



Charles Sturt University
presents

RAILS 6

Promoting research in the profession

Friday 22nd January, 2010 at Charles Sturt University's Canberra Campus
Australian Centre for Culture and Christianity, 15 Blackall St, Barton ACT

Draft Timetable

8.30-8:50 Coffee/tea,

8:50-9:00 Welcome and Introduction

9.00-9.20 Dr Annemaree Lloyd, Ms Suzanne Lipu & Dr Mary-Anne Kennan

Title: On becoming a citizen- examining social inclusion from an information perspective

Increasing participation in social, economic and community life is considered to be one of the defining principles of an inclusive society and a key aspiration for the Australian Federal Government (2009). Central to this principle is the ability to build the capacity of individuals and groups to develop connectedness, and to engage in decision-making. Participation such as this improves the well being and prosperity of the communities in which they learn, work and play. We propose that a prerequisite for informed citizenship is the ability to develop knowledge from information about the social, economic and community dimensions through which modern Australian society is constituted.

While the concept of social inclusion is broad and extends to all sectors of the Australian community, this paper will focus on a particular sector of Australian society—new arrivals - who, while still largely concentrated in metropolitan areas, are also now becoming increasingly a part of rural and regional Australia as concentrated diasporas. This paper will explore the concept of social inclusion and exclusion from an information perspective. It will then describe research currently under development which will examine how new arrivals reconcile their own cultural information practices and understandings about information with their experiences of their adopted country. The project considers how this experience influences and affects participation in the cultural, social and economic dimensions which comprise Australian life.

9.20-9.40 Dr Mary Carroll & Dr Jan Murray

Title: Entry into the library and information industry: Choices and decisions

The authors have been considering for some time reasons why students who already hold a tertiary qualification, and wish to pursue a career in librarianship/information management, choose to undertake a

VET LIS paraprofessional qualification in preference to a postgraduate qualification in LIS. This paper will report the results of research undertaken to investigate the underlying motivation of these students. The methodology included a survey of current students undertaking VET LIS paraprofessional qualifications at Australian educational institutions and an analysis of statistical data from the VET sector. Recommendations on how the profession should address the entry points into the profession in light of changes to government funding of VET programs and the current economic climate, will be presented.

9.40-10.00 Tranakchit Mangkang

Title: Information Literacy Needs of Local Thai Small and Medium Sized Enterprises (SMEs)

The study examines the information literacy needs among Thai local small and medium sized enterprises (SMEs). The methodology employed is based primarily on qualitative methods in order to explore the nature of organisational management, information needs and uses, information infrastructure and information literacy perception and to define the construct of information literacy in SMEs' own terms. The selected participants are policy makers from public agencies and SME managers. The findings are the significant needs for additional training services, autonomy and cultural literate coordinators and the needs are strongly influenced by politics, economics and especially social and cultural values. The research is significant in adding to the existing body of knowledge within the field of business information literacy. The outcomes are offered to ensure information literacy initiatives are developed to meet the Thai SMEs' needs in developing better understanding of the effectiveness and quality of the business information management.

10.00-10.20 Katherine Howard

Title: (Digital Library) Education or (Digital) Library Education? An Australian Perspective

Education for Library and Information professionals in the digital environment has been an important discussion point the world over. However, before designing and implementing a program for digital library education, it is prudent that the skills and knowledge required to work in this environment are identified to enable informed decisions to be made. Hitherto, there has been very little research which has sought the opinion of both educators and practitioners on this topic, and none with a wide geographical coverage of Australia.

This paper discusses the results of a Masters thesis undertaken at Tallinn University in 2009 which aimed to identify the skills and knowledge required to work in a digital library environment. An online questionnaire was distributed to two target groups: practitioners working in academic libraries and Library and Information Science (LIS) educators across Australia. Opinions were also sought regarding the elements that should be included in the curricula of such a program, and further, whether a dedicated digital library program was even deemed a necessary introduction to LIS education in Australia. Results indicate that skills such as Communication, Critical thinking and the need to be Flexible are required in the digital library environment. User needs, Metadata and Copyright were regarded as highly desirable knowledge areas, while Digital repositories and Legal issues were considered important issues to be covered in a digital library education program. Respondents were divided as to whether that program should be a dedicated one or not, with only a slight preference towards an affirmative response.

