can be globally tracked by georeference software. Nonetheless experiments on extended entanglements producing collective states of emotions are at the frontier of research on microphysics. We can measure collective states of emotions in the digital age. Representations of shared emotions can be stored and made accessible by digital libraries and probably in the future emotions will be concern of copyright and privacy law, such as texts, ideas and artefacts.

If Library and Information Science is about supporting the sharing of knowledge and digital products from situated, contextual and heterogeneous practices of human life on local and global scale dimension, emotions should be counted in as well.

Access to United Nations Information in an E-Motion Environment

A methodology for measuring success

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Keywords: e-government, think aloud method, United Nations

Each year the United Nations issues over 10,000 documents that can be retrieved from the United Nations' main website. In fall 2011 we conducted a task analysis survey that tested students' ability to retrieve specific United Nations documents. Task analysis is an aspect of usability testing that closely examines the precise steps users take to accomplish a task. While usability studies have a long history of employment in crafting better web design, the utility of web usability studies to craft library instruction is underexplored. Using the "Think Aloud Method" we asked undergraduate students to verbalize their thought process while they searched the United Nations website for specific documents. We discovered barriers to United Nations document research included common "points of frustration" in the retrieval process, the extent to which each assigned task measured the same level of difficulty, and the predictive validity of task analysis utilizing the concurrent Think Aloud Method on crafting library instruction. Survey results have implications for librarians in higher education teaching web navigation and information literacy, librarians conducting usability studies, community informatics, and those utilizing United Nations documents.

Leisure Reading Experiences across Printed and Digital Formats: A Case Study

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Keywords: eBooks, eBook readers, case studies

How often do people read, what do people choose to read and what reading modality do they prefer? Looking at leisure reading habits, the researchers in the study attempt to find out the answer to these questions. A small case study of four individuals of varying age groups and life experiences are asked about their preferences with different genres of reading and familiarity with differing modalities including audiobooks, eBooks, and print materials. Looking at reading habits, Moyer and Thiele deduce the percentages of the differing modalities in comparison to sheer amount of reading, and whether or not genre preferences impact what modality of reading occurs. Other data studied includes mode of preference, genre of preference and whether the subject considers themselves a heavy reader or light one.

Also examined will be the experiences of the subjects in utilization of technology such as eBook readers like the Kindle or Nook, ipads or smart phones or audiobook formats such as ipods, Mp3 players, playaways or older technologies such as CDs or cassette tapes. Researchers will be able to compare this use with some demographic data to attempt to find some commonalities, both in mode of delivery but also in amount of reading and genre preference. Data will be gathered via survey initially and then afterwards in face to face interviews that discuss these concepts in much more detail. The data from these surveys and interviews will be collected and combined to come up with shared conclusions of this very small qualitative case study.

Developing an E-Learning Course

Academic research and writing experiences of an interdisciplinary project session

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Keywords: e-learning, information literacy, online course,
didactics, interdisciplinary curriculum, Moodle

Standards of scientific work put a high barrier to undergraduate students during their first terms at a university. Academic research and writing are usually taught in introductory courses. However, facing the challenge of handing in papers, many students feel incapable of applying those standards to their own writing.

Consequently, more and more students no longer refer to “traditional” media but look up on the Internet. In this situation, quality approved offers for self-taught trainings might be of valuable help. In an interdisciplinary approach graduate students of Information Design, Library and Information Management and Online Media Management were asked to develop an E-Learning Course “Academic Research and Writing” that would suit their information and learning needs. Using the opportunities of the e-learning platform “Moodle”, students were asked to draft chapters for essential topics (e.g. research outline, literature search, citing). The students were then guided to evaluate different didactical concepts and tools and to discuss their suitability for different contexts. In the next step they developed storyboards and decided how to implement them in Moodle, making use the features such as audio-visual and interactive elements.

The results show a wide range of different approaches: While some groups preferred a linear concept closely related to the university-like experience of “ex-cathedra teaching”, others broke up with this approach and came to innovative results.

All results are meant to serve as a future reference for students at Stuttgart Media University and - after careful revisions from faculty members - will be uploaded to Moodle.

Personal Archives are Mediated Memories

- Never meant to be secret! -

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Keywords: archival science, personal archives, mediated memories, digital diaries

We create personal archives, perhaps write diaries or in blogs, take photographs and send mail because we want to remember the past and we want to communicate our experiences and our documented actions with others for different reasons. Readable, visual and tangible information of ourselves and others from the past inform us about the private and public life and work of individuals in their societal and organizational contexts. Also the analogue diary with a lock functions as a medium of communication and is a symbol for the connection to an imagined or real person or group. Everyone with access to the digital medium can decide to create, distribute and discuss insights in personal life, reflections on everyday's life and work, manifests, recipes or bibliographies. Everyone is her own digital archivist, journalist and biographer. But do we want to play all these roles? And if we want to create a digital personal archive, are we ready to organize our information durable? Analogue personal archives mostly got lost after their creators had died and relatives cleaned up the attics. What happens to our digital beyond? In the paper world it depends on appraisal decisions of relatives and friends, archivists and historians if material traces of a personal life were kept, stored over time, organized for use and sometimes published. Now there are virtual attics all over but who wants to discover these endless online secrets? How to find digitized memories of well known persons when memory institutions are losing access to this private public information? Is the twitter archive of the Library of Congress a good solution? What are the motifs of self-archivists, what is the role of the professional archivists today and what are the different functions of archival documents and mediated memories in their analogue and digital contexts?

From Static Bookshelves to Mobile Communication

Two decades of BOBCATSSS developments

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Keywords: BOBCATSSS, library and information science, trends

Exchange programmes and projects between many universities and colleges in Europe and elsewhere are nowadays a regular part in the curriculum of many institutions. The Erasmus Programme stimulates this development. Two decades ago internationalization was not as high on the strategic agenda of higher education as today. An annual international conference for students, lecturers and professionals in library and information science was a rarity. Suddenly, out of the blue, a conference was set up in Budapest in 1993. It turned into a truly international event in the next couple of years in which delegates exchanged ideas about recent developments and research in the field. Two decades later one feature of this “BOBCATSSS” conference is still unique: the involvement of so many students. So different from most other academic conferences, BOBCATSSS is more or less an example of an Erasmus Programme *avant la lettre*.

A short overview of two decades of conferences, highlights, developments and trends will be discussed in this presentation. Forty years ago Daniel Bell (1973) published his groundbreaking book about the post-industrial society and one of the main conclusions was that the shift to the information society will change society dramatically and particularly change the nature of work.

What effects had this paradigm shift towards the information society on the nature and content of this annual conference? One should expect a trend towards information issues rather than specific library topics (in accordance with the rapid disappearing of the ‘L-word’ in many library and information schools). But did it really happen at BOBCATSSS?

One important observation is that the schools and organizers of future conferences must stimulate international cooperation and research between schools and students and present the results at BOBCATSSS. The so called Intensive Programs (IP’s) of Erasmus are an excellent opportunity to stimulate this development. The submitted papers, workshops and posters at this conference are a positive sign that collaboration in research between students and lecturers from different countries is finally moving into the right direction.

Library 2.0 in Hungary

Using Web 2.0 tools in Hungarian libraries

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Keywords: blogs, Hungary, instant messages, library 2.0, photo sharing, podcasting, RSS, social networks, tagging, video sharing, wikis

As it can be read on the Encyclopedia Britannica webpage "Web 2.0 is the next envisioned iteration of the World Wide Web, in which the 2.0 appellation is used in analogy with common computer software naming conventions to indicate a new, improved version".

The more and more popular Web 2.0 tools such as blogs and wikis allow users to participate in building and developing web-content collaboratively, share information and communicate interactively with each other. This technological and at the same time social change has also influenced the image as well as the activity of libraries. As searching for existing information or using the physical collection of a library is not enough anymore for users because they would like to be a member of a virtual community, libraries have to be renewed, they also have to use Web 2.0 applications. Taking this into consideration the first aim of this study is to identify the most popular web 2.0 applications with special reference to those which can be applied efficiently in a library environment, more closely blogs, instant messages, photo sharing, podcasting, RSS, social networks, tagging, video sharing, wikis. As it is also considered important to research what Web 2.0 tools are being applied in Hungarian libraries, websites of several types of Hungarian libraries will be analyzed like e.g. national, public, school and academic libraries by using a criteria system. To summarize what are those fields and services which could be developed more efficiently by using the mentioned Web 2.0 tools, a specific digital collection will also be examined. Finally, to demonstrate how advanced or immature the use of these applications in Hungarian libraries is, the results of the examination will be also compared with foreign surveys.

