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Montreal was a hospitable and popular site for the 2013 Annual Meeting, which was attended by nearly 600 people. In the off-season, downtown Montreal seemed generally dominated by the pleasant bustle of business and students from nearby McGill. All seemed quiet at night, but then there was the noble and magnificent traffic jam after the Canadiens’ hockey game Monday night, which we could all view as light sculpture from our perch in the Salon Club at the SIG/III International Reception. The reception was a significant highlight of the meeting as 41 different countries were represented this year. I was especially impressed with the energy and enthusiasm of the newly created Asian Chapter and of the European Chapter, which won the 2013 Chapter-of-the-Year Award.

In this issue of the Bulletin, we give you a taste of the Annual Meeting with a look at a variety of conference activities. We begin in Inside ASIS&T with a photo montage of people, places, sessions, parties and other events we enjoyed in Montreal. We then segue into full coverage of the winners of this year’s prestigious ASIS&T Annual Awards and a report from the James Cretzos Leadership Award winner Chirag Shah on what ASIS&T means to him both personally and professionally.

Continuing the Annual Meeting coverage in our feature section, we begin with reports from pre-conference workshops by SIG/USE, SIG/MET and SIG/SI, in which these active SIGs offered intense programs of papers, speakers, posters, panels, discussion groups and award presentations focused on their own specialties. Steve Hardin reports on the talk by Jorge García, this year’s keynote speaker. We have also included Award of Merit recipient Carol Kuhlthau’s acceptance speech as well as viewpoints on information science from ASIS&T Research Award recipient Susan Herring.

On his President’s Page, Harry Bruce updates us on upcoming actions being taken as a result of the Web Presence Task Force and on steps for expanding membership.

And finally, our RDAP Report is by Christopher Eaker of the University of Tennessee Libraries, who discusses resources available for educating researchers, especially graduate students, about data management.
With 2014 in front of us, I want to wish all members of ASIS&T a Happy New Year! 2013 was a challenging year for me. As I reflect over the past year, I have come to understand that we are all called to live our lives more joyfully and thankfully. There are many things that bring joy and appreciation into my life. For example, I am both joyful and thankful to be serving this year as ASIS&T president. My thanks go to each member of our Association – I am grateful that you choose to affiliate with ASIS&T. I am grateful for all the engagements of our members: submissions to our publications, contributions to our Annual Meeting, participation in Webinars and similar activities. And I am grateful for our member volunteers who serve on the Board, committees and task forces, SIGs and chapters that make up the leadership and governance structure of ASIS&T.

Our volunteer and distributed governance structure has many advantages. It allows us to canvas and incorporate the multiple and diverse expertise of participating members. It demonstrates that our Association is member driven and member responsive. It motivates us to constantly refine and enhance the value of ASIS&T membership. It reinforces the importance of affiliation and engagement, and it allows our Association to reflect the passion of our highly engaged members.

There are some disadvantages of course. Our governance structure means that we are a little less nimble in terms of decision-making and in the implementation of initiatives. Apart from our excellent headquarters office staff, the Association relies entirely upon members who volunteer their time and
I believe that we must be the world’s premier association for information professionals and information scholars.

expertise to the leadership and governance roles. This means quite simply that our governance structure relies almost entirely upon people who must prioritize between two roles: one as employee and one as member of ASIS&T. We all have other pressing roles to perform for our employers, and it is appropriate that this role is given higher priority than the leadership and governance role for ASIS&T.

My view is that our current governance structure is more beneficial than detrimental for ASIS&T. I want to share with you an update on work that is being done by the Board and several ASIS&T committees. First, let me update you on several Board initiatives. At the Board retreat in Summer 2013, we received a detailed report from the Web Presence Task Force. The Board discussed this report in detail leading up to the Annual Meeting in Montreal, and it was decided that the Association would commission a redesign of the ASIS&T website. A survey conducted by the Web Presence Task Force, chaired by Diane Rasmussen Pennington, revealed the urgent need for updating and upgrading to current technology and design so that our website better reflects a world-leading information association. We will soon be releasing a call for proposals from experts in the field of website design and construction to submit outlined plans for the website. In the meantime, the Board has decided to commission the Web Presence Task Force with the implementation of several changes to the current ASIS&T website including

1. creating a central, rotating-image, news banner that makes it easy to refresh and update important information that is relevant to ASIS&T members;

2. changing location of the login section and making it uncomplicated for users to log in and stay logged in;

3. altering the size of the main ASIS&T banner on the homepage to allow for more usable space for essential items; and

4. tidying up the layout and navigation “above the fold” to ensure essential activities (such as connecting to the Digital Library) are easy to find.

I am grateful to the members of the Web Presence Task Force for their expertise and for their willingness to take on this additional work.

As I stated in my last Bulletin column, my primary goal for this year of my presidency is to focus on addressing the steady decline in ASIS&T membership that has been occurring for the past couple of decades. I want to stop this decline in 2014 and create the beginning of a steady increase in ASIS&T membership in the coming years. To achieve this goal, I have asked the Membership Committee, led by Bill Edgar, to develop strategies that will lead to increased professional and institutional membership and to the translation of student members into professional or academic members after graduation. I have also asked the International Relations Committee, led by Mei Mei Wu, Yan Zhang and Diane Sonnenwald, to develop strategies that will lead to increased international membership. If members have ideas regarding how to recruit and retain international members, please contact the International Relations Committee.

In my last Bulletin column, I also identified where our
I am certain that we can and must do a better job of communicating the value of ASIS&T membership to information professionals. The membership committee will help us develop methods for doing so, but they will need your help. If you are a member of ASIS&T and an information professional, someone on the membership committee might approach you about why you regard ASIS&T membership as important to your role. What value do you see in your affiliation with the Association? How can we strengthen this value proposition for you and other information professionals? If the membership committee does not contact you in the next few months, I invite you to get in touch with Bill Edgar, with another member of the committee, with the committee’s board liaison, Sanda Erdelez, or with me. You might also talk with your colleagues who are not currently ASIS&T members. Ask them why they have not joined the Association and what might persuade them to reconsider doing so. If there are issues, themes or topics that arise from these conversations, please share these observations with Bill and the Membership Committee.

So returning to my theme of living more joyfully and thankfully, let me close this column with my deep appreciation for all that you do to actively engage with, promote and advance ASIS&T. Every member of our Association is vitally important. Please know that I am very grateful for your support and participation in building the world’s premier information association.
2013 ASIS&T Annual Meeting Coverage

In the December/January issue of the *Bulletin of the Association for Information Science and Technology*, we provided a brief news report of our 76th Annual Meeting in Montreal. But the timing of both the meeting and this publication’s deadlines kept us from providing full photographic and text coverage of the fun, the substantive, the social and the ridiculous at the successful ASIS&T confab.

So join us throughout this issue of the *Bulletin* for a look at some of the work and fun that members and guests enjoyed in Montreal at the 2013 ASIS&T Annual Meeting. Following a photo montage from the meeting, you’ll find coverage of the ASIS&T Annual Awards presented at the conference and an article by Chirag Shah, winner of the ASIS&T James Cretsos Leadership Award. Also in this issue, other Annual Meeting coverage includes reports from many of the pre-conference workshops and seminars; the plenary session headlined by Jorge García; the Award of Merit acceptance speech delivered by Carol Kuhlthau; and an article by our 2013 Research Award recipient Susan Herring.
2013 Annual Meeting Coverage
2013 Annual Meeting Coverage

Inside ASIS&T

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One of the highlights of each year’s ASIS&T Annual Meeting is the presentation of the prestigious ASIS&T Annual Awards.

**Award of Merit**

Carol C. Kuhlthau, professor emerita in the School of Communication and Information at Rutgers University, is the 2013 recipient of the ASIS&T Award of Merit, the highest honor presented by ASIS&T. The award goes to an individual who has made a noteworthy contribution to the field of information science, including the expression of new ideas, the creation of new devices, the development of better techniques and outstanding service to the profession.

Professor Kuhlthau is internationally recognized for her contributions to the study of information behavior. Her best-known work is her book *Seeking Meaning: A Process Approach to Library and Information Services*. In her rigorous research she observed student information seeking, developed a model of the information search process and then tested the model in several ways over several studies to validate and refine the model. This model has motivated widespread current research interest in the affective components of the information search process. Her life and work are models in several senses. Personally highly intelligent, judicious and modest, she has earned the highest respect from scholars and students in the field of information behavior as well as from practitioners. Through example, Carol Kuhlthau has taught many in the field how to do rigorous research, how to mentor and how to teach.

**Watson Davis Award**

ASIS&T’s Watson Davis Award recognizes the contributions of someone who has shown continuous dedicated service to ASIS&T. In 2013, the person who most effectively lives up to that ideal is Beata Panagopoulos.

Beata has given much to the Association for Information Science and Technology (ASIS&T). Looking at her list of contributions it is easy to ask, *What hasn’t she done to support ASIS&T and its membership over the past 20 years?* On the national level, she has been elected to the Board of Directors as Deputy Chapter Assembly Director and twice as the Chapter Assembly Director. In addition to her many ex-officio committee obligations, she has also served two terms on and chaired the Awards and Honors Committee, five terms on the Leadership Committee, one term on the Nominations Committee, one term on the Award of Merit Jury, and she chaired the Task Force on Chapter Structure and Activity. She has been a leader in the special interest arena by serving SIG/PUB as membership records coordinator, chair-elect and chair. She has made logistical
contributions to Annual Meeting planning through the Leadership Development Committee and SIG/PUB. On the local level, she has been elected to nearly every chapter position for the award-winning New England Chapter, including program committee chair, co-chair/chair-elect, chair, past chair and treasurer. She published the chapter’s membership directory, helped plan programs and contributed to the chapter newsletter with articles on chapter and national meetings. She has been active on the NEASIST program committee and chairs the Student Travel Award Committee. No surprise that she was honored as the 2013 NEASIST Chapter Member-of-the-Year.

However, Beata is more than the sum of her many volunteer accomplishments. She would be the first person to give a long list of people who are deserving of this award and any other ASIS&T award for that matter. Conversely, she would be the last person to nominate herself for any honor and that is what makes her truly exceptional.

**Research Award**

Susan Herring, professor of information science and adjunct professor of linguistics at Indiana University, is the recipient of the 2013 ASIS&T Research Award. The documentation nominating Dr. Herring provides strong evidence of her extensive contributions to the field of computer-mediated communication (CMC), and she has also brought hundreds of researchers from different disciplines to CMC research. Her own work has theoretical, practical and methodological implications for the field. Theoretically, her research on the role of gender in online communication opens up a new area of inquiry related to CMC. Practically, Dr. Herring’s studies offer empirical results that not only support her theoretical arguments but also practical implications to facilitate computer-mediated communication. Methodologically, Dr. Herring advances content analysis and discourse analysis in the area.