10.20-10.40 Tina Du

Title: How well is Web search going? The role of cognitive coordination

Web search is a complex behaviour involving users' cognitive efforts. Studies show that people often conduct Web searches including more than one related or unrelated topic and switch between them. Web searchers also allocate and coordinate cognitive resources among tasks, and experience shifts in cognitive, problem and knowledge states. This paper reports preliminary results from a study modelling the interplay between multitasking, cognitive coordination, and cognitive shifts during Web search. Study participants conducted three Web searches on personal information problems. Data collection techniques included pre- and post-search questionnaires, think-aloud protocols, Web search logs, observation, and post-search interviews. Key findings include: (1) users Web searches included multitasking, cognitive shifting, and cognitive coordination processes, (2) cognitive coordination is the hinge linking multitasking and cognitive shifting that enables Web

search construction, (3) cognitive shift levels determine the process of cognitive coordination, and (4) cognitive coordination is interplay of *task*, *mechanism* and *strategy* levels that underpin multitasking and task switching. An initial model depicts the interplay between multitasking, cognitive coordination, and cognitive shifts during Web search. This study highlights the nexus role of human cognitive coordination processes during Web searching. Without cognitive coordination, neither multitasking Web search nor cognitive shifting can occur, and information retrieval interaction has not been effective. This study is important for understanding and modelling the cognitive processes during Web searching. Increased understanding of Web search behaviour is significant for the development of theoretical Web search models. Implications of the findings and further research are also discussed.

10.40-11.10 Morning tea

11.10-11.30 Dr. Peter Macauley (RMIT University), Prof. Terry Evans (Deakin University) & Margot Pearson

Title: Classifying Australian PhD Theses: Linking Research and Practice

This paper draws on the findings from, and the methods and approach used, in the provision of a database of Australian PhD thesis records for the period 1987 to 2006, coded by Research Fields, Courses and Disciplines (RFCD) fields of study. The project was funded by the Research Excellence Branch of the Australian Research Council. Importantly, the project was not merely the creation of yet another database but constitutes a valuable research resource in its own right. It provides an alternative source of data about research training with a focus on research output and research capacity building rather than input as does data on enrolment. The database is significant as it can be used to track knowledge production in Australia over a twenty year period and contains approximately 54,000 bibliographic records. The database of Australian PhDs has been constructed from downloaded bibliographic records from Libraries Australia. Recommendations for practice relate to university libraries, doctoral candidates, and the coded database. We suggest that libraries are more consistent with cataloguing procedures, including the thesis 'publication' date, and that they are more timely in uploading their thesis records to Libraries Australia or, alternatively, Australian Research Online. We also suggest that PhD candidates code their own theses using the new ANZSRC scheme (which replaced the RFCD classification in 2008), and also use clear and communicative thesis titles and thesis abstracts. With regard to the coded database, we suggest it becomes a requirement for universities to provide the ANZSRC coding of submitted theses.

11.30-11.50 Bhuva Narayan

Title: Down the Rabbit Hole and Through the Looking Glass: A conception of information seeking and searching through a diary study

Information behaviour (IB) is an area within Library and Information Science that studies the totality of human behaviour in relation to information, both active and passive, along with the explicit and the tacit mental states related to information. This study reports on a recently completed dissertation research that integrates the different models of information behaviours using a diary study where 34 participants maintained a daily journal for two weeks through a web log or paper diary. This resulted in thick descriptions of IB, which were manually analysed using the Grounded Theory method of inquiry, and then cross-referenced through both text-analysis and statistical analysis programs.

Among the many key findings of this study, one is the focus this paper: how participants express their feelings of the information seeking process and their mental and affective states related specifically to the *sense-making* component which co-occurs with almost every other aspect of information behaviour. The paper title – *Down the Rabbit Hole and Through the Looking Glass* – refers to an observation that some of the participants made in their journals when they searched for, or avoided information, and wrote that they felt like they have fallen into a rabbit hole where nothing made sense, and reported both positive feelings of surprise and amazement, and negative feelings of confusion, puzzlement, apprehensiveness, frustration, stress, ambiguity, and fatigue.