Utilizing Mobile Technologies in Academic Libraries

The case of Turkey

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Keywords: mobile technologies, mobile libraries, academic libraries, Turkey

Advances and changes in information technologies have a direct effect on libraries and their services. Especially mobile technologies having gained importance recently are used in libraries as well as in the fields such as education, health and trade. Thanks to these new technologies, libraries have begun to develop mobile library applications by reviewing their policies and services. Today, libraries provide their users with a variety of mobile services including library catalogues, collections, instruction, circulation and reference. All mobile library applications allow communication between libraries and users, offer easier access to the information sources / library services and make time and place dependency to disappear. In addition, they create an interactive environment in which users can edit the content individually. From the perspective of libraries, it can be stated that not only do users reach libraries but also libraries reach users and inform them regarding library services and news. In general, mobile applications can be said to provide great opportunities to libraries. It is inevitable and important for libraries to present their services in mobile media in terms of keeping up with innovations and designing new services. The aims of this paper are to determine the current situation of mobile library applications in academic libraries in Turkey, indicate the reflections of mobile technologies to academic libraries / users via survey and develop some suggestions.

Perceptions of Librarians on Next Generation Information Services

The sample of academic libraries in Ankara

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Keywords: library 2.0, information services, academic libraries, librarians, Turkey

Libraries have been influenced by the developments experienced in information and communication technologies and thus they have reshaped their services. Especially using Web 2.0 technologies in library services which allows user participation and sharing has contributed to the emergence of next generation library environment called “Library 2.0” and arrangement of different information services. In this framework, today libraries present dynamic and interactive platform through wikis, blogs, social networks, podcasts, tagging & bookmarking sites, etc. and integrate them into library services (library catalogues, cataloguing & classification applications, reference services, library instructions and so on). These next generation information services directly influence librarians providing library services and make them develop their abilities. Therefore, it is essential for librarians to internalize the importance of next generation information services brought with Library 2.0 and apply them in libraries. The aim of this paper is to determine background knowledge and perceptions of librarians regarding next generation information services and applications. To this end, librarians working in academic libraries in Ankara have been applied a survey.

A sensible Alternative to Cyber-Utopianism

A framework for public information services in the 21st century

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Keywords: public domain, future of library and information services, cyber utopianism

Information has taken a giant leap, since it was freed from its physical restraints. Through ICT, global information access for all seems within grasping distance. The relatively recent emergence of social media and peer-to-peer information services has led to global optimism on the uses of electronic information. There is free information, it is on the internet, and institutions like public libraries are becoming obsolete.

On the other hand, some writers state that ICT is, by nature, more geared towards control than towards freedom. And as we speak, free information is being ‘enclosed’ by global commercial corporations and repressive regimes. The slogan: “Freedom through ICT” deserves second thought.

These developments demand rethinking the role of public information services in our democratic societies. In my view you do not have to beat corporate information giants. But at the same time, you don’t have to join them, delivering public information to commercial exploitation.

In my view, the challenges the democratic information society places on the doorsteps of the public library may be met by other means. Starting from knowledge as a central cause for the public information services, I propose a knowledge-driven framework for a 21st century public information service. In my lecture I will propose a sensible alternative to information-centred cyber-utopianism.

Primo at Humboldt-Universität zu Berlin Library

Using ExLibris' Primo to create a subject gateway

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Keywords: Primo, Humboldt-Universität zu Berlin, Humboldt-University Library, ExLibris, user centered design, central index, subject gateway, EVIFA

In early 2011 Humboldt-Universität zu Berlin Library launched its new service PRIMUS, based on ExLibris' "Primo Discovery and Delivery System".

A survey held by OCLC in 2006 revealed that most of the participating students (n=396) perceive information provided by libraries as credible and accurate. At the same time, about 85% find library services very hard to use compared to search engines, which, according to the participants, are easier to handle and display more results in a shorter period. Because of the advantages search engines offer, most participants start their research using Google, Yahoo! etc.

In order to meet their users' needs, libraries have to implement services people grew accustomed to by the usage of search engines.

Three Berlin university libraries already have implemented Primo - their approach to adapt to the change in user habits. When searching within Primo, a query is sent to a central index that incorporates various resources (e.g. OPAC, eBooks, eJournals etc.). Due to that central index, the results are displayed homogeneously and faster compared to meta-search services. Thanks to features like faceted browsing, catalogue enrichment, link to full text and integration of Web 2.0 technologies for users, and advantages in license management and consortial practice for libraries, Primo offers a user-centered design - for the library users and the librarians.

Using Primo the Humboldt-Universität zu Berlin Library wants to accomplish a subject gateway in ethnology (EVIFA), making all the features Primo inherits feasible for the users who are interested in this topic.

Where Did All The Good People Go?

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Keywords: career history study, Humboldt-Universität zu Berlin, Berlin School of Library and Information Science

According to the slogan “Where did all the good people go?” students of the Berlin School of Library and Information Science (IBI) set up, organized and executed a career history study, addressing alumni who graduated in their major subject at the institute between 1999 and 2010.

The study was conducted in four workgroups: Organization and planning, survey design, survey administration and analysis. The workflow, including problems and challenges encountered during the project as well as the result are discussed in this paper. Through a print and online survey a response rate of 38% (102 out of 264 potential participants) was reached. It appears almost 2/3 of all the surveyed participants graduated with a “Magister”-degree (64%). Already 35% finished their studies with a Bachelor or Master of Arts.

Skills imparted by the IBI like organization management, information literacy, IT-skills and abilities to work autonomously turn out to have influenced the alumni's careers in a positive way. Especially the theoretical knowledge gained throughout their studies, e.g. information service, library-IT and knowledge management were very helpful in many alumni's professional lives. It is not quite clear what impact minor-subjects have had on the graduates' careers. However, having studied a humanistic subject or computer science turns out to be very helpful within one's career.

According to the participants, the IBI offers a good learning atmosphere, good support from its lecturers and student advisory service, and seems to prepare its later Alumni successfully for their professional careers.

E-world for Disabled: a Way to Survive the 21st Century?

Lithuanian case

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Keywords: disabled people, information access, electronic information services.

Social, economical and educational environment nowadays is the main pre-requisite and factor influencing the level and quality of accessing information for all. An incredible fast growth of ICT is a unique solution for people with disabilities to undergo their social exclusion. The possibilities given by information services on the internet can increase the quality of life for disabled people. The aim of this paper is to analyse possibilities of more active participation of disabled people in e-world by accessing electronic information services.

Quantitative and qualitative methods of analysis are used in order to fulfil the tasks: to analyse the situation of e-services access and use possibilities in Lithuania for disabled people, to have the idea of how easy they get access to the web, how often disabled people are using the internet, and what advantages they gain from the information service online. Special institutions such as rehabilitation ones for disabled and social organizations dealing with disabled people have been chosen for those purposes and are participating in the research.

The results of analysis give clearer conception on disabled people relation with the internet and electronic information services in a whole. They reveal the level of the role of electronic information services in the process of social inclusion of disabled people in Lithuania. It will be useful for institutions and organizations, which tasks are to represent the interest of disabled people and help them to reduce the social exclusion in the knowledge society of the 21st century.

Evaluation of Geographic Search Engine

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My work deals with the young field of research Geographical Information Retrieval (GIR). It is about an evaluation of search engines in GIR, which was carried out using a retrieval test. For the retrieval test, a system has been developed that displays the top ten search results for 15 queries from Google Maps and Yahoo Local. For local queries the search results are ranked after the removal the location. Test subjects decide which results are relevant to the query. Using the system search queries can be simulated as with Google Maps and Yahoo Local. The system is divided into three sections: a search interface, a webpage for displaying the search results and a webpage that shows in the results of the evaluation metrics.

The results of the retrieval tests are evaluated by using the evaluation metrics, Precision, Average Precision, Precision @ 5, and Mean Average Precision. The retrieval test proves that is useful for queries with a local reference to rank the search results according to the distance of the location of the user. In addition, the search results of Google Maps and Yahoo Local are compared to determine which search engine delivers better search results, so the most relevant search result has to be on the first place.

The retrieval test has shown that:

- for queries with a local reference to rank the search results according to the distance of the location of the user is useful,
- the users evaluate the results more precise in known than in unknown environments
- and Google Maps returns more relevant search results than Yahoo Local.