The broad field of information science has always benefited from rubbing shoulders with allied fields and from the cross-fertilization of concepts and methods. Not only is Dr. Herring’s research creative and extremely productive and interesting, her work has been recognized widely with a high number of citations, invitations to give important presentations within and outside the field, and research grants. A researcher like Susan Herring should be recognized for extending the boundaries of the field in an original but meaningful way that resonates with developments in the information world as we know it today.

**Thomson Reuters Outstanding Information Science Teacher**

The 2013 Thomson Reuters Outstanding Information Science Teacher Award goes to Carole Palmer, who has been teaching at the University of Illinois at Urbana-Champaign since 1996. Dr. Palmer’s research has examined contemporary problems in scientific data management, cultural heritage aggregation and scholarly communications. She has integrated her research into the classroom through innovative course and curriculum development, particularly in the areas of data curation.

Her work in data curation has been particularly noteworthy. She routinely places her students in prestigious internships at research centers throughout North America and acts as a mentor to
students from the University of Tennessee through her work as a principal investigator of the IMLS-funded Data Curation Education in Research Centers (DCERC) grant. What is perhaps most important about her work in data curation is that Dr. Palmer not only pushes the boundaries of what her student’s future careers might include, but as many of her letters of support confirm, she grounds their education in a knowledge base that draws upon diverse information science sub-fields, including scholarly communications, scientometrics, information retrieval, information-seeking behavior and knowledge organization.

As her nominator wrote, “Dr. Palmer is an exemplar educator, a passionate and committed mentor and above all else, a profoundly kind and generous human being that has dedicated a significant portion of her own career to the advancement of others.” For her ability to mentor and motivate, for her transformative work in curricula development and for her sustained research and service in information science education, we recognize Dr. Palmer with the 2013 ASIS&T Outstanding Information Science Teacher Award.

**BEST JASIST PAPER**

The 2013 Best JASIST Paper Award goes to Ling-Ling Wu, Mu-Hsuan Huang and Ching-Yi Chen for *Citation Patterns of the Pre-web and Web-prevalent Environments: The Moderating Effects of Domain Knowledge*.

In their description of their work, the authors/researchers note that the Internet has substantially increased the online accessibility of scholarly publications and allowed researchers to access relevant information efficiently across different journals and databases (Costa & Meadows). Because of online accessibility, academic researchers tend to read more, and reading has become more superficial (Olle & Borrego), such that information overload has become an important issue. Given this circumstance, how the Internet affects knowledge transfer, or more specifically the citation behavior of researchers, has become a recent focus of interest. This study assesses the effects of the Internet on citation patterns in terms of four characteristics of cited documents: topic relevance, author status, journal prestige and age of references. This work hypothesizes that academic scholars cite more topically relevant articles, more articles written by lower status authors, articles published in less prestigious journals and older articles with online accessibility. The current study also hypothesizes that researcher knowledge level moderates such Internet effects. The researchers chose the IT and Group subject area and collected 241 documents published in the pre-web period (1991-1995) and 867 documents published in the web-prevalent period (2006-2010) in the Web of Science database. The references of these documents were analyzed to test the proposed hypotheses, which are significantly supported by the empirical results.
multidimensional, dynamic and situational. Hilary’s research advisor states in the nomination that the research “surpasses in some cases the quality of work of many of our Ph.D. students.” Jurors note that the scope of Hilary’s research is truly impressive for a master’s level project, and they indicate that the research results offer useful suggestions for future research.

**JAMES CRETSOS LEADERSHIP AWARD**

**Chirag Shah**, assistant professor at Rutgers University, is the recipient of the 2013 James Cretsos Leadership Award, honoring a new ASIS&T member who has demonstrated outstanding leadership qualities in professional ASIS&T activities.

Since joining the organization as a student member, Chirag has shown a deep commitment to ASIS&T that is demonstrated in all of his activities involving scholarship, service and above all, leadership. As a faculty member at Rutgers since 2010, Chirag has consistently supported students’ efforts to attend and participate in ASIS&T Annual Meetings. He recruits students for ASIS&T membership, guides them through the process of submitting and presenting scholarly works at the meetings, and he helps secure funding for their travels. Since 2012, Chirag has also served as faculty advisor of the student chapter, called RU ASIS&T. His advising and support have helped RU ASIS&T establish new collaborations with other groups, such as Usability NJ and UXPA NJ, fostering new memberships and stronger engagement among existing ASIS&T members.

Furthering his involvement with ASIS&T, Chirag is also spearheading efforts to revive the NJ ASIS&T local chapter. With this role, he is serving as a very important bridge between the local chapter (NJ ASIS&T) and the student chapter (RU ASIST&T).

Chirag has also been very active organizing events at the ASIS&T Annual Meeting. He has taken initiatives to organize Rutgers University receptions at the meetings. He has served as reviewer for Annual Meetings and for **JASIST**. He has led various technical and social events for ASIS&T, including chairing a poster track at ASIS&T 2011, co-chairing a track at ASIS&T 2012, co-organizing SIG/USE 2012 workshop, and organizing the junior faculty lunch at ASIS&T 2012 meeting.

For all these reasons and more, each of which exemplifies leadership on behalf of ASIS&T and its members, Chirag Shah is the 2013 James Cretsos Leadership Award winner.
well-defined theoretical and conceptual traditions,” as one of the supporting letter states. *Human Information Interaction* is an important scholarly contribution to information science and will have a significant impact on both research and practice. Clearly written by an outstanding researcher and teacher, the book also fills the need for IB textbooks in education.

**THOMSON REUTERS DOCTORAL DISSERTATION PROPOSAL SCHOLARSHIP**

The 2013 Thomson Reuters Doctoral Dissertation Proposal Scholarship goes to **Kaitlin Costello**, University of North Carolina at Chapel Hill, for her proposal entitled *Investigating Information Seeking and Disclosure in Online Support Groups for Chronic Kidney Disease*. Kaitlin proposes a grounded theory study that focuses on understanding the multiple dimensions of how online support sites may be used for informational and emotional support by patients. This proposal expands upon existing research that looks at the intertwining of information and emotional support at such sites by taking into account the possible processes that initiate and are initiated by self-disclosures of health-related information and the impact of such disclosures on the interactions. This study will provide a preliminary look at these processes as they occur over time among patients with serious chronic conditions.

Kaitlin’s faculty advisor notes that the “research will provide a strong foundation for additional studies into information seeking among users of support groups, as well as studies of health information disclosure. . . . In short, her work will open up fruitful paths for her own and others’ future studies.” Jurors agree with the advisor’s assessment, adding that the proposal “has a high degree of potential for new understanding for researchers, practitioners and users (patients). It is extensible and extremely relevant, particularly in the areas of chronic illness, information behavior, Internet use and privacy/disclosure. . . . This will be . . . very possibly a benchmark for further study and application in multiple topics.”

**PROQUEST DOCTORAL DISSERTATION AWARD**

The 2013 ProQuest Doctoral Dissertation Award is presented to **Sebastian K. Boell**, University of New South Wales, for the dissertation entitled, *Theorizing Information and Information Systems*.

**CHAPTER AWARDS**

**CHAPTER-OF-THE-YEAR**

The **European Chapter** is the worthy recipient of the 2013 ASIS&T Chapter-of-the-Year Award. This chapter is very
active and involved and engages the membership locally and across the Association. During the last year, the chapter brought in 18 new members (with a total of 108 members), held eight meetings and conducted 15 projects and services. These included workshops and panels, mentoring programs for doctoral students, round tables, oral histories and webinars. Importantly, members of the chapter also played a large role in helping to emphasize the multinational reach of ASIS&T which culminated in the Association’s recent name change. In addition, European Chapter members assisted in establishing the nascent Asian chapter of ASIS&T. With 301 non-members attending the various chapter meetings, there is ample opportunity for further growth. The chapter has demonstrated that it can surpass the difficulties imposed by national boundaries and language differences. The European Chapter is an excellent chapter for other chapters to emulate.

**STUDENT CHAPTER-OF-THE-YEAR**

For 2013, Student Chapter-of-the-Year Awards go to two chapters: Simmons College and University of Denver.

The student chapter of Simmons has done excellent recruitment through creative methods. They have even developed an impressive FAQs for recruitment. These efforts have resulted in more than 300 memberships. The student chapter also hosted a number of heavily attended events, including a tour of Google Cambridge. The chapter invites faculty from other universities as guest speakers at their regular meetings, which helps broaden students’ view of the field. They also actively work with and participate in events with NEASIS&T, the New England Chapter. These activities and efforts have opened the door to many exciting opportunities for its members and propelled the chapter in the direction for continuous growth.

For a chapter of its size, the student chapter at the University of Denver is extremely active. Among the particularly noteworthy activities of this chapter are the number and quality of local events, the frequency and constancy of communication with its membership, the oversight and concern for local chapter finances and the quality administration provided by the officers. The chapter offers many diverse and interesting activities and has attempted to work with other organizations. It has also shown creative use of social media as communication tools. They not only have a well-maintained organization, but also clearly articulated future plans.

For these reasons and others, the student chapters of Simmons College and the University of Denver are the 2013 Student Chapters-of-the-Year.

**SIG AWARDS**

**SIG-OF-THE-YEAR**

The ASIS&T 2013 SIG-of-the-Year Award is presented to **Special Interest Group/History and Foundations of Information Science (SIG/ HFIS)** for its many efforts toward capturing the historical impact of ASIS&T and its members. SIG/HFIS has, among other things, collected vital oral histories of ASIS&T and explored disparate archives.
of that history with their contributions to both the 2012 Pre-Conference on the History of ASIS&T and the subsequent print and eBook publication of the proceedings of the event. SIG/HFIS also notably continues to develop the Portal for Oral Histories in Information Science and Technology, while maintaining the regular SIG activities of recruiting and publishing for its members.

**SIG Member-of-the-Year**

**Judit Bar-Ilan** is the worthy recipient of the 2013 SIG Member-of-the-Year Award. She is noted particularly for her contributions to her SIG as both an officer and a mentor to junior members; for her contributions to publications produced by her SIG; for service in recruitment and promotion of her SIG electronically and in person across two continents; and for a long and continuing history in organizing symposia, workshops and program sessions for her SIG.

