ASIS&T 2004

MANAGING AND ENHANCING INFORMATION: CULTURES AND CONFLICTS

American Society for Information Science and Technology

2004 ANNUAL MEETING

November 12-17, 2004

Providence, Rhode Island

PRELIMINARY PROGRAM

Conference Sponsor

For more than 65 years, the **American Society for Information Science and Technology (ASIS&T)** has been the leader in keeping information professionals on the cutting edge. ASIS&T provides high-quality conference programs for information systems developers, online professionals, information resource managers, librarians, records managers and others who "bridge the gap" between the present and the future, between research and application, and between developer and user. ASIS&T helps its 4000 members and its conference participants meet the challenges of today and prepare for tomorrow.

Information contained in this preliminary program was accurate at the time of preparation. Updated information on the program will be available at the ASIS&T website – www.asis.org

American Society for Information Science and Technology

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PRESIDENT'S GREETING

Dear Colleagues:

Once again, we set our sights on the ASIS&T Annual Meeting, this year in Providence, Rhode Island, November 12-17. With the success of several format changes implemented last year, we've continued with the new Sunday through Wednesday Technical Program schedule.

Conference chair Linda Schamber and her enthusiastic committee have planned a jam-packed technical program. As you look through this preliminary schedule, you will see plenary, contributed paper, panel and poster sessions covering virtually all of the areas of interest of information professionals. And you will also find a number of special sessions, unique either in their content or their sponsorship.

We will all enjoy our two exceptional plenary speakers. On Sunday, **JC Herz** will offer her take on the millions of (mostly) young game players, a class of users we rarely see but which are a driving force in how search engines and the Web develop. Then, on Monday **Tim Berners-Lee**, recognized as the father of the Web, will join us.

In terms of new sponsorship, we are delighted to have sessions co-sponsored by our own SIG/Metrics (a virtual SIG existing only as an e-mail list) and the International Society for Scientometrics and Infometrics (Tuesday at 8:30 a.m. with a second session at 10:30 a.m.).

On the content side, we have a number of special sessions, demonstrations and updates focusing on ASIS&T and its activities. One of them takes place on Tuesday afternoon, immediately following the Annual Business Meeting, when Trudi Bellardo Hahn and Liewen Vaughan will discuss the findings of the recent survey of ASIS&T members and the implications for the long-term future of our professional society. Another session that promises to be both provocative and insightful is "Social Informatics: A Rubric with an Identity Crisis?" featuring a panel of contributors to the *Annual Review of Information Science and Technology* (one of ASIS&T's publication jewels).

If the stars align properly and the proverbial "creeks don't rise," you will finally get to see the ASIS&T Digital Library. While details are still being ironed out, work is steaming ahead on a couple of fronts: Marge Hlava and Data Harmony have been converting documents and using their software to index and build an updated information science thesaurus that drives much of the search functions on the site. On the other side John Wiley has been designing and developing the architecture for the library. We expect to have a prototype for demonstration at the meeting.

I could go on, but this whole conference program is excellent, and you need to check it out for yourself. I'll be looking for you in Providence in the middle of November.

Samantha K. Hastings
President

Who's Who in ASIS&T in 2004

Board of Directors

Samantha Hastings
President

Trudi Bellardo Hahn
Immediate Past President

Nicholas Belkin
President-elect

Cecilia Preston
Treasurer

Abby Goodrum
Andrew Dillon
Allison Brueckner
Beverly Colby
Dietmar Wolfram
Gail Hodge
Directors-at-large

Karen Howell
Chapter Assembly Director

Vicki Gregory
SIG Cabinet Director

Special Positions

Beata Panagopoulos
Deputy Chapter Assembly Director

Pascal Calarco
Deputy SIG Cabinet Director

Gerard Platau
Parliamentarian

Richard Hill
Executive Director

Committee Chairs

Doug Kaylor
Awards and Honors

Cecilia Preston
Budget and Finance

Norman Horrocks
Constitution and Bylaws

Samantha Hastings
Executive Committee

June Lester
Information Science Education

Penelope O'Connor
Leadership Development

Steve Hardin
Membership

Trudi Bellardo Hahn
Nominations

Gail Thornburg
Standards

2004 Annual Meeting

CONFERENCE CHAIR'S GREETING

Dear Colleagues:

This will be the most exciting ASIS&T Annual Meeting yet! We have an enormous program with something for everyone. As chair of the Conference Committee, I would like to point out some high points of the technical program.