BOBCATSSS in E-Motion

Past, present and future

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Keywords: BOBCATSSS, conference, European library students,
communication, e-motion

The annual BOBCATSSS conference is an example of an 'organisation 2.0' in many ways and this paper will stress how the BOBCATSSS concept can become more 'in e-motion' and even more organized as an 'organisation 2.0' going to become a more '3.0 organisation'.

To achieve this goal there is not just one path to follow, but many. It is not just about the goal but also about the journey to get there. This paper goes into the matter mentioned above and discusses the possibilities of BOBCATSSS in the future, based partly on the situation in the LIS world today, partly on the BOBCATSSS's past, present, development and partly based on present LIS theory and methods.

Based on the above this paper analyses the discussion to get the most useful results for the present and future BOBCATSSS organisers. The main part of the paper will be the discussion and the results which will be designed as a type of guideline for the next generations of BOBCATSSS organisers and since the author has been a BOBCATSSS organizer himself, he will be able to draw forward those important parts of the discussion and analyse the main subjects and problems. Parts of them will be presented as the subject and the other part as the problem for discussion. The concrete and definitive results of this paper will be presented in the last part of the paper itself.

This paper will also stress the BOBCATSSS possibilities in general, but with focus still on the themes 'e-motion' and 'organisation 2.0 → 3.0'. Finally the paper will stress the results from 20 years of European conferences for students, teachers and professors as well as well for professionals.

“Opening Doors at the Private Sector”

Web 2.0 helps us to be more than librarians

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Keywords: researchers, information, documentation, job opportunities, private companies, private sector, Web 2.0

Our workshop is a short retrospective view into the entry of our profession within the private sector.

We are based on a framework of geography and theory, which helps us evaluate and analyze a portion of the history of our profession in Spain. We are not only librarians, we are also researchers and information agents that work with information, organization and seeking requirements for the private company that works on the Internet. The private sector does not clearly recognize us as professionals whereas other professionals lack the correct training to replace us in fields where we are completely competent.

On the other hand, we are trying to be accepted in places where we can be useful and efficient; every time that Web 2.0 opens their doors it gives us better job opportunities. We support our findings through interviews with professionals who work in a variety of private companies; our objective is to simply analyze and evaluate the development of our profession in this sector. Also, our goal is to find how Web 2.0 is helping us create a collaborative environment.

We will dig deep into bibliographies which will help us to contextualize the environment where our work has evolved. The sample will be chosen from our closest geographic environment, and the methodology used will be personal or via mail interviews.

In conclusion, we simply want to focus on our job opportunities and illustrate the jobs and needs of our work that are not commonly known, and discover if Web 2.0 has changed our way of working.

Wikileaks and Libraries

Why open data are important for libraries

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Keywords: open data, raw data, libraries, ODE, European libraries, wikileaks

Since its start in 2006, wikileaks has been sharing with the world thousands and millions of e-mails, photos, videos and other data. wikileaks' motivation is to provide transparency in issues that are of public interest. A similar tendency can be found in science. It is a common expectation, nowadays, that researchers provide transparency. Researchers do this by sharing their raw research data besides publishing an article or a book.

Open raw data are increasingly important, to such extent that we are shifting from an information society towards a data society. Thanks to the performing and accessible internet which allows us to share large amounts of data very easily. This gives a lot of power to every internet user. At the same time, it enables us to deal with one of the biggest challenges of data: there are so many that it is impossible for one person to deal with them. By linking up many internet users and many computers into one big network, tasks can be divided. In scientific research large amounts of data are split amongst several teams and computers, anywhere on the world, and each of these groups does a well-defined part of the work. So we share raw data not only because of transparency, but also because it is a necessity to work in an efficient way.

What does this all mean for libraries? Is it a task for libraries to collect research data, give access and preserve them, just like they are already doing for journals and books? Which tools will libraries need to make raw data (re-)usable and useful? In this presentation we will illustrate the possible roles for libraries in open data management with experiences from several projects such as ODE (www.ode-project.eu) and European Libraries (www.european-libraries.eu).

Using Social Media to Predict Upcoming Events

A preliminary framework for an applied model

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Keywords: social media, collaboration, artefact, climate change, predictability

With online technology growing at an exponential rate, the lines between work, family, and friends, have blurred. In the past, collaborations were usually geographically centred. However, social media allows us to ignore geography and to participate in collaborations based on interests, thereby enabling communities of practice that span the globe. Social media allows participants to share thoughts, images, comments, and other resources very quickly and efficiently with the whole collaborative community.

We posit that there are two types of collaborative efforts in today's social media: intentional collaboration and unintentional collaboration. The two types of collaboration are especially important when one is considering how people are interacting with issues such as social movements (i.e. Arab Spring) and environmental changes (i.e. global climate change). For each of these issues there are people who are purposively assembled to address the issue in intentional collaborations. However there are also people who are being drawn together in organic groups that emerge from the issue - in essence these are unintentional collaborations.

This paper will use the issue of global climate change to explore how the two threads of intentional and unintentional collaboration can be studied and how reviewing both these perspectives can provide a rich picture of those who are organized to formally study the issue and those who are dynamically drawn to engage the issue. The paper will suggest a preliminary framework for an applied model which may help predict emerging events through the analysis of social media.

What is Thrown into Lethe, and Why?

An exploratory study of the discursive construction of the concept of appraisal

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Keywords: access to public information, appraisal, archives, digital archives, discourse analysis

The purpose of this paper is to explore how discourse-analytic conceptual genealogy can be used as a complementary approach to broaden the understanding of archives in the “information age”. In essence, the main argument is that discourse analysis of the historical transformations of pivotal archival concepts can provide important insights into how archives understand and position themselves in relation to the quickly changing information world of our present day. The empirical portion of the paper consists of a historical case study of the archival concept of appraisal, performed using Laclau and Mouffe’s discourse theory as formulated in *Hegemony and Socialist Strategy*. The source material used was approximately 280 pages of documents produced in a series of appraisal investigations of the Swedish Police Service’s archives, conducted by the Swedish National Archives in the 1960s, 1970s and 1980s. The results of the study indicate that a range of discourses, including an institutional discourse, several research discourses, and a preservation discourse, structured the Swedish National Archive’s appraisal of the police archives during the period of study. The study suggests that there is a need for further empirically based studies of the conceptual construction of important dimensions of contemporary archival thought and thus practice. The practical importance of such studies is made evident when looking at the concept of appraisal. As shown in the historical case study, the conception of what information is worth preserving in the archives is, in part, determined by contextual and often implicit factors. By using the suggested method of discourse-analytic conceptual genealogy, it is possible to create a better understanding of how an important part of our societal memory - the one stored in the archives - comes into being.

In Flow We Trust

Building a learning community at Masaryk University LIS department

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Keywords: learning community, community design, communication channels, project-based education, passion-based learning, extracurricular activities

A flourishing and healthy learning community needs departmental events with a creative and open atmosphere, non-formal contacts with lecturers and diversity of communication channels. Departmental events are courses in motion outside of the walls of the university or they are a part of a non-formal curriculum. Non-formal contacts play a crucial role in the passion-oriented and motivational influence of lecturers. It complements their supporting roles during problem-solving tasks and project-based education. Diversity of communication channels is inevitable to keep the students participation and to manage a number of projects. Students with rich and close contacts with their lecturers and schoolmates are engaged in preparation of courses and events and are more eager to learn and to participate in departmental educational life. Such a participatory curriculum supports a positive social climate at a school as is shown through the results of the School Sense of Community survey. The design principle of curriculum is sharing and communicating both personally and electronically. As a result of analysis of the students' experience several favoured projects, events and communication channels in use are presented.

Making Public Information Meaningful

The role of public libraries in ensuring access to and understanding of public information in the digital age

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Keywords: citizenship, democratic engagement, democracy, digital divide, e-democracy, e-government, information literacy, neutrality, politics, public information, public libraries, public services, transliteracy.

Access to information regarding the democratic process and public information is crucial to successful democratic societies, enabling citizens to engage meaningfully in civic life, which is considered fundamental to successful democratic societies. Libraries are widely considered as “cornerstones of democracy”, upholding values such as the right of citizens to access information. Much research has been conducted into how access to information can improve democratic engagement, including studies into efforts to increase the amount and accessibility of freely available online information via local government and local authority websites. The paper considers the use of e-government initiatives to encourage people to access information online, the potential impact of technological developments and emerging 'online by default' policies on access to political and civil information, communication and collaboration.