**SIG Publication-of-the-Year**

The 2013 SIG Publication-of-the-Year Award is awarded to Special Interest Group/International Information Issues (SIG/III) for SIG/III’s 30th Anniversary Commemorative Publication. The SIG is particularly noted for its efforts in gathering and publishing the history, including ensuring contributions with diverse points-of-view across all areas of interest and for innovative and ongoing use and support of social media to communicate with members during research, production and marketing of the anniversary volume.
UNLIKE, perhaps, many LIS or iSchool doctoral students, I didn’t join ASIS&T right away. ASIS&T, and even the whole field of information science, was quite new to me as I came to the School of Information and Library Science (SILS) at University of North Carolina, Chapel Hill from computer science. During my first two years as a doctoral student I saw that many of the faculty members and students took off for a few days in October-November to go to some professional event called ASIS&T Annual Meeting. It seemed very important to them. And so I wondered if that’s something that I should also look into. Fortunately, my advisor was Gary Marchionini, who was deeply engaged, not only in ASIS&T, but also in the field of information science in general. His continual participation in ASIS&T (he later became ASIS&T president) and encouragement to me to do the same sealed the deal for me. I had to go to this Annual Meeting and find out myself what it was. I joined the organization in 2008 and presented a paper at the Annual Meeting which was held in Columbus, Ohio.

I still remember that first meeting. Other than the folks from UNC, I didn’t know anyone or so I thought. But then I started seeing people about whom I had heard. I couldn’t believe that people like Tefko Saracevic, Marcia Bates and Carol Kuhlthau were “real!” I had been reading and been inspired by their groundbreaking works, and now I was seeing them in person. It was like having a backstage access to my favorite rockstars´ concert! I knew immediately that I wanted to keep coming back to this meeting and make ASIS&T my intellectual home.

The years that followed only strengthened the tie with ASIS&T that I had made back in 2008. I started not only submitting papers and posters to the Annual Meeting, but also volunteering for different activities at SIGs (special interest groups) and at the organizational level. Since joining ASIS&T, I have never
missed an Annual Meeting, and every time that I attend, I find myself more and more connected to this community.

Reflecting back on my association and experiences with ASIS&T, I recommend a few things to my students that I hope will be relevant:

- Join ASIS&T as early as you can as a student. The membership is very affordable, and the benefits are tremendous. It’s really a no-brainer.
- Go to the Annual Meeting and participate in as many student activities that you can. These activities include the student party (typically on the first evening), student design competition and doctoral seminar.
- In your first meeting, definitely go to the newcomer’s brunch. That’s the time you get to sit down with other first-timers and hear from ASIS&T leadership about various opportunities that the organization offers. Look out for SIG presentations and try to identify at least one or two SIGs that are relevant to you. Your ASIS&T membership includes one SIG membership of your choice.
- At these meetings, go talk to people – no matter how big name scholars they are. You’ll be pleasantly surprised to see how nice and personable these distinguished personalities are.
- With your membership, you also get membership to your local chapter.

See what that chapter offers. Some places have both a local chapter and a student chapter, and often they are excellent places to root yourself, take leadership positions and start getting the most out of your ASIS&T membership.

- As you move forward in your studies or professional career, you are likely to have a better idea of the area of information and/or library science that you want to focus on. This development should allow you to identify a SIG that you can be more involved with and invest your time and energy into. See if you can volunteer and even take leadership positions in this SIG. They are always looking for energetic people to join and contribute.
- Finally, look out for scholarly opportunities that both ASIS&T and its SIGs offer – not just publishing and presenting at ASIS&T Annual Meetings, but also awards and scholarships that you can apply for.

Personally, I have been publishing and speaking every year at the annual meetings since I joined ASIS&T. I have also organized events (panels, workshops) and contributed by reviewing and chairing research tracks and sessions. Yes, all of these require a lot of work, but as someone said, when you love what you do, you never really work. Love essentially characterizes my association with ASIS&T and the work I have done for the organization. I love the various activities of service and scholarship that I have been engaged in with ASIS&T so it has never been a burden. I believe it is very important for all career-savvy professional to identify themselves with such an organization where working for it means working for themselves.

Currently I am privileged to be advising the Rutgers University Student Chapter of ASIS&T and also to be guiding the resurrection efforts of New Jersey Chapter of ASIS&T. As the Student Chapter representative to the ASIS&T Chapter Assembly, I am also involved in overlooking and helping with all the student chapters. These past and ongoing associations with ASIS&T bodies have made me identify several issues that we need to address:
We need more transparency between ASIS&T and its components, including SIGs and local/student chapters. For instance, chapter officers should be able to extract their membership roster and change details about their chapter on ASIS&T website whenever needed.

While most ASIS&T members and the attendees to its annual meetings are coming from academia, we should not forget our non-academic members. In fact, ASIS&T should extend its programs to make the membership more relevant to those members.

The organization’s website needs work. While it’s usable, many of the functions are hidden in corners or unclear to at least new members. The website needs to be refreshed with more inviting, accessible content more relevant to its members and the outside world.

Finally, ASIS&T has to start becoming more relevant and cater to its international membership as we officially change our name to Association of Information Science & Technology, projecting boldly that it is no longer exclusive to only American participants.

In these comments I want to take the opportunity to thank all those without whose help I wouldn’t be where I am in ASIS&T and in the field of information science. I am extremely grateful to those who wrote letters in support of my nomination for the Cretsos award, as well as countless individuals who have provided constant support and inspiration throughout my association with ASIS&T. Finally, I will always be indebted to ASIS&T for including me – an outsider who came from a different field – and allowing me to make this organization my intellectual home.
A Physical Move in the Works

Around the middle of February ASIS&T HQ will be moving to 8555 16th Street, Suite 850, Silver Spring, MD 20910. Phone and fax numbers will remain the same. Other move-related information will be posted on the website as needed.

ASIS&T History Fund Wants Your Help

Established in 2000 by the ASIS&T Board of Directors, the ASIS&T History Fund encourages research in the history of information science and technology. Each year the fund supports various historical projects and research work. In the past year, the fund provided cash awards for its annual research grant and best paper award; supported student travel to the ASIS&T Annual Meeting; and continued its support of the ASIS&T oral history project.

While the History Fund is in the black, there is not enough cash to continue the kinds of historical research projects that the fund’s board of advisors hopes to support. These projects include the ongoing oral history project, as well as preservation and access to ASIS&T historical resources.

Current members of the Board of Advisors are Sarah Buchanan, University of Texas at Austin, chair; Michael Buckland, University of California, Berkeley, emeritus; Samantha Hastings, University of South Carolina; Trudi Bellardo Hahn, Drexel University; Kathryn La Barre, University of Illinois at Urbana-Champaign; Lai Ma, University College Dublin; and Robert Williams, University of South Carolina, emeritus.

The Board of Advisors urges all ASIS&T members to indicate their interest in preserving the history of the fields of information science and technology.

IA and RDAP Summits Just Ahead

Two huge conferences in the ASIS&T portfolio are just ahead. Mark your calendars and make your plans to participate in the 15th IA Summit and RDAP14 in San Diego in late March.

For its 15th annual gathering, the IA Summit will bring professionals together from March 26-30 to reflect upon current challenges and opportunities, as well as the rich history of the annual gatherings and the conversations that have begun. Under the theme The Path Ahead, organizers of the IA Summit encouraged submissions addressing ways to make the most of the opportunities created by the recognition the field has received. And the results are in – a fantastic program is planned for all who join the crowd in San Diego. Get full details at http://2014.iasummit.org/

The hotel venue for both summits is the Sheraton San Diego Hotel & Marina.

RDAP14 – Research Data Access and Preservation Summit 2014 – is once again co-located with the IA Summit. For three days, March 26-28, RDAP14 will feature programming focused on practical approaches to research data management, access and preservation, including success stories and lessons learned, innovative research, and resources and tools developed by and for the RDAP community. The RDAP14 program is online at www.asis.org/rdap/program.

ASIS&T Constitutional Change Sought

An amendment to the ASIS&T Constitution, mirroring the change made in the bylaws last summer updating the window for voting, will be coming soon. The constitution is a separate document legally and needs to be separately amended.

ASIS&T History Fund Wants Your Help

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The Board of Advisors urges all ASIS&T members to indicate their interest in preserving the history of the fields of information science and technology.

The hotel venue for both summits is the Sheraton San Diego Hotel & Marina.

RDAP14 – Research Data Access and Preservation Summit 2014 – is once again co-located with the IA Summit. For three days, March 26-28, RDAP14 will feature programming focused on practical approaches to research data management, access and preservation, including success stories and lessons learned, innovative research, and resources and tools developed by and for the RDAP community. The RDAP14 program is online at www.asis.org/rdap/program.

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technology as well as the history of the one professional organization that has served the changing foci of research and practice throughout the development of the information age.

How can you help? You can donate in a variety of ways including dedicating book royalties, committing to challenges, providing matching funds and through individual contributions.

Donate today by sending your contribution to the fund:

ASIS&T History Fund  
Attention: Richard Hill  
1320 Fenwick Lane, Suite 510  
Silver Spring, MD 20910

Please indicate in your correspondence that the donation is intended for the ASIS&T History Fund. You will receive an acknowledgement of your tax-deductible gift for your tax records.

Former ASIS&T president Gary Marchionini, dean and Cary C. Boshamer Distinguished Professor in the School of Information and Library Science, University of North Carolina at Chapel Hill, has been named digital preservation pioneer in an article in the Library of Congress’ The Signal. The recognition notes how Marchionini’s interest in information retrieval, human/computer interaction and information architecture grew from his experience as a junior high school math teacher in the days when teletype machines networked to computers were used for electronic drills and practices.

Kenneth R. Fleischmann, University of Texas at Austin, is the author of the latest entry in Morgan & Claypool’s series on Information Concepts, Retrieval and Services. In the author’s description, Information and Human Values “seeks to advance understanding of the relationship between information and human values by synthesizing the complementary but typically disconnected threads in the literature.”

The International Calendar of Information Science Conferences (icisc.neasist.org/) is a nonprofit collaboration between the Special Interest Group / International Information Issues (SIG/III) and the European (ASIST/EC) and New England (NEASIST) chapters of the Association for Information Science and Technology, with the additional support of Haworth Press.
CALL FOR PARTICIPATION
Connecting Collections, Cultures and Communities
77th Annual Meeting of the Association for Information Science and Technology
October 31–November 4, 2014, Sheraton Seattle Hotel, Seattle, Washington

No sooner does one ASIS&T Annual Meeting end than a new committee launches headlong into the process of planning the next one. With the successful venture into Canada for the first Annual Meeting since the renaming of our society to better reflect our international interests, now the Association for Information Science and Technology plans to meet in the beautiful city of Seattle, Washington.

The ASIS&T Annual Meeting is the premier international conference dedicated to the study of information, people and technology in contemporary society. The meeting gathers leading scholars and practitioners from around the globe to share innovations, ideas, research and insights into the state and future of information and communication in play, work, governance and society. The ASIS&T Annual Meeting has an established record for pushing the boundaries of information science and technology. The Annual Meeting celebrates plurality in methods, theories and conceptual frameworks; it has historically presented research and development from a broad spectrum of domains.

Four types of submissions that address the broad theme of the meeting are encouraged: papers, panels, posters and workshops.