When we created the theme "Managing and Enhancing Information: Cultures and Conflicts," we wanted to raise awareness of the role of information science in fostering integration and cooperation in the global information society. We believed it important to emphasize and explain the work of professionals, academics and students who are trying to resolve some of today's information-related conflicts, including interests of social, professional, educational and technological cultures. In this we were highly successful, with particularly timely sessions on national security, privacy, scientific collaboration and developing countries.

We explicitly invited submissions from any academic, nonprofit, corporate or government body in any part of the world. Here we were also successful in that the presentations include work sent from at least 25 countries outside the United States. I suspect that if we add the countries of all presenters who are studying or working abroad and of all conference attendees from abroad the total number of countries will double.

You will want to plan your days carefully, because like last year, this is a six-ring circus of simultaneous events. We have sorted sessions into seven major tracks: Disciplinary Issues, Digital Libraries, User Behavior, System Design, Information Organization, Knowledge Management and Use, and Resources and Services.

Because we have more content than last year, we made three notable changes. First is a greatly expanded poster exhibit with nearly four times the number of posters distributed over three sessions. Second, we added a new late afternoon time slot for panels and papers on Tuesday. And third, we are shifting publication of more presentation content, especially posters, to the Web.

None of this could have been achieved without the efforts of my great committee. I have had the pleasure of working with 25 individuals who cheerfully volunteered their time and expertise to create the conference theme, review hundreds of submissions and generally serve in an advisory capacity. And as always, Dick Hill has been an essential source of help with logistics and corporate memory.

This is truly a program in which all members – and prospective members – can participate and take pride. I look forward to seeing you in Providence!

Linda Schamber
Chair

Linda Schamber
Conference Chair
Suzie Allard
Ethel Auster
Carol Barry
Marcia Bates
Joseph Busch
Michael Crandall
Elisabeth Davenport
Sanda Erdelez
Karen Fisher
Paula Galbraith
Vicki Gregory
Gail Hodge
Peter Ingwersen
Joyce Kirk
David Lankes
Kris Liberman
Jens-Erik Mai
Gary Marchionini
Michel Menou
Karla Petersen
Padmini Srinivasan
Jane Starnes
K.T. Vaughan
Julian Warner

PROGRAM-AT-A-GLANCE

SUNDAY, NOVEMBER 14

1:00 pm	**Plenary Session** **JC HERZ** JC Herz, one of the World Economic Forum's "Global Leaders of Tomorrow"		
TRACK	DISCIPLINARY ISSUES	DIGITAL LIBRARIES	USER BEHAVIOR
3:30 pm	**E-Science: The New Environment** (SIG/STI)	**Important Technical Issues for Digital Libraries** (SIGs/III & DL)	**Empowering Users** (SIG/USE)
5:00 pm	**Leading Successful Volunteer Projects** (Leadership Development Program)		
6:30 pm	**Welcome Reception/SIG Rush**		

MONDAY, NOVEMBER 15

TRACK	DISCIPLINARY ISSUES	DIGITAL LIBRARIES	USER BEHAVIOR
8:00 am	**Scholarly and Scientific Communication** (Contributed Papers)	**Use of a Virtual Community** (SIG/DL)	**Web Searching Behavior** (Contributed Papers)
10:00 am	**Plenary Session** **Semantic Web – The Web of Machine Processable Data** Tim Berners-Lee, inventor of the World Wide Web and director of the W3C (World Wide Web Consortium)		
TRACK	DISCIPLINARY ISSUES	DIGITAL LIBRARIES	USER BEHAVIOR
1:30 pm	**National Security Policies** (SIGs/III & IFP)	**Assessing Digital Libraries**	**Emotional Design: The Influential Role of Affect** (SIG/USE)
3:30 pm	**International Issues** (Contributed Papers)	**Building Digital Libraries** (SIGs/DL & III)	**User-Based Relevance** (Contributed Papers)
6:30 pm	**Alumni Reception**		
8:00 pm	**International Reception**		