This paper explores barriers to access in the context of the global economic crisis, such as digital and data divides, library closures and funding cuts, and resulting threats to social equality and the universality of public library services. The role of public libraries and library staff in supporting democratic engagement is identified. Concepts such as transliteracy are applied in the context of public information and democratic engagement.

The paper concludes that governments have a responsibility to ensure not only that citizens have free access to public information, but also to ensure that citizens are given the opportunity to develop the requisite skills to find and evaluate the information that is made available to them. Support is needed to encourage and enable people to access, use and apply information and meaningfully interact with local and national democratic government systems.

The Book and Media Industry in the Age of Digitisation - Changes and Reorganisation

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Keywords: multimedia content, content business, new value chains, creative industries

The content business is opening up new areas of great potential - digital rights and multimedia formats are taking place alongside the international trade in translation rights. In the digital age, traditionally linear value chains are becoming intermeshed to form multidimensional 'value spaces'. The industry focuses today on cooperating with new partners on new media formats and new ideas, involving the creative industries of films, games and books as well as the ICT sector.

Knowledge and exchange will become relevant factors for the media industry. At the same time, digitisation is strengthening the situation of authors and other content producers. This is demonstrated by self-publishing success stories, such as the first-time novelists Amanda Hocking and John Locke in the US. By consequence, all around the world, publishers, agents and booksellers are repositioning themselves. It's not enough simply to upload content to the web with the click of a mouse - experts are needed to make information and content available and accessible. An audience has to be actively generated.

About the company: The Frankfurt Book Fair is the biggest book and media fair in the world - with around 7,500 exhibitors from over 110 countries. It also organises the participation of German publishers at around 20 international book fairs. Frankfurt SPARKS, the Frankfurt Book Fair's digital initiative, unites the industry's digital products and projects under one roof, with the aim of bringing together contents and technology. The Frankfurt Book Fair is a subsidiary of the German Publishers & Booksellers Association.

From Individual Hackers to Advanced Persistent Threats

How does cybercrime really affect you?

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Keywords: hacking, advanced persistent threats, computer security, cybercrime

Anonymous taking down VISA, Chinese hackers attacking Google during Operation Aurora, Iranian hacker stealing Diginotar certificates, Stuxnet worm targeting Iranian nuclear facilities... Just a few events that not only challenge the work of security professionals, but that will change the way how the majority of the Internet connected world should deal with the contemporary shift in information technology. During the golden age of hacking, between the end eighties and early nineties, hacking was seen as a hobby practiced by (technical) academics that strived to explore the possibilities of computer technology. However, times have changed and hacking is now seen as an act of computer criminality, which is not only used by criminals to gain revenue, but also by nations attacking others during cyber warfare campaigns. Some believe that the stolen Diginotar certificates were used by the Iranian government to decrypt civilian communication, in order to spy on Iranian Internet users. Operation Aurora was believed to seek source code from Google, Adobe and other high profile companies using unprecedented tactics with encryption, stealth programming, and browser exploits.

This paper gives an overview of the prevalent and upcoming techniques used by hackers to obtain valuable pieces of information, either in your organisation or in your personal devices, including your laptop, smart phone and tablet PC. In the corporate world, we have already seen a shift from dumb, brute-force attacks on the infrastructure and mainframe servers to sophisticated attacks on (web) applications and end-users systems, not infrequently accompanied with social engineering and phishing. Humans become the weakest link in the field of computer operations, which enables attackers to invent new hacking techniques.

E-Learning in Motion

A study in the transition from paper to electronic text books

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Keywords: e-learning, reading behaviour, text structuring

New electronic devices create new challenges for communications and learning. New devices are not accelerated old devices, they have their own way of living. In this paper we report on intensive comparative tests for reading and learning between paper and screens. This work is part of the large Amsterdam E-Boekenstad (E-Book city) research project (www.e-boekenstad.nl and <http://e-boekenstad.wikispaces.com/>). A group of almost 200 students of our school read a text after which they had to answer questions in order to measure their comprehension of the material. Half of the students got a paper version, followed by a dictionary and the questions. The other half used a PC version. In this version the text was restructured to fit a screen. A fly over enabled the dictionary, while the questions were situated together to the relevant part of the text. After 25 minutes of studying, 24 multiple choice questions had to be answered. After the test 31 students participated in interviews. Our set-up, methods, analyses and main conclusions will be discussed in detail to illustrate the comprehensiveness of the tests. The conclusions can be summarized as follows: Students have problems with long consecutive texts and prefer reading comprehensive chunks immediately followed by exercises and questions. Students study actively, that means that they make notes and summarise. This turns out to be very difficult with present day electronic equipment. The fact that the questions are tied to the text in the electronic version contrary to the paper version where the questions were all at the end of the text, stimulated to answer the questions immediately. The role of scrap paper is an important ingredient for further studies (this dovetails with the extensive research of Christina Haas). In 6 of the 24 questions the paper group did better, though statistically speaking this was not significant. On the other hand in 18 cases the computer group scored better of which 6 had a statistical significance of 90% or higher. In our paper we will explicate the results of the tests and subsequently discuss them in relation to other works, as well as that we will discuss the lessons learned for the transition from paper to electronic textbook. The presentation has ample numerical tables as well as examples of the online dynamic text used. Furthermore, the additional qualitative interviews provided us with interesting insights on what these students themselves predict the future of study books will look like. We will share the most interesting insights with you in our presentation.

Information Sharing as a Habit of Citizenship

Is there an obligation to share?

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Keywords: citizenship, personal information, privacy, government, rights and obligations

Citizenship is a key component for a civil society and government. An important question is the role of information and ICT in citizenship. We argue that the core concept of public information depends upon the active participation and obligation of the citizen.

There is a tension between citizenship and obligation. The philosophical tenets of the “republican tradition” of citizenship emphasize political agency and involvement in civic affairs, and imply a robust sense of citizen obligation. The “legal status” conception of citizenship is a liberal definition that minimizes obligation and emphasizes equality and individual freedom.

Using examples drawn from the contribution of information by citizens to a number of citizen science projects, we argue that further developments in the realm of ICT will place a growing obligation on citizens to share information with the state and others. Citizen science projects have emerged in the past 10 years; among these are Zooniverse, the Evolution MegaLab, and OPAL (Silvertown, 2009). These projects have capitalized on the growing popularity of the Internet to recruit people to contribute to large data-gathering projects.

Concurrently, individual people are producing more data. The government has been slow to capitalize upon the increase of data artefacts, but Internet companies are using web analytics, data mining, and social networking. Will it be long before the government asks for a similar share of the data emitted by people in their everyday activity?

The way forward must include reciprocal actions on the part of the government, businesses, and individuals. Everyone must be involved for information sharing to benefit the greatest number of people.

Self-Service Libraries - a Success Story?

How the daily press in Sweden and Denmark discusses self-service libraries

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Keywords: self-service libraries, press coverage, Sweden, Denmark

Public libraries are facing new conditions since the digital revolution, a lot of the services that libraries traditionally offered can now be offered online. Libraries in Denmark and Sweden are trying to adapt to these changes by reinventing themselves in various ways and one of these ways are self-service libraries. In a self-service library one can check out books in a machine after opening hours without any staff present.

In my paper, which is based on a master's thesis co-written with Lars Månsson, I present a study of the discussion surrounding self-service libraries in Swedish and Danish daily press. The research questions are:

- What attitudes and perceptions can be observed in the media coverage of self-service libraries in Sweden and Denmark?
- Which values are seen as the governing in the introduction of self-service libraries?
- How does the media coverage reflect the role of the librarian?

In order to answer these questions I have used a method based on the critical discourse analysis of Norman Fairclough. The empirical material is derived from articles in both national and local daily press in Sweden and Denmark between July 2nd 2004 and March 15th 2010.

University Students' Attitudes towards E-Books: Experiences from Hungary

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Keywords: e-book, university, students, e-book reader, e-library

In the information society an increasing amount of data is accessible only through digital media. The devices being used to get access to information are developing rapidly.

My academic and practical librarian experience shows - as far as the library use and library visits are concerned-that it should be paid more attention to the emergence of electronic books. This is the reason why I started to do research on e-books. Before my research, I considered that in Hungary there is not given enough importance to the rapid spread of electronic books. My research project aims to provide an overview of the current situation regarding university students and among of e-books, what are students' attitudes toward e-books and e-book readers. The success and popularity of the e-books led to the appearance of the e-book readers. The paper is based on a questionnaire survey conducted among a total of 100 university students from the fields of adult education, humanities and social sciences. I asked them for example, what they mean on e-books, how often they read e-books and what kind of device they use for reading e-books. After the survey I also conducted deep interviews with 10 students to understand the main motifs they mentioned in their answers in the questionnaire.