PAPERS: Papers should discuss, analyze or critique theories and concepts or report original, unpublished research, substantiated by experimentation, simulation, theoretical development, analysis or application. Submissions will be judged on quality of content, significance for theory, method, design, education or engagement, originality and level of innovativeness, and quality of presentation. Papers will be refereed in a double-blind process, and accepted papers will be published the digital conference proceedings. The maximum length for a paper is 10 pages, single-spaced.

PANELS: Proposals for panels, lightening talks, fishbowls, Pecha Kucha, etc., are invited on topics that include emerging cutting-edge research and design, analyses of emerging trends, opinions on controversial issues, analyses of tools and techniques, and contrasting viewpoints from experts in complementary areas of research. Panels are not a substitute for a set of contributed papers, but must have a cohesive theme and promote lively interaction between panelists and audience members. Submit 3-5 pages that provide an overview of the issues to be discussed by the panel. Proposals should also list panelists who have agreed to participate and indicate the qualifications and contribution that each panelist will offer.
POSTERS: Posters are a vehicle for face-to-face presentations and interactions using traditional posters, short videos or live demonstrations. These formats provide opportunities for interactive discussion and feedback about the work. Poster presentations are expected to invite questions and discussion in a personal and less-formal setting. Posters offer a unique opportunity to present late-breaking results, work in progress or research that is best communicated in an interactive or graphical format. Please note, however, that posters describing work that is simply a proposal will not be accepted. Submissions for refereeing should be in the form of an extended abstract of up to 4 pages.

WORKSHOPS: The purpose of pre-conference workshops, symposia and tutorials is to provide a more informal setting for the exchange of ideas on a focused topic and suggest directions for future work. As such, workshops and tutorials offer a good opportunity for researchers and professionals to present and discuss work with an interested community. Workshops may be mini-focused research presentations, a series of working events, brainstorming and idea sharing, or even teaching/learning a new skill. In particular, SIGs are invited to submit proposals for half-day or full-day events on topics that are pertinent to the goals of the SIGs. Proposals that are not SIG-related or sponsored are also welcome. Only one submission per SIG is permitted for a workshop, and additional participation fees will apply.

Conference Committee
Jens-Erik Mai, University of Copenhagen, chairs the 2014 ASIS&T Annual Meeting. The following committee members will assist:
PAPER CO-CHAIRS: Melanie Feinberg, University of Texas at Austin, and Jonathan Furner, University of California, Los Angeles

PANELS CO-CHAIRS: Howard Rosenbaum and Pnina Fichman, Indiana University
POSTERS CO-CHAIRS: Nadia Caidi, University of Toronto, and Lai Ma, University College Dublin
PAPER CO-CHAIRS: WORKSHOPS & TUTORIALS, LOCAL ARRANGEMENTS AND LOGISTICS: Richard Hill, ASIS&T

Important Dates and Deadlines
All submissions for papers, panels, workshops and tutorials must be in hand by April 30. Notifications of acceptance will be sent in June. Submissions for posters, demos and videos are due by July 1, with notifications following at the end of July.

Additional Conference Information
As always, please look to the ASIS&T website – www.asist.org – for additional information and updates on all Annual Meeting-related activities.
The 9th Annual Social Informatics Research Symposium
by Pnina Fichman and Howard Rosenbaum

EDITOR’S SUMMARY
At its 9th annual symposium, ASIS&T Special Interest Group/Social Informatics (SIG/SI) explored information boundaries from a social informatics perspective. William Jones’ keynote address focused on dissolving boundaries around personal information and practical approaches to managing appropriate access. Contributed papers examined boundaries of big data, the diverse forces shaping information boundaries and technology use in human service and barriers preventing equal information access for native Spanish speakers. Presenters discussed location-based services’ ability to overcome boundaries as convenient or creepy and museums’ use of indigenous groups’ artifacts as an insensitive boundary violation. Since social informatics spans many interest groups, SIG/SI looks forward to further stimulating cross-topical research.

KEYWORDS
social informatics
social aspects
information access
personal information management
location based services
cross disciplinary fertilization

The 9th Annual Social Informatics Research Symposium, held on November 2, 2013 at the 76th ASIS&T Annual Meeting in Montreal, was a great success. Sponsored by ASIS&T SIG/SI (Special Interest Group/Social Informatics) and the Rob Kling Center for Social Informatics and co-organized by the authors, the theme of the symposium was The Social Informatics of Information Boundaries. Following an inspirational keynote address, six thought-provoking presentations addressed the symposium theme, and two posters were presented, as well as two best-paper awards.

The purpose of this annual research symposium is to disseminate and discuss current research and research-in-progress that investigates the social aspects of information and communications technologies (ICTs). The symposium defines social broadly to include critical and historical approaches as well as empirical work and contemporary social analysis. It also defines technology broadly to include traditional technologies as well as state-of-the-art computer systems and mobile and pervasive devices. As a consequence, the symposium typically attracts members of many other ASIS&T special interest groups.

In light of the theme for the Annual Meeting, Beyond the Cloud: Rethinking Information Boundaries,” the 9th Annual Social Informatics Research Symposium solicited work that focused on the issues of information boundaries that employed a social informatics perspective. We asked several questions in our call for papers to encourage participation by a wide range of researchers and others interested in social informatics topics. What can a social informatics approach tell us about the nature of information boundaries, boundary crossing and boundary work? What are the social and technological forces that enable and constrain information

Pnina Fichman and Howard Rosenbaum, co-chairs of ASIS&T SIG/SI, are on the faculty of the School of Informatics and Computing at Indiana University. Pnina Fichman is the director of the Rob Kling Center for Social Informatics, and Howard Rosenbaum is associate dean for graduate studies. They can be reached respectively at fichman<at>indiana.edu and hrosenba<at>indiana.edu.
boundaries and boundary work? How do social, technological and informational boundaries evolve and shape each other? How and to what extent can we enhance our understanding of information boundaries by drawing on sociological, organizational and other social science theories? As usual, we received a set of high quality papers and posters that were presented at the event.

Following the opening remarks by Pnina Fichman, Indiana University, the symposium began with a keynote address, *Towards Places of Our Own for Digital Information: Constructing Roads and Walls on the Web* by William Jones, who is a research associate professor in the Information School at the University of Washington. He has published in the areas of personal information management, human computer interaction, information retrieval and human cognition.

In his talk, Jones addressed the theme of the symposium by unpacking the concept of information boundaries through the lens of personal information management. There were clearer and more solid boundaries cordonning off personal information in the years before the web. Whether it was personal in the sense that “it might be owned by us, about us, directed towards us, shared by us with others, experienced by us or simply (potentially) relevant to us,” information was more easily separated into silos for home, school, work or other settings. As more and more of this information moved online and into networked environments, these boundaries dissolved, replaced by ones more permeable and dynamic.

Jones argues that as a consequence of these changes, information boundaries in this new world both enable and hinder our attempts to control our personal information as access becomes easy and available from multiple locations and devices. He points out that “information about us … that was once effectively hidden from the prying eyes of others, either because access was too difficult or because access attempts would reveal the identity of the snooping party,” is now easily accessible through search engines and is revealed in social networks. At the same time, technologies are emerging on the web that return some measure of control but at a cost. There are what he called “application sandboxes” that silo off personal information, restricting access and creating digital analogs to the cordonning of information in the days before the web. However, a consequence of this development is the fragmentation of information across locations and devices.

Jones concluded his talk by discussing practical means by which people can implement useful boundaries to protect their own personal information and “ways we might traverse (through road construction) other boundaries in order to realize a more effective cross-application, cross-device use of our information.” During the question-and-answer period, there was a lively discussion about a number of issues raised in this provocative talk, which had to be brought to a close by the moderator as time ran out.

After William Jones’ well-received keynote, six papers were presented. First, Eric Meyer presented his work with Ralph Schroeder and Linnet Taylor, from the Oxford Internet Institute, about “The Boundaries of Big Data.” He discussed various boundaries in big data research beyond the defining boundary of what is big enough to be big data; specifically he described the disciplinary and dataset boundaries, as well as the boundaries between academia and business, which see the value in big data in very different ways.

Next, Colin Rhinesmith from the University of Illinois at Urbana-Champaign presented “From Paper to the Cloud: The Social Informatics of Information Boundaries in Human Service.” As he focused on information boundaries, he built on Kling’s argument that ICT implementation reveals assumptions about its potential benefits and costs to different groups in society. This paper was taken from his dissertation research in which he seeks to problematize the stage of ICT implementation in order to contribute new knowledge about the structural, cultural and technical forces shaping technology in human services.

Adam Worrall, from Florida State University, presented “‘Back Onto the Tracks: Convergent Community Boundaries in LibraryThing and Goodreads.” He identified three boundaries while studying two digital library projects, LibraryThing and GoodReads: values, structure and social structure.

Next, Madelyn Sanfillipo from Indiana University discussed her paper “Government Information Access by Native Spanish Speakers: Social and Technical Barriers.” She synthesized a theory of information behavior with social informatics insights as she analyzed the complex relationships between information inequality and social inequality. This theory allowed her
to understand better the sociotechnical nature of the information environment with respect to barriers and boundaries in information behavior domain.

Sydneyeve Matrix from Queen’s University presented “Beyond Maps, News and Weather: Everyday Geomobile Media Use and the Changing Perceptions of Location Based Services” in which she critically examined the ways in which we perceive location-based services. She proposed that attitudes about mobile technologies range along a continuum from viewing them as convenient utilities, such as finding friends and desired locations, to “creepy” technologies, such as unwanted surveillance and that the success of these services would depend on the ability of marketers to move perceptions to the convenience end of the continuum.

The last paper, “A Failure of Digital Diplomacy: Social, Cultural and Information Boundaries in Online Cross-cultural Communication,” was presented by Natalia Grincheva from Concordia University. She used online cultural heritage diplomacy as her theoretical framework in a case study of the Virtual Museum of the Pacific in which she argued that insensitive use of cultural artifacts by the museum violated epistemic boundaries of memory preservation by the indigenous groups that owned the artifacts.

During a break following the first paper session, the 30 or so participants viewed two digital posters. Ingrid Erickson from Rutgers University presented the poster, “The Borders and Boundaries of Coworking,” and Shuheng Wu and Besiki Stvilia from Florida State University presented “Work Organization of a Sociotechnical System: The Case of Gene Ontology.”