TUESDAY, NOVEMBER 16

TRACK	DISCIPLINARY ISSUES	DIGITAL LIBRARIES	USER BEHAVIOR
8:30 am	**Studying Scientific Collaboration, Part 1** (SIG/Metrics & ISSI)	**Digital Library Education and Training** (SIG/DL)	**Perspectives of Information-Seeking and -Gathering Behavior in High-Risk Professions**
10:30 am	**Studying Scientific Collaboration, Part 2**	**Digital Memories/Mediated Memories** (SIG/DL)	**Social Behavior and Effects** (Contributed Papers)
Noon	**Awards Luncheon**		
1:30 pm	**Student Award-Winning Papers** (SIG/ED)	**Digital Library Repository Service** (SIG/DL)	**Mental Models of Information Retrieval Systems** (SIGs/USE, DL, HCI & CR)
3:30 pm	**ASIS&T Annual Business Meeting**		
TRACK	DISCIPLINARY ISSUES	DIGITAL LIBRARIES	USER BEHAVIOR
5:30 pm	**Sounding Out the Members**	**Diffusion of Knowledge** (SIGs/HFIS & DL)	**Methodologies for User Studies** (Contributed Papers)
8:00 pm	**Managing and Enhancing Information: Middle-of-the-Road Islands of Information Provenance** (SIG/CON)		

WEDNESDAY, NOVEMBER 17

TRACK	DISCIPLINARY ISSUES	DIGITAL LIBRARIES	USER BEHAVIOR
8:30 am	**Outside Theory on the Inside of LIS** (SIGs/HFIS, CR & ED)	**Digital Preservation** (SIGs/DL & STI)	**Communication and Interaction Behavior** (Contributed Papers)
10:30 am	**The State of Libraries and Information Services** (SIG/III)	**The Concept of the Source** (SIG/DL)	**Conceptions of Task as a Methodological Issue** (SIG/USE)
1:30 pm	**Disciplinary Changes** (Contributed Papers)	**Access to Multiple Library Resources** (Contributed Papers)	**Cognitive Work Analysis** (SIGs/CR & USE)
TRACK	DISCIPLINARY ISSUES	DIGITAL LIBRARIES	USER BEHAVIOR
3:30 pm	**Ain't Ms. Behavin'** (SIG/HFIS)	**Digital Libraries for Consumer Health Information** (SIG/DL)	**Social Network Analysis** (SIG/USE)
6:00 pm	**Annual President's Reception**		

SYSTEM DESIGN	INFORMATION ORGANIZATION	
Information Visualization (SIG/VIS)	**Interdisciplinary Concepts of the 'Work' Entity** (SIGs/CR & HFIS)	**Poster Session 1**
SYSTEM DESIGN	INFORMATION ORGANIZATION	
Image Retrieval (Contributed Papers)	**Thesaurus Development** (Contributed Papers)	**Poster Session 1 (continued)**
SYSTEM DESIGN	INFORMATION ORGANIZATION	
Increasing Relevance in IR (Contributed Papers)	**Why Can't Johnny File?** (SIGs/CR & USE)	**Poster Session 2**
Design for Web Searching (Contributed Papers)	**Document, Record, Work** (SIG/HFIS)	**Poster Session 2** (continued)
SYSTEM DESIGN	KNOWLEDGE MANAGEMENT AND USE	
Facilitating Searching (Contributed Papers)	**Information-Related Management Issues** (SIGs/KM & MGT)	**Poster Session 3**
Diligently Seeking Collaboration	**Blogs for Information Dissemination and Knowledge Management** (SIG/KM)	**Poster Session 3 (continued)**
Design for Helping Users (Contributed Papers)	**Managing Information from Scientific Research Projects** (SIG/STI)	**3rd Global Information Village Plaza** (SIG/III)
SYSTEM DESIGN	KNOWLEDGE MANAGEMENT AND USE	
Information Visualization for Searching and Browsing (SIG/HCI)	**Challenges in Knowledge Management Education**	**Knowledge, Information and Behavior** (SIGs/HFIS & CR)
SYSTEM DESIGN	INFORMATION ORGANIZATION	RESOURCES AND SERVICES
Language-Based Design (Contributed Papers)	**Metadata and Ontologies to Support Training and Learning Processes** (SIG/DL)	**Reference Services and Knowledge Bases** (SIGs/STI, LT & USE)
Advances in 3D Image Applications (SIG/VIS)	**Metadata and Standards** (Contributed Papers)	**Journal Performance and Impact** (Contributed Papers)
The NISO Metasearch Activity (NISO & ASIS&T Standards Committee)	**Information Use and Re-Use** (Contributed Papers)	**Library Management and Evaluation** (Contributed Papers)
SYSTEM DESIGN		RESOURCES AND SERVICES
Beyond the Sandbox: Wikis and Blogs (SIG/STI)	**Social Informatics: A Rubric With An Identity Crisis?**	**LibQUAL+** (SIGs/MGT & KM)