The results were compared with former survey results. The results show that e-books and e-book readers have been gaining higher and higher importance in the world. University students use electronic documents, mainly for the purposes of orientation, study and research. The electronic version of the traditional press was the type of e-book that students used most often, followed by textbooks and lecture notes. They usually used the possibilities of free downloads provided by electronic libraries like Hungarian Electronic Library or Google Books.

Unfortunately, most university students don't read often electronic books - as they prefer the printed versions. What is more they usually don't really know what the difference is between the e-book and the e-book reader. The paper highlights multiple aspects of the importance of use the e-books and e-book readers especially in the higher education.

Topics Regarding Access to European Information Institutions

European Union so close and yet so far

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Keywords: European Union, public information, European information, openness, transparency

From the 1990s, the Parliament, the Council and the European Commission adopted a new approach to disclose their working papers. As a way to close the gap between citizens and European institutions, legal instruments to regulate and allow a fairly broad access to internal working documents of these institutions were created. In addition to the legal framework and as a way of putting it into practice, European institutions exploited the potential of Information and Communication Technologies, developing new instruments to register the documents produced and make them accessible to the public. These resources providing access to information will be presented and analysed.

The public would no longer be mere spectators of European construction. Citizens can now take an effective intervention, becoming true partners of European institutions. This means that the interlocutor becomes directly the full range of citizens, public opinion in its entirety, and the national administrations. This new approach fits in a new communication policy from Brussels institutions that will be analysed.

The commitment to transparency sought to show a more credible European government, in the eyes of European public opinion, and reduces the democratic deficit, that's considered one of the shortcomings of European construction. However, the analysis of data from the EU institutions themselves on access to its documents, the general public is still far removed from direct contact with the bodies based in Brussels. Thus, information/communication policy, in the scope of access to documents, continued to serve mainly the interests of elite groups.

E-Motion of the Manager of Cultural Institutions

Experiences within ERASMUS Intensive Programme

IP LibCMass at State University of Library Studies and Information Technologies in Sofia

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Keywords: library and information science, cultural heritage science, cultural Institutions, management, ERASMUS Intensive Programme, lifelong learning

ERASMUS and its related programmes offer important opportunities to many scholarly fields of education and training such as Library, Information and Archive Science. These opportunities also bring cultural interaction between the countries and students. Bulgaria, Croatia and Turkey are three countries sharing lots of similarities through their cultures, but they have many diversity in their everyday lives. They share a part of history, but, more importantly, are keen to build a common future. One of the efforts on that path was an ERASMUS IP 'Library, Information and Cultural Management - Academic Summer School' (2011-ERA-IP-7) held in Sofia in fall 2011 and intended for Bachelor and Master level students. The programme was divided into four major topics which all, as well as students participating in it, had different viewpoints under the scope of library, information and cultural heritage sciences. In this way the best national and interdisciplinary practices were shown. Considering that information, the paper focuses on the analysis of the programme in terms of organization, resources involved and lessons learned, as well as current and international experiences of programme participants. It is especially pointed out that library and information sciences are fast developing scholarly as well as practically. The IP LibCMass wanted to show that the most important thing for a new cultural professional is to communicate and collaborate; to be in motion all the time for that might be the only way for "small" scholarly communities to be competitive in the scholarly and business market.

Parma Co-Lab

Constructing crossroad environment between research and teaching

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Keywords: collaboration, open educational resources, e-learning, digital library

Some experts and professors at University of Parma spontaneously join together to create a virtual organization to transcend barriers and create invisible bridges between disciplines.

Co-Lab aims to meet needs concerning knowledge and learning development, collaboration for education by applying Open Educational and Social Network Resources. Communication and sharing are obtained using different tools and channels, considering targets and context.

The problem is not about IT tools, already available to use, but the creation of a mindset and paradigmatic change in methodologies, which must include advanced tutoring, coaching and the involvement of all actors. Collaboration and the development of a project ground for everybody might upgrade learning performances inside the university. Data are needed about users, technologies, activities, expectations. Educational frameworks such as masters courses have been reinterpreted as collaboration experiences and methods to gather actors have been designed through an experimental environment. Interviews to teachers and students are used to tune up the type of service needed. Experimental approach is therefore needed in order to develop methods and good practices. Support and tutoring resources can be trained through an “uncourse”, to apply learning tools and research contexts by working on real projects together. Organization, technology and knowledge are considered as entangled and all necessary to Co-Lab development. Heterogeneous background of the start up community is an added value. The metaphor of the crossroad represents the multilayered web of creative interactions needed to work and collaborate in a teaching and researching digital environment.

Internet Social Network Related Behaviour and Some Privacy Paradox Issues

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Keywords: social networking websites, privacy paradox, use and misuse of information

When computers were networked for the first time, we probably could not even imagine that it will develop to a global network that left its mark on economic, political and cultural spheres of society. It also provided a faster flow and access to information, except that, since virtually no one controls the human interactions on the Internet, it allows freedom as it existed in an unprecedented way in previous media. Human interactions using internet social networks are made in ways previously unimaginable and also represent great problems. As a result one's private life may become unintentionally a public affair quite easy. Young people do not seem to pay much attention to their own privacy when creating profiles on social networks, but they do seem to create a distinction between actions in the real world and social roles and linked activities in cyberspace. Thus, we conducted a survey on 100 students of two Croatian universities considering the issues of risk-taking, trust and privacy paradox of the social networking. The survey consisted of 21 item collecting demographic data, Internet general usage activities and social networks related behaviour. The items were multiple choice type and open ended type. We used non-parametric statistical analysis. The results showed the subjects' awareness of security issues considering privacy on social networks, but it also revealed some risk-taking behaviour. In general, we may conclude that students show security awareness in some degree, but there also is a significant space to improve it.

From Content to Format, from Reader to User

Changing focus in e-book market

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Keywords: e-books, e-readers, digital libraries, digital bookstores

The e-book market is constantly changing. When e-books became very popular, we could witness the development of e-book formats, e-reading devices and the e-book market itself. Now we can also observe a change in the way of looking at digital literature. In the beginning the most important thing was content, the literature itself, and everything else was secondary to it. Nowadays content doesn't play the most important role anymore. E-book providers use titles as a form of advertisement which is meant to attract as much people as possible. However, e-book formats are becoming more and more important. If you want to buy an e-book from amazon, you also have to have a Kindle. And if you decide to buy a Kindle, you must remember that you won't be able to read books e.g. in ePub format on it. When Google announced Google Book Search project, with all the files available in ePub format, amazon tried to block this project, threatened by the possibility of losing many Kindle users because of it.

Content will always be important for users, but access to this content is determined by the device they are using. That's why the biggest e-book providers consider readers as users of an exact e-reader. As result, the reader is only free to choose an e-reader brand, choosing titles depends on the device he uses. E-book developers are aware of this situation and use it to their advantage. This paper will try to show all sides of this situation, trying to analyse what users are expecting from e-books and e-reader providers nowadays.

Facebook in the Library

Use of social networks to communicate with the user

An example of Polish university libraries

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Keywords: social network, information, facebook

Nowadays, in the age of new technology, almost all of us use social networks. We pass on information, share news, spread various types of materials and click "I like it". Libraries can and should use these methods of communication with their users - customers. The authors of the research have started paying more attention to the university libraries, primarily because these libraries should be able to reach their students by means of the Internet and possibilities which it provides. During conducting our survey two most popular social networks in Poland were taken into consideration. The former, generally known, facebook, and the latter the Polish portal called nk.pl. The studies have involved ten of the largest university libraries in Poland. For our tests we used the criteria: the number of fans, the names of the profiles and how they correspondent with the full names of the institutions, authors analyzed the vocabulary used to communicate with the user and etc.

Social networks have become an extremely important element in a creation of the modern reality and communication. Libraries should use these resources to the maximum of their ability, especially, in a communication with their users. The aim of this research is to show the presence of libraries on social networks and how they are used in Poland.

Children and Youth Library 2.0

Library services for the net generation

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Keywords: children, teens, Library 2.0, net generation, TAB

From the beginning of the new Millennium children and youth libraries had to meet requirements of the new clients, members of the net generation - young people "born with the computer mice in their palms". These kids have better computer skills, they adopted new patterns for using media, they were growing up in non-linear, Web 2.0 media environment. As a result of the above they expect libraries to offer different services, new structures of their collections and above all they present different attitude towards media. More or less at the same moment (2005), which is no coincidence, the concept of the Library 2.0 was born. It was developed by Michael Casey and promoted by his Library Crunch blog and then carried on by the other Library 2.0 "evangelists" as Michael Stephens or Laura Savastinuk.