The last session began with Pnina Fichman giving the 2012 Social Informatics Best Paper Award to Monica Garfield, Bentley University, and Alan Dennis, Indiana University, for their paper “Toward an Integrated Model of Group Development: Disruption of Routines by Technology-induced Change,” published in *Journal of Management Information Systems*. The 2012 Social Informatics Best Student Paper Award was given to Eden Litt, Northwestern University, for her paper “Knock, Knock. Who’s There? The Imagined Audience,” published in *Journal of Broadcasting & Electronic Media*. Full citations are provided below. Garfield and Litt presented their papers, and Noriko Hara from Indiana University discussed the contribution the papers made to social informatics research.
As in previous years, the symposium was a success with high quality papers, lively discussion and an international audience. Authors from Europe, Canada and the United States presented the papers and posters. We are pleased to report that the state of research and theorizing in social informatics is healthy and exciting. SIG/SI is already planning the 10th anniversary symposium for the 2014 ASIS&T Annual Meeting to be held in Seattle, and we expect to have another stimulating event.

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<td>The full symposium schedule and other symposium information is available at the following locations:</td>
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FICHMAN and ROSENBAUM, continued
Editor’s Summary

The 13th Annual SIG/USE Research Symposium focused on ways mobile technologies have influenced information needs, seeking and use. In her keynote address, Caroline Haythornthwaite framed movement as changing contributorship, interactions and participation in multiple knowledge communities. A series of Ignite talks on the common theme of mobility followed, with topics ranging from mobile phones as the preferred Internet access device, credibility of mobile applications and online resources and public libraries’ use of social media and mobile applications to mobile apps promoting health information literacy and supporting teleworking. Small groups brainstormed on opportunities, challenges and research ideas inspired by the theme. Annual SIG/USE awards recognized scholars for innovative work on topics including refugees’ information seeking, factors influencing scholars’ data sharing and drawings as visual representations of information. The symposium closed with encouragement to consider how information on the move influences perspectives and research into information behavior.

Keywords
information use  social web
search behavior  mobile applications
information needs  mobile communications
user generated content  honors

AIS&T SIG/USE held its 13th Annual Research Symposium at the AIS&T Annual Meeting in Montreal on November 2, 2013.

Information Behavior on the Move: Information Needs, Seeking and Use in the Era of Mobile Technologies drew more than 50 information behavior researchers, professionals, students and others interested in examining the implications of increasingly mobile information environments on the study of information behavior. The symposium featured a keynote address by the University of British Columbia’s Caroline Haythornthwaite, a series of 10 Ignite talks, a research award presentation by Joy Joung Hwa Koo of Mongolia International University and the presentation of the 2013 SIG/USE awards.

The 2013 SIG/USE Symposium Planning Committee was co-chaired by Mega Subramaniam, University of Maryland, and Beth St. Jean, University of Maryland. Committee members included Isto Huvila, Åbo Akademi University; Eric Meyers, University of British Columbia; Pei Lei, Nanjing University; Michael Olsson, University of Technology Sydney; Maria Souden, University College Dublin; and Xiaojun (Jenny) Yuan, University at Albany, State University of New York. Amanda Waugh and Adam Worrell were the official Tweeters and Storifyers for the event. The Symposium Planning Committee worked with SIG/USE chair Denise Agosto, chair-elect Rong Tang and immediate past chair Lorri Mon in planning the event.

Keynote Address

Caroline Haythornthwaite, director and professor in the School of Library, Archival, and Information Studies at the University of British Columbia, delivered the keynote address. In “Expertise on the Move,” Haythornthwaite addressed the meanings and implications of mobile in the modern information world. She considered what expertise means in light of...
the increase of the role of crowds and communities in the production and evaluation of information and asked the audience to think about what motivates people to contribute to bodies of co-constructed knowledge.

In considering why we can say that not just information, but expertise, is “on the move,” Haythornthwaite stressed the importance of understanding individual and shared motivations for contributing to knowledge communities, highlighting the role of what Wellman has called “networked individualism”[1], in which contributors have many partial memberships in many different networks. Haythornthwaite suggested that levels of participation vary from networked community to community, in a continuum between lightweight and heavyweight participation. In either crowd-based or community-based environments, motivations to participate can be personal or shared, based on either internal or external need. In general, lightweight/crowd-sourced information sources have a low bar to entry, and they use “bragging rights” to motivate and reward contribution. These changes have important implications for learning and education, since via the Internet information and expertise have broken the bonds of print and formal institutions, enabling the current shift from learning being self-directed toward a more participatory learning culture in both formal and informal learning environments.

In light of these changes, Haythornthwaite suggests a social network perspective for studying information behavior on the move, emphasizing interactions and actors tied by relations that form networks; she also suggests that new mobile information environments represent a change in the authority and control of information and knowledge. According to Haythornthwaite, information “wants to be free” – free of location and time constraints. She concluded by proposing six dimensions to consider in information systems design: contributions, contributors and their networks, learning and commitment, authority and control, recognition-reputation-reward, and motivations and coordination.

Following the keynote address, Haythornthwaite led the audience in a small-group activity focusing on the information technology design implications of these six dimensions in various information contexts.

**Ignite Talks**

The next portion of the symposium featured 10 refereed Ignite talks, selected by jury from a total of 25 submissions. In the first talk, Rafa Absar and Heather O’Brien presented “Information Behavior as Shared Experience in Mobile Interactions,” a diary and interview study of 19 participants. They found 28% of participants’ searching activities to be social in nature, with shared experiences and shared meanings created through shared social searching and other online interactions.

Renee Bennett-Kapusniak, Hye Jung Han and Woosob Jeong then discussed their “Digital Inclusion Survey.” Based on 638 telephone interviews, they found 69% of respondents had mobile phones, yet 83% still used computers on a regular basis. Mobile devices were the most important way to access the Internet for 88% of people who owned mobile phones, with 70% of students using phones more frequently than computers to access the Internet. The top three reasons for using the Internet were for communication and social network participation, for obtaining news and other information and for entertainment purposes, with 55% of respondents wanting smartphone and/or tablet training at public libraries.

For the third Ignite talk, Wonchan Choi presented his work with Robert Capra about “Credibility Assessment of Online Resources and Perceived Quality of Mobile Applications.” The researchers used semi-structured interviews with older adults to study the concept of credibility in relation to health information websites, showing credibility to lie at the intersection of trustworthiness and expertise.

Next, Lorri Mon presented “Libraries on the Move: The Public Library in Social Space,” an examination of U.S. public libraries’ use of social media and mobile apps for the delivery of library services. She traced the skyrocketing development of mobile apps for libraries and mapped the engagement of libraries in social space. Her work examines the lifecycle of engagement with particular technologies and investigates how libraries present themselves to different audiences in different digital environments.

Adam Worrall then presented “A Boundary-Centric Approach to Studying Mobile Information Sharing.” Worrall considered how individual
and group information sharing spans group, community and other boundaries, suggesting that information sharing can be physical or social and sometimes both.

Moving into the arena of youth and game design, Ingrid Erikson presented “Playing the Neighborhood: Learning, Game Design and Mediated Storytelling While on the Move,” in which the project leaders are teaching children to use iPhones to create gaming apps. Their project represents a switch from thinking of children as information and technology consumers to thinking of them as creators of digital content.

In the seventh Ignite talk of the day, Safirotu Khoir, Jia Tina Du and Andy Koronios discussed “Information Behavior Captured by Study Participants’ Mobile Phones.” They used questionnaires, Photovoice [2] and interviews to study the everyday life information behaviors of immigrants to Australia. They recommended combining the two data-gathering techniques to enable the creation of rich portrayals of participants’ information behaviors, but cautioned that combining the methods has challenges, such as difficulty in understanding the context and meaning of participants’ photos.

Next, Rachel Magee discussed “Methods for Movement: Capturing Compelling Mobile Data with Voicemail Diaries,” focusing on the voicemail data collection method she has developed for her dissertation study of teens’ use of technologies in their everyday lives. The method is a low-tech technique for capturing participants’ audio diaries, enabling self-reflection on the fly and use in a private personal settings.

In “HackHealth: Engaging Youth in Health-Related Information Seeking, Sharing and Use,” Beth St. Jean, Mega Subramaniam, Natalie Greene Taylor, Rebecca Follman, Gary Goldberg and Dana Casciotti described an NLM-funded project that is seeking to promote interest in health sciences among middle school students from disadvantaged backgrounds while teaching them to improve their ability to look for and evaluate health-related information. The project works with middle school librarians and employs a range of digital technologies, including mobile apps.

Lastly, in “Information Behavior beyond the Office Doorway and Back,” Leslie Thomson analyzed mobile information behavior in non-permanent work locales. She studied work-related information behavior in home offices, coffee shops and other non-traditional office environments, gathering data at multiple points per day to understand how non-permanent work environments influence users’ information needs and uses.

**Breakout Session: Small Group Discussions**

Building on the Ignite presentations, symposium chairs Subramaniam and St. Jean led the audience in a small-group activity focused on bringing together topics and ideas from the individual presentations. Each small group brainstormed challenges and constraints of studying information on the move, opportunities and benefits of studying information on the move, research ideas inspired by the Ignite presentations and other thoughts related to the study of information on the move. The combined summary of responses, illustrated in Table 1, is also available online via Padlet at http://padlet.com/wall/siguse2013.

Results of the breakout groups following the Ignite presentations at the 2013 ASIS&T SIG/USE Symposium
Aspects Opportunities Challenges Research Ideas & Themes & Benefits & Constraints & Inspired

Mobile Context

- Context is complex and key
- Defining mobile; capturing context
- The importance of comparing mobile information behavior or demographic groups and in varying context

Data Capturing

- The mobility of data capturing technologies to enable the capturing of richer contexts
- Trying to capture mobile behavior across devices & time; capturing context; capturing mobile data
- New method for data collection

Data Types

- Mobile information behaviors and interaction naturally generate a broad range of data types
- Capturing mobile data
- New types of data to collect and to analyze

Research Constraints

- Managing constraints of the research context; privacy issues; institutional review board restrictions; the fleeting nature of mobile communication events and information behaviors, etc.

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<th>TABLE 1. Information Behavior on the Move: Research Opportunities and Challenges</th>
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The small-group exercise results suggest some interesting possibilities for the theme of next year’s symposium, such as capturing context in information behavior research. The 2014 SIG/USE Research Symposium planning committee is currently thinking about how to build on this work in next year’s symposium.

**Elfreda A. Chatman Research Award Presentations**

For this year’s research awards presentation, 2012 SIG/USE Elfreda A. Chatman Research Award winner Joy Jounghwa Koo discussed the results of her research project, conducted with Yong Wan Cho and Melissa Gross of Florida State University. In “Is Ignorance Really Bliss? Understanding the Role of Information-Seeking in Coping with Severe Traumatic Stress Among Refugees,” Koo and her colleagues studied North Korean refugees living in South Korea, with a focus on the relationship between levels of post-traumatic stress disorder (PTSD) and refugee information needs and information-seeking behaviors.