ASIS&T GOVERNANCE ACTIVITIES

Saturday, November 13

9:00 a.m.
ASIS&T 2004 Board of Directors

Sunday, November 14

9:00 a.m.
Chapter Assembly

10:30 a.m.
SIG Cabinet

5:00 p.m.
Leadership Development Program

Monday, November 15

SIG Planning Sessions as Scheduled by SIGs and SIG Cabinet Director

12:30 p.m.
Constitution and Bylaws Committee
Education Committee
Nominations Committee

5:00 p.m.
Student Chapter Advisors
Awards and Honors Committee
Standards Committee

Tuesday, November 16

SIG Planning Sessions as Scheduled by SIGs and SIG Cabinet Director

12:30 p.m.
Membership Committee
Leadership Development Committee

3:30 p.m.
ASIS&T Annual Business Meeting
Samantha Hastings, ASIS&T President, presiding
- Officer Reports
- Inaugural Address, Nicholas Belkin
- Open Forum Discussion

5:30 p.m.
Bulletin Advisory Meeting

Wednesday, November 17

12:30 p.m.
SIG Planning Meeting (All SIGs)

1:30 p.m.
2004 & 2005 Board of Directors Meeting

PRE-CONFERENCE SEMINARS AND WORKSHOPS

Separate fees are required for Pre-Conference Seminars and Workshops. See registration form on page 32.

Friday, November 12, 2004

9:00 A.M.-5:00 P.M.

MANAGING USER-CENTERED DESIGN PROJECTS

Have you ever advocated user research, just to be told that you can do it only as long as it doesn't affect the schedule or the budget? Have deadline pressures made you say, "Well, maybe next time. . . "when it comes to iterative design? Have you ever been asked how long it will take to do a usability test and had to pull the answer out of the air?

This seminar takes a project manager's view of user-centered design. We show how to use standard project management techniques to estimate both cost and schedule for UI design and usability activities. We also show how to assess the risks of typical UI projects, plus how to express the risks of *not* following user-centered design principles. By working with project managers on their terms and using their language, you will be able to better integrate usability into your design practices.

In this seminar, participants will learn how to plan user-centered design projects. They will receive worksheets and templates and use them to estimate cost and schedule for one of their own projects. You will

- understand a framework for UCD that places heuristic reviews, user interviews, usability tests and other methods into a larger context;
- learn how to decide which UCD deliverables you should produce for your project;
- identify the usability methods most likely to benefit your project, plus how to time them for maximum impact;
- estimate the budget and time needed for those usability activities; and
- take away a project plan that you can act on when you return to your office.

Understanding a manager's world of scope, schedule and budget is the key to getting usability included in project plans early and ensuring ourselves a place at the software design table.

INSTRUCTORS: SCOTT MCDANIEL AND LAURA SNYDER

Scott McDaniel and Laura Snyder are user-centered designers at Cognetics Corporation. As designers, they help clients establish vision and direction for products, research users, determine requirements and provide detailed designs and specifications for a wide variety of products. Scott has more than eight years experience designing and documenting software, networks and telecommunications systems. A member of the Usability Professionals Assocation, the Project Management Institute and the Society for Technical Communication, Scott founded the STC's Usability SIG for the Washington, DC, Chapter. Laura is manager of the Princeton-based consulting staff at Cognetics. As a project manager, her focus is on determining the *right* amount of process needed to have a successful outcome for both the customer and the users. She is a member of the Usability Professionals Association and Society for Technical Communication. She is currently program director for UsabilityNJ, a grassroots group for usability advocates in the New Jersey area.