The paper will present - as the starting point - the very basic description of key features of both phenomena: Net generation and Library 2.0, then it will focus on discussing the ways, the idea of library 2.0 might answer those challenges of those kids' new needs and requirements.

The issue will be considered within two levels: Attention will be given to special software/hardware library solutions (Kid/Young adults' OPACs, library blogs and the other social internet tools). On the other hand the paper will also address the issue of non digital dimensions of the 2.0 idea. How do libraries organise possibilities for young people to contribute to library activities and to participate in its management? How do they change library "consumers" to library "prosumers"? The paper will in details present the practice - quite popular among US libraries - of establishing so called TABs (Teen Advisory Boards). The paper will rely mostly on US libraries' experiences but some cases from Western Europe and Poland will also be mentioned.

Workshops

Emotions in E-Motion

Pass your message the right way

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Keywords: emotions, emoticons, expression, perception, information, avatars

Having moved from face to face conversation to mostly electronic communication, one can assume that it is lacking non-verbal cues like facial expressions, eye contact, body positions and hand gestures which can be important in order to understand what's being said. Smileys or emoticons are used widely online in order to express additional emotion or even body gestures. Over the internet many Smiley dictionaries may be found, meaning a point has been reached where one must be familiar with the context and be able to translate the given emoticon the right way to decode the message. As Paul Andrews claimed, - *“emoticons waste bandwidth, have consistent definitions and superfluous; a well-constructed sentence needs no clarification; emoticons serve no purpose”*.

The workshop strives to address frequent users of emotions and explore what effects those have in computer mediated communication. As researched by J. Yoo, emoticons have a direct effect on various relationship outcomes, may influence liking and reduction of the sender.

During the workshop the participants will reflect about the use of emoticons and other connected ways of expressing oneself and will be able to answer questions like: do emoticons have an impact on interpreting the sender's intentions, can it help in communication and can they modify the meaning of the message?

The workshop helps to see the social impact of emoticons as well as avatars in everyday communication, perception and verbalization of non-verbal components of the message.

“No Use for Thinking?!”

Downsides of innovation in information science

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Keywords: (dumber) digital generation, dark side of innovation, digital memory

Technology nowadays and especially in the near future will enormously affect our daily lifestyle and causing a lot of changes around us. Some new inventions help us to make our lives more comfortable and also easier, for example navigation systems assist us in finding our way faster and make thinking about where we are and which direction we have to take next superfluous.

Furthermore the internet changes our daily life basically. To search in the internet is easier than ever. We can “google” to find old classmates, journal articles online or look up the actor who was on the tip of our tongues. The only thing we need is to turn on our laptops, tablets or smart phones and we can find any answer we need - immediately. The internet also changes our reading behaviours sustainably.

By reading texts or articles you often find links to other pages or articles, which might be interesting for you as well. So you are forced all the time in deciding whether you stay at your text or click to the link. Could you imagine how in-depth-reading could be possible anymore?

E-motion Translated by Dance or E/motion

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Keywords: dance workshop, e-motion

Body language accounts for about 60% of our communication. Therefore the participants in this workshop will venture an attempt on translating the virtual communication (chat rooms, e-mail, sms, etc) into physical communication.

This dance workshop is addressed to non-professional-dancers, people who enjoy dance improvisation as fun and pleasure.

The workshop will stimulate the participants to listen to their own body, improving the sensorial system and so, integrating and sensitizing body and mind, using dance improvisation through games and tasks. Therefore, “an antenna” of wide reception will be created to help them to develop their own vocabulary of movements.

A special focus on sight and touch senses will be given in order to broaden them, because sight is not entirely used in the virtual communication, and touch never.

By the end of the workshop, we will try out a “dance conference”, a jam session.

Final considerations: participants: min.12 and max. 20, duration: 120 min, bring comfortable clothes.

New Perspectives to Personal Collections and Personal Information Management

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Keywords: personal information management, personal information collections, personal archives

Much of the past research in information science, archival and museum studies has focused on institutional collections and organizational management of information and other assets. Only rather recently researchers have begun to put more emphasis on explicating the specific characteristics of personal information management (PIM) (Cutrell&Dumais, 2006) and personal collections (Marshall, 2008). So far, the greater part of the research has been largely descriptive and focused on a relatively narrow understanding of information and its uses (Jones, 2007). The workshop presents and discusses novel perspectives to PIM with a specific aim of broadening the perspective PIM research to encompass forms of information (e.g. material objects), factors and perspectives (e.g. personality, archiving of personal information) and special contexts (e.g. artistic and scholarly work). Using five ongoing case studies, the workshop discusses a new model of the dimensions of PIM and invites the audience to join the discussion. The workshop functions both as an introduction to the current research in PIM and as a venue to jointly discuss and develop future PIM research.

The workshop is based on a combination of short presentations and discussions. The workshop starts with a general introduction to the topic of personal information management with a specific emphasis on current challenges and research directions. After a short Q&A session, five case studies will be presented, with a specific emphasis on how they broaden the scope of earlier PIM research. Finally, a model of the dimensions of PIM and personal collection is presented and discussed by the presenters and the audience.

The anticipated result of the workshop is to give the participants an overview of the current state-of-the-art in PIM research and in-depth perspectives to some new ideas how to broaden the scope of the earlier studies. A model for conceptualizing the field will be presented and discussed.

“How Private is your Privacy?”

A workshop about privacy on the internet

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Keywords: Google, facebook, internet privacy, risks, customer awareness, data management

“Privacy - like eating and breathing - is one of life’s basic requirements”
Katherine Neville

That is why we should respect privacy and grant it to everybody. But nowadays where social networks like facebook and search engines like Google almost control the whole day, privacy loses of importance. Social networks and search engines establish more and more, new settings to get private information and furthermore to give users the feeling that nothing is impossible in the way of sharing information. One example to make the importance of privacy clear: do you realise that Google already knows so much about your searching and surfing behaviour that the same question in their search engine from two different computers gives you two different results. Scaring isn’t it?

In our workshop we will focus on different aspects of privacy mainly with relation to Google and facebook. We will talk about the data management which includes how social networks and search engines collect our data, what use they make of our data and how or rather if our data is deleted by them. Besides that we will figure out the costumers’ awareness and which risks are behind sharing private information. Furthermore we will have a short outlook on the future.

Therefore we want to invite you to share your experiences about privacy. We want to go much deeper into how different organizations deal with the topic of privacy, which countries are aware and which are not, and what you personally perceive as risky in using social networks and search engines.

iPad 2.0: Information Professionals Don't Leave Home Without It!

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Keywords: iPad 2.0, information professionals, librarians, Apple computer, killer apps, technology, applications

As more and more of our library clientele are becoming more techno-savvy, librarians and other information professionals must keep abreast of the technology in order to assist our patrons. The Apple iPad is one of the best selling tablets in the world. Many of our library patrons of all ages own iPad computer tablets and look to the library for free downloadable books, videos, music, and other electronic resources for their iPads. This workshop will give information professionals the opportunity to learn how the iPad 2.0 is a must-have tool for research; multimedia; reading books, magazines, and other resources online; social networking; collaborations; word processing; databases; spreadsheets; presentations; graphics; photography; and other uses for assisting library patrons and other clientele as well as a tool that librarians can use to make their work and lives more efficient and fun. I will discuss real world iPad examples for information professionals and library clientele. This workshop will focus on an overview of the iPad 2.0; how the iPad 2.0 can be used for research; some of the applications or “killer apps” for information professionals; and real world examples. I will end this workshop with a discussion on lessons learned and future uses for the iPad 2.0 for information professionals.

Skills for Work in the Library 2.0 Era

How information school graduates can succeed in the 21st century environment

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Keywords: career development, Library 2.0, information literacy

In the 21st century, significant changes have occurred in the role of the library, within organisations, academia and public life. In the 'Library 2.0' era, there are increasing demands that librarians should develop beyond their traditional role and, among other things: teach information literacy; engage students (in the academic library system) or members of the public (in public libraries) with library services; and keep themselves up-to-date with a constantly shifting informational environment. There are increased flows of information, but at the same time a relative marginalisation of the library through the increasing use of non-traditional sources as a first port of call for library users. Mobile devices, e-books and online databases make new demands both of users and information professionals. Finding information is no longer the problem: educating users about the new informational environment is more important.