The researchers used a survey to measure participants’ levels of PTSD, their engagement in active information seeking and the types of information sources they used, with follow-up interviews to probe these topics more deeply. As a group, the refugees had left North Korea hoping to escape starvation, poverty and the lack of hope for a better future. After arriving in South Korea, they tended to experience culture shock, neglect or discrimination, communication difficulties and financial difficulties. Most of them needed information to help them adjust to their new environment and to find work. Major sources of information included the local refugee center, churches, mass media and other North Korean refugees.

Koo, Cho and Gross found no relationship between levels of PTSD and information source types used. However, PTSD was found to be a factor in active versus passive information seeking. Participants with higher levels of PTSD tended to seek information more passively than those with lower levels of PTSD. Those with higher levels of PTSD engaged in increased levels of information avoidance and were often afraid to ask questions and to seek help from others, making their adjustment to their new country slower and more difficult than for those with lower levels of PTSD.

Koo suggested that in order to meet refugees’ information needs more effectively service providers should move from a first-come, first-serve service model to one that includes more actively seeking out refugees who might be
hesitant to pursue available services. She stressed the importance of user-friendly interface design and mediators who can help refugees use unfamiliar information systems and sources.

Looking beyond their specific population, Koo, Cho and Gross’s work can help us to understand how stressful life experiences influence information behaviors and how to design information sources and systems that take into account both affective and cultural factors.

2013 SIG/USE Research and Travel Awards

This year SIG/USE received a large number of submissions for the annual SIG/USE research and travel awards. Awards committee chair Gary Burnett presented this year’s winning submissions at the symposium and reminded the audience to consider applying for the 2014 awards competition. More information about the SIG/USE awards is located at http://siguse.wordpress.com/awards/.

The 2013 Best Information Behavior Conference Paper Award went to “Institutional and Individual Influences on Scientists’ Data Sharing Behaviors: A Multilevel Analysis” by Youngseek Kim, University of Kentucky, and Jeffrey M. Stanton, Syracuse University. Their paper investigates institutional and individual factors that influence scientists’ data-sharing behaviors across disciplines, drawing on institutional theory and the theory of planned behavior. The findings suggest that because practices, requirements and expectations may differ across and even within disciplines, future research should focus on those differences, as well as on data reuse issues and data sharing.

Vanessa Kitzie, Eric Choi and Chirag Shah, all of Rutgers University, received the 2013 Best Information Behavior Conference Poster Award for “From Bad to Good: An Investigation of Question Quality and Transformation.” The poster considers the problem of question quality in social question-answering services such as Yahoo! Answers. Kitzie, Choi and Shah’s work reveals the elements that make a difference in question quality in these services. Their findings have implications for developing systems that can automatically flag questions of poor question quality.

The 2013 Elfreda A. Chatman Research Proposal Award went to “Information Needs: A Conceptualization, Operationalization and Empirical Validation” by Waseem Afzal, Charles Sturt University. The proposal draws on psychology and LIS literatures with the goal of conceptualizing, operationalizing and empirically validating a construct of information needs. The study has strong potential to contribute to our understanding of information behavior by providing concrete linkages between theory and empirical research. Afzal will present the results of the work at the 2014 SIG/USE Research Symposium.

Jenna Hartel, Karen Pollock and Rebecca Noon, all of University of Toronto, received the first-ever SIG/USE Innovation Award for their panel presentation, “The Concept Formerly Known as Information.” The panel examined visual data in the form of drawings from participants as a novel way to investigate how people define information in their everyday lives. The awards committee deemed the theoretical focus, data collection method and panel format all innovative and compelling and the integration of visual, non-verbal research methods into the study of information and information behavior as showing strong potential to open up and expand how we think of information.

Doctoral candidate Devon Greyson, University of British Columbia, received the 2013 SIG/USE Student Travel Award for her proposal entitled “Rethinking Information Boundaries Across Disciplinary Boundaries.” Greyson’s research focuses on public health interventions targeting high-risk populations, using an information practice [3] perspective. Her investigation of the ways in which health information interventions do and do not interact with personal information practices has important implications for how those interventions can have positive influence on health behaviors.

Lastly, long-time ASIS&T member Nick Belkin, Rutgers, received the 2013 SIG/USE Outstanding Contribution to Information Behavior Research award. This award promotes scholars who have, over a period of time, contributed in an outstanding way to the development of the information behavior research field. In giving him this award, the SIG/USE Cabinet recognized Belkin as a pioneering researcher who introduced the concept of information-seeking behavior to the field of information retrieval and who showed researchers in a broad range of fields how information behavior research can have important implications for designing and developing
information retrieval systems. In receiving the 2013 Outstanding Contributions to Information Behavior Award, Belkin joins the SIG/USE Academy of Fellows. The full list of Fellows can be found online at http://siguse.wordpress.com/academy-of-fellows/.

Symposium Conclusion and Wrap-Up

Incoming SIG/USE chair Rong Tang offered closing remarks for the 2013 SIG/USE Research Symposium. She prompted the audience to continue to think about information behavior on the move in their future work and studies, asking the following thought-provoking questions:

- Has information behavior ever *not* been on the move?
- Does on-the-move technology take us to a new horizon of information behavior?
- Or is it a broader on-the-move context that takes us there?
- What is new, magnificently interesting and fascinatingly exciting about “information behavior on the move” and its research front?

For more information about the symposium, visit the Storify page created by Adam Worrall and Amanda Waugh at http://storify.com/adamworrall4/siguse2013.

Resources Mentioned in the Article


Founded in 2010 in order to regroup the increasingly important community of information scientists working on metrics, SIG/MET is the Association for Information Science & Technology (ASIS&T) Special Interest Group for the measurement of information production and use. It encourages the development and networking of all those interested in the measurement of information and, thus, encompasses not only bibliometrics, scientometrics and informetrics, but also measurement of the web and the Internet, applications running on these platforms and metrics related to network analysis, visualization and scholarly communication.

On November 2, 2013, SIG/MET held its third annual Workshop on Informetric and Scientometric Research, during the ASIS&T Annual Meeting in Montreal, Quebec, Canada. The full-day event, sponsored by both Elsevier and Thomson Reuters, attracted 30 attendees. The symposium consisted of two poster and 13 paper presentations by authors from nine countries (Canada, Finland, Germany, Israel, Japan, South Korea, Sweden, United Kingdom and United States).

The meeting opened with the two poster presentations. The first, by Jongwook Lee, a doctoral student at Florida State University, was on the measurement of the research dimension of academic mentoring. The other was by Burak Özkösem, a Ph.D. candidate in experimental surgery at McGill University, on the conversion of meeting abstracts to articles in peer-reviewed journal articles in the field of reproductive biology.

The first papersession, “Application of Metrics,” started with a presentation by Katherine McCain from Drexel University, who analyzed the first 25 years of research on the Zebrafish, an increasingly important model organism for research in the biomedical sciences. Her finding provided evidence of an increased internationalization of the field and of the
number of research groups working on the model. Next up was Bradford Demarest, Ph.D. candidate at Indiana University, presenting a novel machine-learning-based metric applied to politically partisan subreddits on the website Reddit. The session ended with a talk by librarians Kimberly Powell and Shenita Peterson, who compared the citation counts, journal quality metrics and h-indexes obtained from Scopus and the Web of Science for faculty in the discipline of nursing.

The second paper session, “New Indicators,” started with Dietmar Wolfram, Feifei Wang and Yuehua Zhao, from the University of Wisconsin and Beijing University of Technology, who presented the results from two investigations of journal similarity based on citation journal topicality. Dangzhi Zhao, University of Alberta, and Andreas Strotmann, GESIS, Germany, showed how the combination of author co-citation and bibliographic coupling could help predict future trends in research. The last presentation of the session, by Masaki Eto of Keio University, Japan, demonstrated a novel graph-based method for retrieval of documents based on co-citation networks, which increased the number of retrieved documents without reducing precision.
As in previous years, the SIG recognized outstanding student contributions. The third session was devoted to presenting these awards and presentations by the recipients. This year’s winner was Fereshteh Didegah from the University of Wolverhampton, United Kingdom, for her paper, co-authored with her advisor Mike Thelwall, on the modelling of the factors affecting articles’ citation rates using an integrated statistical method. Two additional student submissions were also recognized for high merit: Ehsan Mohammadi’s paper, in collaboration with Mike Thelwall, on new indicators for research evaluation in the social sciences and humanities based on Mendeley readership, and Qi Wang of the KTH-Royal Institute of Technology in Sweden, in collaboration with Ulf Sandstrom, for their analysis of the relationship between cognitive distance and peer review in infection biology.

The last session, “Beyond the Journal Article,” started with Tim Bowman, Indiana University, and colleagues from Kiel University, Germany; Université de Montréal, Canada; and Åbo Akademi, Finland, on the use of hashtags by a sample of astrophysicists active on Twitter. It was followed by Chaoqun Ni and Cassidy R. Sugimoto’s investigation of the relationship between the advisers’ scholarly behavior and advisees’ career success based on large-scaled data for sociology. Hadas Shema, Judit Bar-Ilan, Bar-Ilan University, and Mike Thelwall then provided preliminary results of a classification of motivations for research blog posts in health research. The session ended with a talk by Staša Milojević and colleagues from Indiana University, Université de Montréal and University of Wolverhampton on the role of handbooks on knowledge creation and diffusion, based on five handbooks from the discipline of science studies.

The 3rd symposium concluded with a teleconference by Gali Halevi, senior research analyst and program director of the Informetics Research Group of Elsevier, Inc., who outlined the availability of a Scopus dataset consisting of bibliographic content and download information of all papers published in 56 arts and humanities journals. The dataset is being made available freely to participants for scholarly investigation.

More information about SIG/MET and this year’s symposium may be found on the SIG’s website at www.asis.org/SIG/SIGMET/.
New information technologies begin as abstractions and ultimately assimilate into human life. Jorge García – a senior analyst with Technology Evaluation Centers – described the process at the keynote session at the ASIS&T Annual Meeting in Montreal on November 3, 2013.

García began by offering accounts of how information and technology were viewed in the past. He showed an old ad: “Chat with your family and friends – even when they’re miles away.” Visionaries and futurists were able to envision today’s world. They already had an impression of how we deal with information today.

He showed a 1964 interview with author and futurist Arthur C. Clarke. Clarke predicted that the city as it existed then would not exist in the future. Technology, he said, would make possible a world where we would be in instant contact with friends around the world. People won’t commute; they’ll communicate. Clarke said we might have brain surgeons in Edinburgh operating on patients in New Zealand. The whole role of a city as a meeting place will cease to exist. García noted that, of course, we still commute to the office, but we all have the idea that we should communicate.

García showed a slide outlining a circular process. The real world leads to an abstraction, which leads to augmentation, which leads to assimilation, and the process repeats.

In the abstraction portion of the cycle, we take reality and make an abstraction of its most important features. Then we create a model to represent it. The idea is to enable people to communicate. It involves extracting the most important aspects of data transmission and creating a model from that.