FRIDAY, 9:00 A.M.-5:00 P.M.

TAXONOMIES FOR INDEXING – A HANDS ON APPROACH: INTRODUCTION (DAY ONE)

Built and deployed correctly, taxonomy is a guide to a website, especially the underlying database. It improves searching by providing precise, relevant results to a search query. How do you create one? What is the workflow? Who should do it? How long does it take?

Day One of *Taxonomies for Indexing - A Hands on Approach* is ideal for executives and managers and those with no prior experience with the topic. Day Two is the appropriate session for those who have had prior exposure to taxonomies, taxonomy tools and indexing software and who use them regularly. Practitioners who need introductory, theoretical, practical and more advanced immersion into this fascinating and ever more critical field will find both full day sessions worthwhile.

Day One opens with a working definition of taxonomy. Distinctions are made among key fundamental concepts, including taxonomy, thesaurus, indexing, classification and filtering. Taxonomies in the workflow and how and where you implement taxonomies are introduced. The basics of a taxonomy record are presented along with fundamental taxonomy relationships and structure.

Seminar participants will engage in exercises designed to relate these concepts to best practices. Core standards will be identified. There will be ample time for attendees to ask questions and to interject their own issues and problems for review and discussion. Taxonomy, indexing and related software tools will be compared and demonstrated.

INSTRUCTORS: JAY VEN EMAN AND ALICE REDMOND-NEAL

Jay Ven Eman, CEO, Access Innovations, Inc., Albuquerque, New Mexico, has been with Access Innovations since 1978. He has been active in all aspects of its business. He has overseen Access' database production services, where he was responsible for the design and conversion of large, legacy databases for a variety of government and commercial organizations. He writes, gives workshops, consults and helps build large-scale, complex, information-rich databases. He has presented papers and workshops at ASIS&T, SLA, ASIDIC, InternetWorld, Online - London, AGSI - Netherlands and many others. Before joining Access, he worked for the University of New Mexico at the Technology Applications Center, where he specialized in technology transfer and information dissemination of space technology to the commercial arena. He received his Ph.D. in Organizational Behavior from the University of Colorado in Boulder.

Alice Redmond-Neal, Senior Editor, Chief Lexicographer and Data Harmony Training Manager, Access Innovations, Inc., Albuquerque, New Mexico, joined Access Innovations in 1995. She has been

involved in editorial activity for over 30 projects, including development of knowledge domains, abstracting, indexing, mapping and conversion of data to alternate formats; produced over 20 thesauri in subject areas ranging from technical to general interest topics; and trained clients and co-workers in the use of Data Harmony content management software. As a member of the Data Harmony marketing team, she attends industry conferences, demonstrates Data Harmony software for prospective clients and library school faculty and students, and contributes to marketing and sales planning and activities, including development of presentations for company websites and sales proposals. She has published papers and presented workshops and papers at ASIS&T, SLA and other venues.

Saturday, November 13, 2004

SATURDAY, 8:30 A.M.-5:00 P.M.

15TH ASIS&T SIG/CR CLASSIFICATION RESEARCH WORKSHOP

The theme for the 2004 SIG/CR Classification Research Workshop is "More Than Words," a topic that addresses classification issues that deal with images, sounds and objects. The idea is a broad one, not excluding the traditional words on paper format, but addressing special aspects of classifying a particular form. Examples include but are not limited to videos, sound recordings, clothing, sculpture, machinery, postcards, posters, maps, letters and books with a particular characteristic.

All workshop attendees are invited to bring a small (maximum size 24" x 36") poster session on any topic that relates to the workshop. Creativity is encouraged in designing these information displays. Posters will be displayed in the workshop room, and ample time will be allowed during the lunch break for attendees to talk with others informally about their posters. We hope that this will add to the "collaborative workshop" mood of the day.

SATURDAY, 9:00 A.M.- 5:00 P.M.