One role of BOBCATSSS should be to help LIS students with their career development. We must acknowledge that many information schools still emphasise the teaching of technical skills like classification, cataloguing, etc. Are Information Schools really addressing students' readiness to work in Library 2.0? In this workshop session we therefore wish to ask: what skills and knowledge are required to secure jobs in the 21st century library and how are LIS students to acquire them, if their own Information School does not provide them?

Educating Young Users for Assigning Tags in Public Libraries' Catalogues

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Keywords: tags, tagging, public libraries, users' tagging, catalogue 2.0, users, workshops, children

With the development of Web 2.0, more and more public libraries are including the option of adding user tags to titles in their online catalogues. This development makes it virtually impossible to create a systematic, user friendly tagging system, which leads to general problems with tags in the catalogues, as well as users' search results.

We present a librarian-lead workshop designed to educate young users - children aged 10-14 years - how to organize tags, most important, teach them how to choose relevant keywords as tags, a skill they will find useful in library catalogues as well as in their future education. It also teaches our future users that they can take part in library services and ensures that the option of user tagging develops into a more useful tool in public library catalogues.

Through the workshop, the participants are given a template to use with young users in their own libraries, which consists of different activities and games, teaching the children how to choose appropriate keywords through fun and play. As a part of the workshop, the participants are encouraged to devise a short list of user-friendly rules to assist the users in creating helpful, concise and organized tags in the online catalogues.

For the closing discussion, the participants are given a number of examples of other activities useful for teaching children how to assign tags and choose keywords in general. They are encouraged to share their own experience with young library users. A short evaluation of the workshop is held.

Information Cockpit, a Way to Make Information Working for You

Personal web portal for integration of an automatically retrieved and categorized information from a variety of external sources

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Keywords: information management and classification, information cockpit, TACTICS

The rapid growth of responsibilities, activities, and an information flood result in lack of time and permanent weariness for every member of the information society. A lot of people waste time for repeating the same activities dealing with information management or document searching. To gain the skill of very efficient information use one shall design own information environment, which can automate a routine tasks, and support proper information classification according to the user needs. The capability of such efficient management is a vital for any member of the information society, and especially for those who claim themselves information specialists.

The basic methodologies of efficient information retrieval and management will be presented during the workshop. Possible ways of information classification will be introduced. Participants will practice an efficient analysis of the information value and utility, as well as using of available tools for an automatic information retrieval from the net. And finally, a way of integration of different types of information environment ingredients will be presented and practiced.

During the workshop participants will practice how to create a customized information portal, a web query, and how to easily and clearly classify retrieved information.

Digital Judgement and Critical Thinking Skills

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Keywords: critical thinking skills, digital judgement, information literacy

New web applications that emerged with Web 2.0 tools provide new challenges and opportunities in many fields as well as daily life. Web 2.0 technologies have brought new dimensions for web information resources with blogs, wikis and other applications that users can easily create or change content independently from any control mechanisms. Users' interaction with these media leads them to face with uncontrolled and unfiltered content which they are not used to use before. While increasing the quantity of information this situation makes the quality of information uncertain and raises some reliability, validity and authority issues. Since there are no filters and control mechanism between users and the information on internet, it has become a necessity for today's users who used to use controlled content from databases or libraries to use information literacy skills such as digital judgment and critical thinking skills. In the light of this information the main aims of this workshop are to help participants to develop their digital judgment and critical thinking skills and to make them aware of the importance of evaluating information found on the internet and new Web 2.0 environments. Workshop will consist of two lectures combined with the following exercises for group work of the participants and a closing discussion. It is expected by the authors that in the end of the workshop session participants' critical thinking skills will develop and their awareness about quality of web information resources and importance of critical evaluation will increase.

Crowd Sourcing & Public Information

Innovating public library services by crowd sourcing!

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Keywords: public library service, crowd sourcing, innovation

Public libraries are usually paid for by public funding. In the near future, several developments make public funding of the library institution questionable. This is partly due to digitalization; to the emergence of ‘digital natives’, and to diminishing public support in the view of the general public. Discussions have started worldwide whether public funding of public services is still necessary, if not desirable. Some say: “We do not need a library building anymore”. This might be true - but in our view, that does not automatically lead to the conclusion that the public library services are at the end of their lifecycle also.

In this workshop you will take part in a hands-on-experience on crowd sourcing the information services you deem necessary for the information society. We, the workshop leaders, think information society still needs public library services, the way they are to be funded does need rethinking, though. Crowd sourcing may well prove to be an alternative to public funding.

We start by introducing you to some effective crowd sourcing concepts from other ‘markets’. Armed with these concepts, you will work in a subcommittee with 4-5 fellow participants on developing a concept of one crowd sourced library service. The concept for the service must adhere to one principle: it should be self-supporting and therefore sustainable without structural public funding.

The different teams will be led by a chairperson (students from Saxion). The workshop closes by presenting the developed concepts to the other teams and grading the concepts by your fellow concept developers.

Organization 2.0: Building a Participatory Archives

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Keywords: digital media, social media, metadata, outreach, citizen historians, oral history

The University of Illinois Archives has recently launched the Evolving Archives Initiative (EVA) to develop an innovative model to create, acquire, manage, and provide access to content celebrating both important historical events and diverse individual experiences of University life and culture. College and departmental units increasingly use social media tools to encourage the campus community and alumni to share personal perspectives and remembrances of the university. However, conventional acquisition strategies do not provide guidance on how to incorporate these rich informal oral histories into more conventional institutional archival holdings. Workshop leaders will explain how the EVA Initiative is developing a participatory strategy for giving “citizen historians” the tools to capture e-media in motion. Participants will be provided with resources from the EVA Initiative toolkit (e.g., file format guidelines, metadata guidelines, and example questions to guide users through the creation of content). Topics of discussion include the pros and cons of using mobile device apps to enhance and simplify content creation and management. Workshop instructors will lead participants in discussions about how “citizen historians” can contribute to the goals and priorities of different institutional environments; for example, we will consider how this content might be incorporated into classroom instruction, thus encouraging broader and more innovative use of primary sources in the university curriculum. This workshop will be of interest to information specialists, teaching faculty, oral historians, and university administrators; its lessons can be implemented on any scale to help enhance library advancement and outreach efforts.

Google Book Search and the Future of Librarianship

The problems and benefits of mass digitizing

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Keywords: Google Book Search, librarians, librarianship, mass digitization

Back in 2004 when Google announced their digitization project - Google Book Search - experts, as well as working librarians, were concerned that major consequences would afflict the library profession. Other said the threat was exaggerated and that the libraries would live on as before or even profit from the eventual changes.

The workshop aims to discuss and problematize the benefits and drawbacks the mass digitization area is proposing on libraries. The workshop will be divided into three phases - introduction, discussion groups and conclusions based upon the discussions in the previous phase. The vision of is to make the participants contribute to the overall understanding of the phenomenon. We do not aim to deliver answers, but to offer a chance to discussion and reflection.

Business case: KB National Library of the Netherlands and Innovation X.0

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Keywords: social media, business communication, business case, KB National Library of the Netherlands

In today's media-dominated world, knowledge-sharing is becoming more and more important. Managers are starting to realise that sharing workers' knowledge within a company is crucial to its success. Key to this is Web 2.0/3.0, whose rapidly increasing interactivity offers almost limitless opportunities for cooperation and knowledge sharing in companies and organisations.

Social media and business communication

What are the benefits of using social media? The risks and drawbacks? Should you use Yammer or Twitter? LinkedIn or a wiki? And how do you make sure that people still meet each other to share essential knowledge? Knowledge management is seen as an essential system for enhancing companies' creativity, and therefore success, in the coming years.

Business Case of the KB National Library of the Netherlands

The research department of the KB National Library of the Netherlands wanted to improve its intranet and transform it into a platform for communicating and knowledge sharing on a larger scale. It wanted the NLN's staff to interact more effectively and transparently. An important part of the process of making the intranet more dynamic was to encourage employees to add and use content to and from their intranet. Social Media is an essential part of this. This business case examines the current situation regarding knowledge management in libraries and information professionals and the problems they face in implementing it. How can a company increase the value of its employees and thus its own value? And how can employees add value to the company and whilst increasing their own?