García presented another video showing how people envisioned the Internet 50 years ago. It showed a woman in the future shopping from home: a camera showed wares; a woman made her choices by pushing a button. A
Hardin, continued

console maintained a watch on her home. What the wife saw on her console was paid for by her husband at his console. (The audience gasped and laughed at this visionary assumption.) At the touch of a button, the husband got a printout of the family’s financial situation. Also at his disposal was a home post office that allowed for instant communication worldwide. A monitor checked circuits every few seconds and inserted backups as necessary. García remarked that the idea of having a central place where information would reside was already established 50 years ago. People already understood how important communication would be.

“The medium is the message,” Marshall McLuhan said. It’s not just about content – it’s about how we communicate. A 1960 interview with McLuhan showed him stating that everything points in direction of “tribal man” and away from “individual man.” “We’re getting rid of individuals,” McLuhan said. García noted that as books are being replaced by new media, we won’t be so concerned with self-definition and finding our own individual way; we’ll be selecting with the group instead of apart from it. Print as a medium changed our sense of ourselves in the Middle Ages. New media will do the same.

A 1965 Marshall McLuhan video posed the question: “Why do wheels continue to carry us downtown?” All the materials that can be accessed downtown could be available on closed circuit back home. But, he said, we still have an obsessive drive to fit into patterns and classifications. García said McLuhan knew we have an obsession with data. Back in 1965, futurists knew we’d face the challenge of data moving with many different speeds, types and sizes. They saw the rise of social media. Among U.S. adults, one in three persons aged 65 or more now uses a social network. The challenge is to generate the right models to interpret this data explosion.

The data explosion, García said, consists of huge amounts of data coming with many different names. Some call it Big Data. We are very concerned with real time. García said he get lots of questions along this line: “I want to conduct my business in real time.” Maybe that’s not the concern – the concern is for business to handle data at different speeds in different times. Data is now polystructured. It comes with variety.

Some experts think that by 2020 we’ll have 35.2 zettabytes of data stored somewhere. One zettabyte equals roughly one-quadrillion gigabytes. How will we store that much data?

One approach to the problem is cloud computing. Data is stored on servers not necessarily within our firewall. We’ve also sorted information into various classifications. We need to abstract those models because we know social media is a huge business nowadays. Data is now an asset.

Data can be used as a process of augmentation. Steve Jobs used to say a computer was like a bicycle for the brain – an enhancer of our intelligence. So we’re looking for ways to use data as an enhancer. One example: mobility. We expect that in near future, mobile gadgets will be surfing the web more than traditional desktop gadgets. Does more human information mean less human interaction? We now realize information is being stored without us knowing about it. Some of it is produced by humans, but some is not. For every interaction we do on the Internet, there are some of which we’re unaware. Let’s use that information and try to augment our capabilities, he said.

García showed a video from Space Time Insight. This company collects huge amounts of data and uses it to help make better decisions. There was a big blackout in the northeastern United States that led to 11 deaths in 2003. California responded with “situational intelligence” – like looking at an
MRI (magnetic resonance image). The benefit is letting the consumer know what the real price of electricity is. We need not only new technology but to become better integrators of that technology.

Consider the Reactive Manifesto (www.reactivemanifesto.org/): García doesn’t entirely agree with it, but it presents a very good case to lead us into what we need to build modern systems. We need to build systems that are reactive by nature. They need to react to the load of data, to events, to failure and, most importantly, to users and their needs.

Event-driven design is becoming increasingly important in the industry. We need to create a virtual cycle to handle our roles as information producers and consumers. If we create systems that are naturally scalable and resistant to failure, we will be able to create systems that will be more transparent, provide the context we need and provide resiliency. That enables us to build systems that are even more reactive. If we achieve the ability to guide reactions, we could achieve not only the ability to be reactive but proactive.

If we abstract the necessary data, we can add layers to our data: augmented reality. It’s simple to describe – we put layers of contextual information on top of a real object. This enables the user to react to it and learn from it in the best possible way.

García showed another video: an ad showing you how you can work using augmented reality glasses; you can do more when you know more about objects you’re using. He said the important question is, “How can we approve our data in real time?”

The most important part of these technologies is their relationship with data systems. The process of assimilation, as he sees it, makes things less disruptive, less distracting and friendlier. He showed a Microsoft video of total assimilation, a view of the future in five to 10 years. It predicted the digital and the physical would come together. New interactive surfaces will let you bring your ideas to life naturally. Work and create freely on whatever device you choose. Technology can amplify our senses, transform the world we care about and help us live, work and play.

García’s final video pointed out a remaining problem: every piece of technology has a good and bad side. The semantic web can expand access to information, but can also make it easier to block content. Digital identity management can enhance privacy and security but can allow collusion and profiling by identity keepers. Privacy, accuracy, property and access are all valid concerns. How can we be secure? How can we protect ourselves from misleading information? We need to take these concerns into account while we’re creating this technology. Information ethics argues that we must discover what is good for an information entity and the infosphere in general. We need to discover what is good and bad for us.

A few weeks ago, he read a paper that called for an ethical code for data practices. We need clarity of practices – we need to tell people how we collect, process and deliver information. We need simplicity of privacy settings. We need to design information systems with privacy in mind.

He closed with a quote from Victor Hugo: “An invasion of armies can be resisted, but not an idea whose time has come.”
I am delighted and honored to receive the ASIS&T Award of Merit. It is especially gratifying to be recognized for my work on the information search process (ISP), which has grown over the years and continues to be important. Back in the late 80s when I was starting out, bringing emotion into the conversation seemed more than a little strange to many in information science. But early on ASIS&T was open to giving me a hearing by accepting my papers for conferences and publication.

ASIS&T has been a wonderful affiliation for me. This association provides a collaboration and dialog of research and researchers that has been immensely important for me. I have benefited from being able to share ideas with researchers in the field and hear their work year after year. It has been an annual conversation of sharing and learning over the years. I have received good feedback on my ideas and some very practical advice. I remember after my first ASIS&T presentation, one I approached with considerable trepidation, Evelyn Daniel kindly took me aside to let me know that my slides were terrible—way too cluttered and not readable from the back of the room. You can be sure that I didn’t make that mistake again. ASIS&T enabled me to see how my research fit into the whole spectrum of information science research. Our recent name change reflects the international nature of the field, and many of my most interesting collaborations have been with international colleagues.

This year – 2013 – marks the 30th anniversary of my work on the ISP, starting with my doctoral dissertation in 1983. I began by wanting to understand more about how students learn from multiple sources and why it seemed so hard for them to engage in their own inquiry. My research into their perspective of information seeking opened up the “big problem” that got me started on my scholarly journey and that still intrigues me today.
When I studied for my MLS at Rutgers in the early 70s, it was called library school. But it was very much a library and information science program. So from the beginning I took an information science perspective of librarianship.

I have been interested in theories on the boundaries of library and information science. My undergraduate work was firmly grounded in Deweyan philosophy of education along with other learning theorists, particularly the constructivists as opposed to the behaviorists. In light of this orientation, while studying for my master’s degree I realized that I was most interested in libraries for learning. So in the early 80s, when working on my doctorate, I concentrated on information behavior that resulted in learning, and Kelly’s personal construct theory from psychology clearly influenced my information search process model.

When I joined the Rutgers faculty, library and information science had recently merged there with communication and journalism bringing in a wide range of converging perspectives. Tefko Saracevic and Nick Belkin joined the LIS faculty as senior professors. The Ph.D. was a joint program across the school prompting lots of discussion on theories and application. Communication brought social construction into the conversation, and that was particularly pertinent to my work. It was an especially fruitful environment for exploring ideas, and it was fascinating to be a part of it all.

Of course the 1990s were a time of tremendous advances in information technology. I started researching information behavior in a contained-collection library world, and everything changed in amazing ways within a short time. It was a fantastic time to be doing research in library and information science and still is.

Three important changes in information science occurred during that time:

1. Use became an important area of interest. Questions of purpose became important. Why do people seek information? What’s their purpose? How do they use it after they find it? That was right up my alley. Today it may seem strange to think of purpose not being important, but only as information became available “where you are all the time” did serious questions of use come to the fore. SIG/USE is now one of the most active special interest groups in ASIS&T.

2. Users’ experiences in information seeking became an area of interest.

When I came into this field emotions were thought to be outside the paradigm of information science. But once the “black box” of users’ experience was opened there was no denying the importance of emotions in information behavior.

3. The concepts underlying information behavior became an increasingly important area of interest. Researchers looked into their findings for concepts to build the theoretical framework of information science.

It may sound like the really interesting work is behind us. I don’t think so. The broad range of information science research offers important insights into the most pressing problems of the complex information environment of the 21st century. But information science research is something of an insiders’ game. We are interested in each other’s research findings and build on each other’s work. For the most part there has been only minimal transport outside the field in this time when it would seem our work would be most valued. We each need to ask, “What is the value-added that my work brings to society as a whole?”

My own area of information seeking for learning is an example in point. Educators are struggling to transform schools to prepare students for living in the information society. My research offers some important insight into the process of learning from multiple sources of information, which is central to this task. We have developed a design framework called Guided Inquiry, based on the ISP model, that makes these concepts and insights accessible for school administrators, teachers and librarians to put into action in schools.

Information science is a relatively young discipline, but it is right at the center of every aspect of people’s lives. We are just at the beginning of the age of information that holds tremendous potential for the future of information science. The big question is how information retrieval and information behavior research influence the way systems and services enable people to be smarter, wiser, more creative, productive and perhaps even happier. In my view this is the challenge before every researcher in information science today. What are the implications of your work? I urge you to consider this question seriously. How does your research contribute to the good of society? How can you make your findings accessible outside the field? This is a wonderful time to be in this field. There is much work ahead. Let’s get going.
When I began studying computer-mediated communication (CMC) in 1991, it was a novel topic of research in most academic disciplines and by no means generally recognized as legitimate. CMC back then consisted mainly of email and asynchronous discussion groups—newsgroups, mailing lists and privately hosted bulletin board systems. Internet relay chat (IRC), invented a few years before, had not yet attracted much attention; there was no World Wide Web; and blogs, wikis, instant messaging, text messaging, virtual worlds, social network sites and audio and video chat had yet to be introduced. Impoverished as this state of affairs may seem to present generations of digital media users, to early adopters and researchers CMC appeared rich with possibilities. In attempting to come to grips with a profoundly new set of technologies, some of my contemporaries focused on the positive and others on the negative aspects, but few of us remained unmoved. The potential of CMC to bring about social, organizational and linguistic change attracted passionate speculation and debate and stimulated empirical studies across the disciplinary spectrum.