TAXONOMIES FOR INDEXING - A HANDS ON APPROACH: INTERMEDIATE (DAY TWO)

Built and deployed correctly, taxonomy is a guide to a website, especially the underlying database. It improves searching by providing precise, relevant results to a search query. How do you create one? What is the workflow? Who should do it? How long does it take?

Day One of *Taxonomies for Indexing - A Hands on Approach* (scheduled Friday, November 12, 2004) is ideal for executives and managers and those with no prior experience with the topic. Day Two is the appropriate session for those who have had prior exposure to taxonomies, taxonomy tools and indexing software and who use them regularly. Practitioners who need introductory, theoretical, practical and more advanced immersion into this fascinating and ever more critical field will find both full day sessions worthwhile.

Day Two begins with a brief refresher of basic definitions and fundamental concepts from Day One. This will set the stage for a more theoretical discussion of the topic. Additional, related standards will be introduced including RDF, Ontology - OWL and topic maps. The core feature of Day Two will be a case study based on the development and revision of the ASIS&T thesaurus for the Digital Library Initiative as well as other real world projects. Throughout the day, attendees will be given opportunities to participate in exercises in the development and implementation of taxonomies and thesauri. The difficulty levels of the exercises will vary from beginning to advanced. The case study will be used to tie the theoretical and definitional aspects to the practical. Taxonomy, indexing and related software will be used during the exercises. Ample time will be available for attendees to interject questions and problems for discussion.

INSTRUCTORS: JAY VEN EMAN AND ALICE REDMOND-NEAL

Jay Ven Eman, CEO, Access Innovations, Inc., Albuquerque, New Mexico, has been with Access Innovations since 1978. He has been active in all aspects of its business. He has overseen Access' database production services, where he was responsible for the design and conversion of large, legacy databases for a variety of government and commercial organizations. He writes, gives workshops, consults and helps build large-scale, complex, information-rich databases. He has presented papers and workshops at ASIS&T, SLA, ASIDIC, InternetWorld, Online - London, AGSI - Netherlands and many others. Before joining Access, he worked for the University of New Mexico at the Technology Applications Center, where he specialized in technology transfer and information dissemination of space technology to the commercial arena. He received his Ph.D. in Organizational Behavior from the University of Colorado in Boulder.

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SATURDAY, 9:00 A.M.-5:00 P.M.

BUILDING AN INSTITUTIONAL REPOSITORY USING DSPACE

Universities and other organizations are producing digital objects – articles, reports, theses, audio/video, datasets – in ever-increasing numbers. To collect, preserve and provide access to these digital objects, libraries around the world are building institutional repositories using a variety of software packages for digital asset and content management. This course will discuss how to build an institutional repository using the open source DSpace software, developed by the Massachusetts Institute of Technology. Issues to be covered include DSpace system architecture and installation; metadata issues; marketing strategies for building content communities; administration and support; policy development; operational costs; and the definition of a sustainable business model. The role of the DSpace Federation and ongoing development projects will also be covered.

INSTRUCTORS: MARGRET BRANSCHOFSKY AND MICHAEL LEACH

SATURDAY, 9:00 A.M.-5:00 P.M.

ESSENTIAL PRE-IMPLEMENTATION PLANNING FOR SUCCESSFUL WEB CONTENT MANAGEMENT

By now, most organizations are figuring out that procuring a Web content management (WCM) system is but the tip of the iceberg. Preparing the information infrastructure and the necessary governance to enable change and foster adoption are equally critical. In this course, the instructors will outline a successful framework for preparing a business unit or enterprise to implement Web content management, specifically using off-the-shelf Web content management solutions.

The instructors will provide insights into educational and consensus-building activities designed to empower departmental Web publishers and content contributors. Lively discussions will center on how to prepare the agency culture to deal with the change management that WCM necessitates. Lessons learned and good practices will be provided for group vetting.

INSTRUCTORS: HOWARD MCQUEEN AND ELIZABETH RANDOLPH

Howard McQueen has been consulting with agencies on their intranet and internet strategies and implementations since 1993. He is a frequent contributor to FLICC, Army KM, SLA, ASIS&T and DoD events. Howard keynotes international conferences and provides workshops throughout North America and the United Kingdom.