The study situates this sense-making aspects of IB within an overarching model of information behaviour that includes IB concepts like *monitoring* information, *encountering* information, *information seeking* and *searching*, *flow*, *multitasking*, *information grounds*, *information horizons*, and more, and proposes an integrated model of information behaviour illuminating how these different concepts are interleaved and inter-connected with each other, along with it's implications for information services.

11.50-12.10 Frances O'Neil & Janetta Mascilongo

Title: Promoting research in the profession

The aim of our research was to discover via a survey of students, their information-seeking behaviours, and what they think of the library and our library research skills training sessions. In designing the survey we partnered with Insync Surveys to identify the following objectives: evaluate students' information seeking behaviours when doing course-related research; evaluate students' awareness of available information sources; trace their steps in the information seeking process, and seek students' perceptions of the role of the library. A total of 779 students completed the survey. All (eleven) campuses were represented and, according to the demographic information we collected, we achieved a good coverage across all the student population on-campus, off-campus, domestic and international, undergraduates, post-graduates, full-time and part-time. The survey netted many interesting insights:

- When first researching for an assignment students generally chat with classmates and teaching staff
- When they are stuck and need help, they still speak to classmates and teaching staff first but the percentages of those approaching the library for help are higher
- Students see their research success being dependent on library collections and Google in equal measure, followed by database guides
- Students trust the library more than Google!

The survey has provided us with a better understanding of students' approach to their research/assignments and the role of that library in that approach. We will report on the opportunities ahead for making our information literacy practice align more closely with our students' research and information seeking behaviours, to provide the kind of help they really want.

12.10-12.30 Sebastian K. Boell

Title: Systematic review and the hermeneutic circle of literature reviews

Awareness of earlier research is closely related to being aware of existing publications. However, the amount of published material in a field generally exceeds the amount that can be read by individual academics. One way of coping with this situation are review articles. Different types of literature reviews can be distinguished (Garfield, 1987) and recently the concept of systematic review has started to emerge in literature reviews outside medicine (McKibbin, 2006). Systematic reviews aim to provide an overview of the existing literature of relevance to a particular phenomenon following a structured approach.

In contrast this presentation argues that reviewing literature of relevance to a specific problem is an continuing open-ended process. This process can be described by applying the hermeneutic circle. The hermeneutic circle describes the process of understanding as an ongoing alternation between the whole and a part. According to this understanding analyzing relevant publications facilitates extended understanding of the body of relevant literature. This in turn enables better identification of relevant publications which can be analyzed again. Understanding the search for literature in the context of the hermeneutic circle provides a framework for introducing different techniques that can be employed when searching for literature. This includes search strategies as well as strategies for filtering records and creating refined search strategies. During this iterative process the stages of searching, selecting, analyzing and refining are repeated until a point of saturation is reached where the hermeneutic circle can be left.

12.30-12.50 Dr Bonna Jones and Nat Enright

Title: Writing new theory in LIS: reflecting on factors which constrain this process

The world-at-large is currently undergoing a number of crises, and while one would imagine that better ways

to think will be needed in all fields, professions that are practice-based continue to be ambivalent about the process of making new theory. While there have been recent calls for new theory and philosophy to be created in LIS, anyone wishing to pursue this path must be brave in the face of such ambivalence. This paper draws from contemporary ideas in social science and philosophy about how new theory emerges, then uses this as a basis for a reflection on the kind of awareness we will need to develop before a process of making new theory becomes sustainable. For instance, individual researchers may work on theory, but are likely to be pressured by the expectation that what they are doing has to have an immediate practical application; any sustained theory project almost has to be conducted out of view professionally because there seems to be little awareness that such work takes time. Some of the factors that constrain a process of theory-creation, both positive and negative, are considered, as are the influences these have on both the field and individual researchers.

12:50-1:30 Lunch

1:30-1:50 Paul Kloppenborg

Title: Higher Education in TAFE: a new “mixed sector” library paradigm

Ten Australian TAFE institutions are currently able to offer degree qualifications- diplomas, advanced diplomas and degrees, catering to 2000 students. While this number of students is small, it continues to expand in alignment with the Government’s strategy to increase its target of 40% of young adult Australians having minimum degree-level qualifications. There are significant implications for TAFE libraries now catering to Higher Education students. From a stronger absence of a research culture to the provision of greater learning support, TAFE libraries are adapting to the applied and academic leanings that Higher Education courses provide. Interviews with the 10 Library Managers reveal important practical service and resource changes that support this new mixed sector cohort.