My generation was not the first. In 1978, Roxanne Hiltz and Murray Turoff published *The Network Nation* [1], in which they made foundational observations about communication in an experimental computer network, back when the Internet was the ARPA net. Their book, along with a 1984 article by Sara Kiesler and her colleagues, “Social Psychological Aspects of Computer-Mediated Communication,” [2] were my earliest sources of

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**keywords**

- computer mediated communications
- discourse analysis
- analytic models
- cultural aspects
- linguistics
- honors
- digital communications

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**EDITOR’S SUMMARY**

On receiving the 2013 ASIS&T Research Award, Susan Herring reflected on her early interest in computer-mediated communication (CMC) in 1991, when the field was novel, limited and barely recognized. The intersection of linguistics and digital technology were intriguing and offered potential for rich discovery. Data sources have grown from the foundational ARPA net to the World Wide Web and expanded from the exchange of basic textual messages to incorporate all modes of digitally mediated communication across unlimited platforms. The result is a vast amount of computer-mediated data, but there is still the pressing need for structured methods and theoretical frameworks for effective analysis. Herring applies discourse analysis and other linguistic approaches to CMC analysis, increasingly in combination with a big data perspective to identify communication patterns in large datasets. She is eager to see further research on new analytical methods, cultural influences and the integration of telepresence robots in CMC.
inspiration when I began investigating gender differences in CMC in 1991. Later, after I had made the decision to make CMC my main research focus, I undertook to read everything that had ever been published about CMC (a near-impossibility back then). I came to know a number of other pioneering studies from the 1980s, including communication research by Ronald Rice, linguistic studies by Denise Murray and applications to teaching composition by Gail Hawisher and Cynthia Selfe. These scholars were the real pioneers. Yet my generation had something in common with them, which was that we worked outside the mainstream in our respective disciplines; CMC was still a novelty in the early 1990s.

That condition started to change in the mid-1990s, with the impact of the World Wide Web and the rise in popularity and diversification of CMC systems. Researchers rushed to characterize and analyze the latest developments, which included virtual communities, virtual teams, e-commerce and online relationship formation, along with less desirable developments such as deception, trolling, cyberstalking and spam. In the process, they published more of their work online, where it would reach audiences faster. The Journal of Computer-Mediated Communication was created in 1995 to publish CMC research in an online format. I had the honor of editing JCMC a decade later. Yet while many CMC researchers found appreciative audiences and were sought out for interviews by the mass media, they sometimes still encountered difficulties in getting their work taken seriously by university tenure and promotion committees. Ultimately, however, the momentum proved irresistible: by the turn of the millennium, only the most conservative holdouts could deny that a new digital era was at hand and that the Internet and other new digital media had significantly affected communication, publication and many other personal and professional occupations.

Today, it has become imperative to understand and manage these effects; no one questions the legitimacy of conducting research on CMC anymore. Moreover, the body of research that CMC researchers have produced has grown so large that no one could read all of it. True to its origins, this research is broadly interdisciplinary and encompasses theoretical, empirical and applied perspectives. The definition of CMC itself has changed over the years, as well, from the exchange of textual messages between individuals typing on the keyboards and reading the screens of networked computers, to any digitally mediated communication. For example, although HTML documents were often considered a separate phenomenon in the past, in contrast to reciprocally interactive forms of online communication, there is no longer any question that web communication is CMC. Wikis, blogs, microblogs and social network sites have blurred the boundary, together with the ongoing tendency for older CMC modes such as email and chat to be integrated into web browser interfaces, a phenomenon known as convergence in media studies. Mobile telephony has also come to be included in the definition of CMC, largely because of the resemblances between text messaging on mobile phones and traditional modes of CMC such as IRC and instant messaging.

One side effect of these developments has been a proliferation of computer-mediated data. Such data are easy to collect, given the persistent and self-archiving nature of CMC, and they are a potentially rich source of insight into human behavior. Yet for all their ready availability, the cognitive, cultural, expressive, political and social meanings of online data are not transparent: structured methods and theoretical frameworks are necessary in order to analyze them.

When I first became interested in researching CMC, I turned to discourse analysis for methodological inspiration. As a linguist trained in discourse analysis techniques, I knew that the study of discourse – the “microprocesses of human communication” [3] – offered tried and true methods for analyzing spoken and written communication, with specialized paradigms for the analysis of spontaneous conversation, institutional discourse, therapeutic interviews, storytelling, scientific writing and the like. It seemed only natural to extend this approach to discourse on the Internet. Thus, in the mid-1990s I began adapting discourse analysis methods to the study of computer-mediated interaction. The resulting paradigm, computer-mediated discourse analysis (CMDA), is a language-focused specialization within the broader interdisciplinary study of CMC [4]. CMDA differs from other forms of discourse analysis in that its descriptive and interpretive apparatus crucially takes into account the technological affordances of CMC systems. Moreover,
its methodological toolkit is customized to address common phenomena in CMC, and its analyses are socially, culturally and historically situated in the larger digital media context. At the same time, CMDA shares with other forms of discourse analysis the theoretical premise that choice of word and expression is potentially significant, beyond the requirements of lexicon and grammar. It seeks to identify patterns in language structure and use that may have been produced unconsciously, yet shed light on broader phenomena such as decision making, gender ideology, cultural identity and the social construction of knowledge.

CMDA is a bottom-up approach, in contrast to top-down approaches that are currently popular for analyzing big data mined from the Internet. In fact, these two approaches are complementary. Of special interest to me is where they meet – where patterns can be identified in large datasets, leveraging the power of computational analysis, that are interpretable in terms of medium and situational (social, contextual) variables such as those I have identified as influencing computer-mediated discourse [5]. Towards this end, I envisage an important future role for computational approaches to social-media analysis that are informed by discourse analysis and other linguistic approaches.

My students sometimes ask me where CMC research and CMDA fit in relation to information science. I see both paradigms as overlapping with the intersection of HCI and social informatics, but with connections to computational approaches on one side, and to the social sciences and philosophy of science on the other side. CMC also plays an important role in many professional contexts, including distance education, virtual organizations, library reference services, online psychotherapy and the mass media, and, as such, has connections to applied disciplines. Some of these relationships are depicted in Figure 1.

The future will see even more widespread use of CMC. What started in the United States as the ARPAnet in the 1960s has today become a truly global Internet, with human communication as its primary use. More studies along the lines of those collected in [6] are needed to correct the bias in the existing literature towards English-speaking users in North American contexts. Digital media have also become increasingly multimodal, calling for the addition of new methods of analysis to the CMDA paradigm (see, for example, Herring 2013 [7]). Finally, communicators in virtual worlds can be embodied in graphical avatars that have the ability to navigate in three dimensions. Recently I have become interested in communication mediated by telepresence robots, a phenomenon that extends avatar-mediated communication into physical space and adds to mobile devices the affordance of remote navigability. CMC has indeed come a long way in a few short decades.

**Acknowledgment**


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**Resources on following page**
Resources Mentioned in the Article


Data-intensive research is producing ever-higher volumes of digital data, and pressures are mounting to make that data openly accessible. Research funding agencies, both in the United States and abroad, want to demonstrate a strong return on investment by making the results of federally funded research—both articles and data—openly accessible to the public. Therefore, managing data with long-term preservation and reuse in mind is important; however, many people tasked with managing research data, such as graduate students, have very little data management training and often employ inconsistent practices. The revolving door of incoming and outgoing graduate students also creates uncertainty about the data, its whereabouts, its status, and sometimes even its accuracy.

To establish data trustworthiness, data management training programs are needed within higher education research institutions. Ideally, training for these skills would be integrated within the science, social science and engineering curricula so that students learn them within the context of their chosen fields. However, until this long-term goal is realized, institutions are introducing training programs, often from within the library, to educate researchers in effective data management practices.

What options are available to information professionals planning data management programs at their institutions? Several programs of varying approaches are already available, so it is not necessary to create a new training program from scratch. I briefly discuss here three representative programs that I used when developing training.

The first program is the New England Collaborative Data Management Curriculum (NECDMC) (http://library.umassmed.edu/necdmc/index), which was developed by the Lamar Soutter Library at the University of Massachusetts Medical School in partnership with libraries from the Marine Biological Laboratory and Woods Hole Oceanographic Institution, Northeastern University, Tufts University and University of Massachusetts at Amherst. The NECDMC comprises seven modules. One module is an overview of the entire curriculum, and the other six modules cover different aspects of managing data such as data sharing, data preservation and metadata. PowerPoint slides and lecture content are available for download for each module. One strength of the NECDMC lies in its use of research case studies to demonstrate and apply the concepts in practice. These case studies cover fields such as medical, engineering and qualitative research. Another advantage of this program is its flexibility in delivery method and timeframe. For
those wanting a short overview session, the first module can be covered easily in 60-90 minutes. Alternatively, all of the modules can be the foundation of a one-day workshop or be expanded to fit a semester-long course.

The second program consists of the DataONE Data Management Education Modules (www.dataone.org/education-modules), which are a series of lessons covering tools and best practices for each stage in the DataONE Data Life Cycle. Like the NECDMC, this program is modular and can be used as the foundation for shorter or longer courses. Although the topics covered are similar, the DataONE modules cover more than the NECDMC modules. For example, the DataONE modules include topics such as workflows, data entry and quality control, which are very important for researchers, especially those within the earth and environmental sciences, the intended audience for DataONE resources. Also, they are designed to be used as a self-study course, so the content on the presentation slides is heavy. If used as the basis for lecture-style sessions, the slide content should be reduced to minimize the text.

The third program for teaching researchers data management best practices is the MANTRA (http://datalib.edina.ac.uk/mantra/) course developed by the University of Edinburgh. This program is modular, entirely web-based and uses the Xerte online learning environment, so the training modules are self-paced and interactive. The creators provide suggestions on where to begin the course based on role, such as research student, career researcher, senior academic or information professional. Each module provides an overview of the topic and provides videos, short quizzes and additional resources. Keep in mind this curriculum is geared towards researchers in the United Kingdom, so modification for the United States may be necessary in some parts.

At the University of Tennessee, I have offered graduate students from various scientific and engineering backgrounds a one-day data management workshop which was based entirely on the NECDMC. While this delivery method may be feasible for some, it was very preparation-heavy and ostensibly overwhelming for the students. I am applying these lessons to future workshops by designing a series of one-hour sessions on relevant topics and tailoring each to different disciplines.

I believe the long-term goal of injecting data management principles into the science, engineering and social science curricula is the most effective way for students, both undergraduates and graduates, to synthesize these skills. However, until the time such integrated data training exists, students will need to learn these skills elsewhere. Each institution will want a uniquely tailored program best suited to its environment; for example, you may decide a semester-long, for-credit course is most appropriate at your institution. Whatever your chosen method, I hope one or a combination of these three educational programs will help you to meet an immediate need on your campus.