Freedom, Equality and Internet

...when the internet made it possible for much larger groups
to collaborate

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Keywords: open source, crowd sourcing, internet collaboration, wisdom of
the crowd

The rise of the World Wide Web has resulted in a new socio-technological pattern. With the technological progress, possibilities of collaboration have broadened its limits. Groups form in new structures and work together in new ways, creating a new field of subjects relating to collaboration.

In this workshop we wish to show how groups can produce better results than individuals. Through small exercises we'll find out when and if the idea of crowd sourcing works, and try to show the possibilities and limits of working with crowd sourcing.

The Spirit of New Professionals

How to boost your early career through international involvement

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Keywords: new professionals, early career development, social media, library associations, organizations 2.0

Especially with the help of social media, new professionals have been able to make their voice heard in the LIS profession in recent times and to effectively organize themselves from a local level to a global scale. The latest example of this fruitful *mélange* is the New Professionals Special Interest Group (NPSIG) of IFLA (International Federation of Library Associations and Institutions). The group was awarded the IFLA Communicator of the Year Award 2011 for its innovative and effective outreach to New Professionals from around the world. The integration of new tools of collaboration and networking not only helps NPSIG to profile itself, but also provides important stimuli to its home association IFLA in an ever-changing environment of rapid technological development and innovation.

As a starting-point we would like to give a short overview on the practices of NPSIG and introduce the audience to the IFLA network. The participants will get an idea about the benefits of getting involved internationally as a student or recent graduate and how to make the best of the many possibilities such a huge association as IFLA has to offer.

Based on the use of social media as one particular characteristic of New Professionals, we would in the workshop part like to ask the audience to find and discuss further strengths of New Professionals. What is it that helps them to find their way into the LIS market but also supports libraries to keep track of new developments and stay fresh in mind? Let's find out!

Videos

Our Hidden Potential

Study of the professional reality of Information Managers

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Keywords: information management, job opportunities, stereotypes.

We invite all attendees of Congress BOBCATSSS 2012 at the presentation of our study which will take place in the **closing ceremony**. We are going to show a **ten minutes video about different short interviews** to people from **Barcelona and Amsterdam** among December 2011 and January 2012, as well as a sample of **participants of the Congress BOBCATSSS 2012**. With this study, we aim to **discover the reality of society** as regards the recognition and identification of our professional area: **the management of information**. Recalling also that nowadays it seems that there is an **important lack of knowledge** about the importance of the tasks that the professional of information and documentation can develop.

We want to assess **the level of knowledge** that citizens and companies have about what the professionals of the information and documentation do. This way, we could ascertain if in general they relate our studies with **the range of tasks which we are able to develop**, and the services we can offer to society.

In addition, we are going to try **to compare and identify differences** that may exist **between** the diversity of **participating countries in BOBCATSSS 2012** by briefly interviewing. And we will carry out with a random sample of participants of the Congress during the days that it will take place. Therefore, we want to allow everyone to express their point of view about this situation in their country. Although the international focusing of the study, we will start off from our hometown (Barcelona, Spain), and we will compare it with the results obtained in the society of the city where the Congress is going to take place: Amsterdam.

With the presentation of this video we pretend to invite people to **reflect**, as we consider that the fact of knowing if society is aware of everything that we are able to offer is a right an obligation.

Cycling for Libraries - The Documentary

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Keywords: cycling for libraries, conference report, networking, Germany, Denmark

Cycling for libraries is a unique unconference for librarians, happening for the first time between 28th May - 7th June 2011. Instead of the typical conference venues like auditoriums and libraries, this professional gathering took place in the saddles of bicycles. 80 international participants from a dozen countries showed incredible commitment to the library profession by joining the 650 kilometer road trip from Copenhagen to Berlin.

Cycling for libraries can be seen as a temporary think tank of colleagues who came together not because of their similar positions or titles in the organizations where they work, but because of their passion for librarianship and fascination for an adventure. Additionally this unconference-method tests the commonly shared observation, that a large part of meaningful information exchanged at conferences happens outside of the actual presentations.

Also the organization of the unconference itself was done without any pre-existing formal organizations at all. Everything was put together by a geographically separated, but well-communicating network of colleagues. Formal organizations were seen as tools to an end, not ends themselves. This is a non-typical way to work in the library world, which has been based around the idea of unquestionable institutions.

Kirjastokaista provided a professional film crew to document Cycling for Libraries all the way from Copenhagen to Berlin. In addition to daily 3-minute video summaries, Tuomas Lipponen directed a 27-minute documentary movie about this wonderful journey, which will be screened at BOBCATSSS 2012.

Posters

Melike Akman:

Capturing Changes in Education: New Programme Structure of the
Department of Information Management of Hacettepe University

Raphaëlle Bats, Benoit Epron and a team of students from the master SIB:
Cultural Industries and Information in the Digital Ages

Maria Borbely:

Measurement of Quality in Use of the Software Product in Different User
Groups

Andrea Buschbeck, Joana Gomes, Júlia Gouveia, Rita Vaz, Sara Mendes,
Susana Almeida, Fernanda Martins:
My Information: From Diary to Social Networks

Hilary Collins Bussell:

Virtually Yours: Using Screencasts to Supplement In-Person Library Instruction

Ivana Čadovska, Tihomir Vranješ:

E-Croatia: Where Are We Now?: Research about Online Access to Public
Information about Croatian Government

Adina Maria Ciocoiu, Live Kvale, Ewelina Melnarowicz:
When Academia Goes “e”

Ana Lúcia Coelho, Tania Freire:

Institutional Repository of the Geological Survey of Brazil - the Geological-
Geophysical Well Logging Collection

Elena Corradini:

Children’s Information Behavior: How Do They Trust Online Retrieved
Information?

Elena Corradini, Martina Ferko:

How Information Professionals Change Their Way in Organizing Personal
Information for Their Jobs: Results from a Survey in Croatia and Italy

Dierk Eichel:

Linked Library Data in E-Motion - How to Bring Your Library Classification into
the Linked Open Data Cloud

Dierk Eichel:

Well Planned, Almost Won - How the Berlin Gender Library Faces the Library
2.0 Challenge

Martina Ferko, Biljana Djakovic, Tomislav Jakopc:

Where Is .hr domain?

Drahomira Gavranović, Ileana Kurtović, Ivana Halužan, Tina Đaković:
“Privacy in Information” - Who Is Responsible for Privacy in Social Networks?

Julia Alexandra Goltz, Doreen Thiede:
Cloud Computing and Libraries - a German Perspective

Mikael Gyhagen:
Who Do You Think You Are? - Searching for Key-Symbols of Specialized
Librarianship Identities in Intra-Professional Placement Adverts over 25 Years

Monika Halasz-Cysarz:
Is there a Place for Morality in My Information Sphere?

Piroska Herkó, Zsanett Herkó, Alíz Horváth, Tamás Szabó, Csaba Böhm,
Bernadett Busz:
Reader's Opinion about the Future's Library in the Newest and Most Modern
Biblioteque of Hungary

Maja Horvat, Ivana Čadovska, Sanjica Faletar Tanacković, Darko Lacović:
Computers in Croatian Public Libraries: Users and Uses

Bert Huizing:
Communication Channels in Library Communication: Should We Bother?

Szabina Ilácsa, Mária Fazekas, Zsanett Herkó, Ramóna Kovács:
Access to Public Information in Hungary - Survey on the Retrieval and Use of
Public Information among Students of University of Pécs

Annabelle Koester, Sonia Theodoridou, Tomáš Janyпка:
Collaborative Strategies for E-Learning in On-the-Job Training

Cletus Dipnibe Kuunifaa:
Freedom of Information (FOI) Legislation: Negative or Positive Impact on
Countries' Ranking on the Corruption Perception Index (CPI)?

Claudia Lopes:
The Virtual Shelf and the Virtual Map Library of Geological Survey of Brazil

Sanita Maleja, Margarita Dankova, Madara Vīlpa:
The Interactive Poster: an Ideal Design in 3D Creation

Sanja Martonoši, Tjaša Jug, Tanja Slabe, Jan Strajnar, Anja Tuš:
New Media for Learning

Julia Aimée Meijvogel:
Hands on History of University of Twente, How to Apply Social Media in Image
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Viktorija Moskina, Kristina Papule:
Development of Digital Library Services

Márton Németh, Máté Tóth:
"K2 project" Digital Library Technologies Experimental Lab for the Hungarian Library Community

Irmína Obermüller, Rafał Jerzy Jurkowski, Paweł Wróblewski:
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BOBCATSSS 2012 was made possible with the friendly support of our partners.