1.50-2:10 Dr. M. Asim Qayyum, Ass. Prof. Philip Hider, Dr Kirsty Williamson & Dr. Ying-Hsang Liu

Title: Investigating the news seeking behavior of young adults

This study aims to investigate the interaction of young adults with information media in relation to their news seeking behaviour. Explored within this interaction are the news browsing and navigation behaviours, and the sources of information that youth used to consume and generate information. The newspaper industry has been evolving rapidly since the arrival of the web and development of new online media formats. A steady decline in the print based subscriptions is being witnessed as the traditional news outlets face a stiff competition in online environments where dynamic and free news sites are plentiful. Meanwhile, online users have gained more control over the web by generating their own information through social networking environments. Youth have been especially influenced by this online revolution and have heavily contributed to the steady decline in print newspaper readership.

A qualitative (interpretive) approach involving user interviews was adopted. A sample of twenty young people was selected using a combination of purposive sampling (with the criteria being ‘age’ and ‘interest in news’) and convenience sampling. The interviews were analyzed using Nvivo, with themes and subthemes will be created to identify news seeking behaviours.

The results are expected to characterize the news seeking trends prevalent among young adults. The role of social networking in news dissemination will be better understood. Moreover, it is expected the study will reveal the role of newer media and emerging technologies in news gathering among young adults, and offer some insights into their interactions with the latest sources of news.

2.10-2.30 Dr Michael Olsson

Title: Academic Citation as a Strategic Discursive Practice

This paper draws on the findings of a study of 15 international information behaviour researchers' relationships with an author prominent in the literature of their field (Brenda Dervin) to examine academic citation practices in a new light. Drawing on social constructivist theories, derived in part from Foucault's approach to discourse analysis, and a methodology drawing on aspects of Dervin's (1999) Sense-Making and Glaser and Strauss' (1967) inductive analytic techniques, it seeks to examine citation as a strategic discursive practice. Academic citation practices have long been of interest to information science researchers. White and McCain (1998), for example, have shown that the bibliometric analysis of citations makes up a significant percentage of published research in the field. In addition to bibliometric studies, the last three decades have seen a range of studies examining academic writers' citation behaviour – seeking to understand why researchers cite in the way they do (e.g. Gilbert, 1977, Cronin, 1982, Brooks, 1985, 1986, Garfield, 1989, Case & Higgins, 2000). Yet despite the centrality of citation to much research in our field, many questions remain. The present study, through adopting both a different meta-theoretical lens, inspired in part by Foucauldian discourse analysis, and a different methodological approach, drawing on aspects of Dervin's (1999) Sense-Making and Glaser and Strauss' (1967) inductive analytic techniques, seeks to examine citation in a new light: as a strategic discursive practice.

The study's findings demonstrate the essentially discursive nature of participants' citation practices - practices grounded in participants' engagement with their field, their research interests, their theoretical framework. Furthermore, participants' accounts show that they are themselves very much aware of citation's role as a discursive practice – a tool they can strategically employ to further their own ends.

2.30-2.50 Dr Hilary Hughes

Title: International student perceptions of their university library – and librarians

Abstract: International students constitute a significant proportion of the Australian university population – and thus of the university library using population. Therefore, it is important to consider international students' understandings and expectations of academic libraries. While there is a growing literature about international students' practical use of particular library services, there is relatively little consideration of international students' perceptions of the library and library staff. Therefore, drawing on qualitative research findings, this paper reveals the thoughts and feelings of international students associated with two Australian university libraries. It outlines their more positive and less positive responses to using their library and interacting with library staff. It also includes the students' recommendations for library service improvement. Overall, the international students interviewed for this study tended to view their Australian library, and the assistance of library staff, in a positive light. However, they also experienced challenges in their library use and help seeking, due to misperceptions and unfamiliarity regarding the role of Australian academic libraries and librarians. These findings indicate the need for library staff to be aware of - and for library services to respond to - international students' often limited previous library using experiences. The paper concludes by highlighting the role of information literacy education to support international students' learning by enabling supportive interactions with library staff and enhancing their understanding and informed use of their university library.