Elizabeth Randolph has been consulting on Web information architecture, usability and user experience design since 1998, after working in healthcare publishing for 10 years as an editor and product developer of reference books and software.

SATURDAY, 9:00 A.M.-5:00 P.M.

COLLABORATING WITH COLLEAGUES ACROSS DISCIPLINARY, ORGANIZATIONAL AND GEOGRAPHIC BOUNDARIES: LESSONS LEARNED

Interesting and important research questions emerge in information and library science (ILS) that may best be addressed by research teams that include colleagues from different disciplines, organizations and geographic locations. Interesting and important research questions also emerge in other disciplines and settings that can benefit from knowledge and expertise found in information and library science. Collaboration among researchers from multiple disciplines, organizations and geographic locations can provide unique opportunities to create new knowledge as well as unique educational experiences for students. However, collaboration with colleagues from different disciplines, organizations and locations can also introduce new challenges because disciplines, university departments and organizations all have different norms and practices as well as perceptions, both positive and negative, of other disciplines and organizations.

This workshop is a forum for researchers and professionals who have participated in interdisciplinary, interorganizational and geographically distributed collaboration to share their experiences and lessons learned. It is also a forum for researchers and professionals who may not have yet collaborated with colleagues from other disciplines, organizations and locations and who would like to learn from others' experiences. The focus is on practical experiences and advice, sharing lessons learned that may be particularly relevant to the field of information and library science.

Workshop participants who have experience collaborating with researchers and professionals in other disciplines, organizations and locations are asked to prepare a 20-minute presentation discussing their experiences. We are particularly interested in discussing how differences in work practices and norms were identified and how a working understanding evolved among collaborators. We would welcome case studies that cover these topics explicitly. If there's interest among presenters and attendees, a collection of papers by presenters and a workshop report will be published.

INSTRUCTORS: DIANE SONNENWALD AND ELISABETH DAVENPORT

Diane Sonnenwald conducts research on collaboration and collaboration technology in a variety of contexts. She has led several interdisciplinary projects, such as nanoManipulator Collaboratory Research Project (with M. Whitton) funded by the National Institutes of Health, and the Collaboration Effort at the National Science Foundation Science and Technology Center for Environmentally Responsible Solvents and Processes. She and colleagues in computer science and medicine recently received a grant from the National Library of Medicine to investigate the potential of 3D telepresence technology for emergency medical consultation. Currently Diane is a professor at the Swedish School of Information and

Library Science at Göteborg University and University College of Borås, and an affiliate professor at the University of North Carolina.

Elisabeth Davenport is a professor on the faculty of the School of Computing at Napier, and a board member of the International Democracy Centre there. She has been involved in a number of collaborative projects funded by the European Commission (EC) in the areas of community informatics, e-government and knowledge management for virtual enterprises. She leads the Social Informatics Group at Napier and is a Research Fellow of the International Teledemocracy Centre, a new initiative funded by BT Scotland and Napier University. Elizabeth also serves on the editorial boards of Library Quarterly and JASIS&T.

SATURDAY, 1:00 P.M. - 6:00 P.M.

SPECIAL INTEREST GROUP/INFORMATION NEEDS, SEEKING AND USE (SIG/USE) WORKSHOP

Sunday, November 14, 2004

SUNDAY, 8:30 A.M.- NOON

PERSONAL INFORMATION MANAGEMENT IN THEORY AND IN PRACTICE

This tutorial provides an overview of personal information management (PIM) both as a field of inquiry and as an activity that all of us perform every day. The tutorial includes the following elements:

- Historical overview of PIM with special emphasis on developments over the past 20 years
- Analytical breakdown of PIM with respect to key problems, activities of information management (assessment of need, finding, keeping, organizing and maintaining, re-finding, etc.) and domains of information management (e-mail, Web, e-documents, paper, etc.)
- Assessment of current PIM research and development, including promising lines of empirical inquiry, theoretical development and tool development
- Practical review of enduring "dos" and "don'ts" of personal information management
- Overview of the many tools that promise to help with PIM

The tutorial will provide a way of evaluating these tools with respect to key activities of PIM. Special attention is given to new tool developments of the past year or so.