2.50-3.20 Afternoon tea

3.20-3.40 Dr Fletcher Cole

Title: Data re-use within an Engineering Research Cluster

Abstract: An opportunity to explore the topic of data use and re-use has been presented by the collaborative research being undertaken by an Engineering Research Cluster. Members of the Cluster are located in a number of centres, in different organizations, and represent diverse disciplinary backgrounds, so attitudes and practices with regard to data are likely to be as diverse. This provides moments of potential disjuncture that increase the possibility of highlighting aspects of data not otherwise noticed. Much of the writing about data, such as in proposals for large-scale data-management projects in e-science, has little basis in detailed knowledge of practitioners' working definitions and use of data; or if it does, this is not clear. However, there

is a small, but growing, body of research that does attempt to report on detailed workplace practices, and it is to this that our study aims to contribute.

Evidence is being gathered through interviews, examination of documentation, and observation of episodes of interaction. The analysis is being guided by the following questions:

- How is data constituted (recognised and otherwise made intelligible) in the course of day-to-day activities?
- How is data that did not originate within the Cluster utilised by it?
- What role in relation to data, and its re-use, is played by data repositories, and information and communication technologies?

3.40-4.00 Dr Sue Reynolds

Title: Memory and the Library of the Supreme Court of Victoria: the Dead Letter Office

Abstract: In 2008 the staff of the Supreme Court Library were transferred from being under the auspices of the Library Committee to become government employees. A hidden cache of nineteenth-century letters, once deciphered, proved that this was history repeating itself by providing evidence that the impetus for the twenty-first century effort was in fact an issue which had persistently recurred and remained unresolved for over one hundred and fifty years. With the memory long gone, and the correspondence secreted, it is unlikely that the current Library Committee members were aware of similar attempts made by their historical counterparts.

If Redmond Barry, the library's founder, were to return to the Library today he would not feel anachronistic. He would recognise a space which retains its original 1880s appearance and take down one of his own books and return it "to the place from which it is taken" according to the original, and still with currency, 1854 rule. He could observe the steady stream of young lawyers paying their admission fees directly to the Library as he had ordained, and he might conclude that the Library is just as it has always been. He would be largely correct: the present operational infrastructure of the Library of the Supreme Court is little removed from its historical, cultural, social and political beginnings in 1853. But who has this awareness? Would it benefit the Library, and its librarianship, if its organisational memory was made tangible, in the form of written history, to provide intelligence which could strategically and culturally inform the future of the Library in a way that is not possible if the evidentiary artefacts remain 'dead'?

4.00-4.20 Prof. Gobinda Chowdhury & Prof. Michael Fraser

Title: Towards a Social Network Model for the Content Supply Chain

Abstract: For knowledge-intensive activities, e.g. education and training, consumers often use parts/sections of several books, journals, conferences, etc., and repackage the granular contents into a new content package to meet the specific needs of a community. In the current marketplace, aggregation and super distribution of content is accomplished through statutory licenses where an institution pays an annual fee to a national agency like CAL (Copyright Agency Limited) for securing rights for making copies of documents. This does not allow flexibility. It allows copying only one book chapter or one article in a journal issue, and thus does not meet the true market demands.

Other developments such as the Open Archives and institutional repositories, Creative Commons and Google Book Search have their own merits and demerits, and no one system can meet the real consumer demands. Moreover, consumers and libraries are increasingly becoming marginalised from making decisions and playing optimum roles in the distribution and use of knowledge for creative activities. This paper reports on an ongoing research at UTS that aims to build a social network model for the content supply chain where consumers can lawfully discover, select, access, aggregate and super distribute content from heterogeneous systems and services. The model creates a win-win scenario for consumers, content creators and providers, libraries and institutions where each stakeholder can play their role in adding value

and getting their reward – directly or indirectly. The model is discussed briefly and its potential benefits for consumers, libraries and society at large are discussed.

4.20-5:00 Wrap up discussion and debate with CSU Wine and cheese