The tutorial is highly interactive. Tutorial participants will have the opportunity to assess and refine their own individual strategies of PIM. Participants can begin work on their own personal unifying taxonomies in support of these strategies. The tutorial will also cover the differing tool requirements of different strategies.

The tutorial is designed for a general audience. Researchers, especially in related areas such as information retrieval and library management, will have an opportunity to learn more about PIM as a field of inquiry. But personal information management is something we all must do. Everyone who attends will have an opportunity to gain a deeper understanding of PIM, its fundamental problems, the roles it plays in daily life and the ways in which selected strategies and supporting tools can help.

INSTRUCTORS: WILLIAM JONES AND HARRY BRUCE

William Jones is associate research professor in The Information School at the University of Washington where he manages the Keeping Found Things Found (KFTF) project in collaboration with Harry Bruce. Dr. Jones earned a Ph.D. from Carnegie-Mellon University for his investigations into human memory. His research includes pioneering explorations into the application of human memory research to the design of information retrieval systems, as well as the uses of "pictures of relevance" to provide visual expression to underlying properties of vector-based measures of similarity. More recently, Dr. Jones served as a program manager at the Microsoft Corporation, where he was involved in the production of information retrieval-related features for both Microsoft Office and MSN Search. Dr. Jones holds five patents in the area of information retrieval.

Harry Bruce is associate dean of research in The Information School at the University of Washington. He has an extensive record in the fields of information behavior and library and information science. He has been active in the exploration of social, educational and work-related issues surrounding the changing role of information technologies. His recently published book, The Users View of the Internet, presents a theoretical framework for understanding how people relate to the complex information interactions that characterize Web use. Dr. Bruce's research and teaching focus on human information behavior, information seeking and use and personal information management in networked information environments.

SUNDAY, 8:30 A.M.- NOON

SOCIAL INFORMATICS WORKSHOP FOR LIBRARY AND INFORMATION SCIENCE RESEARCH

Social informatics (SI) is a label for the study of the design, uses and consequences of information and communications technologies (ICT), specifically taking into account ICT interaction with institutional and cultural contexts. This body of research has developed concepts and findings that are pertinent to understanding the design, development and operation of usable information systems, including digital libraries, websites, intranets, courseware environments, knowledge management systems, electronic forums, digital reference environments and electronic scholarly communications environments, which have been of interest to researchers in library and information science (LIS).

Drawing on social constructivist and socio-technical theorizing, SI research challenges the typical presentation of information and communications technologies (ICT) as neutral tools; instead,

it investigates how actors embed interests, biases and beliefs into ICT, and it explores the effects of these embedded biases on use or effects of ICT. Social informatics research is known for its critical analysis of the design, development and use of information technologies within societies, organizations and groups. SI research challenges assumptions about the positive or negative effects of ICT and views both the ICT and their social contexts as constantly shaping and reshaping one another.

Carrying on the work of the late Dr. Rob Kling, a leading proponent of social informatics within LIS, this half-day workshop is intended to encourage development of new social informatics research streams within LIS.

The goals of this workshop are the following:

- Introduce concepts and findings of social informatics
- Link these to pertinent and contemporary research in LIS
- Provide a forum for interested SI researchers (and those who are curious about the insights and approaches to conducting research from an SI perspective) to engage in the type of lively debate that was both a hallmark of Rob and a key vehicle for advancing the science of SI
- Provide a forum for networking and knowledge sharing
  The workshop is interactive and focused on small-group work. Participant's research interests will drive the sessions, and an experienced SI scholar will facilitate each group. Through a combination of small group work and interactive discussion sessions the workshop will explore the utility of SI concepts to contemporary LIS research topics.

Scholars, both beginning and established, who would like to learn more about how to conduct SI research, who want to better understand what to expect from SI work or who want to network with other SI researchers are encouraged to attend. All participants will be engaged in the group work and larger discussion sessions.

Instructors: K.R. Eschenfelder, N. Hara, R. Lamb, H. Rosenbaum and S. Sawyer

Sunday, November 14, 2004

Plenary Session

SUNDAY, 1:00 P.M.

JC HERZ

PLENARY SPEAKER: JC HERZ

JC Herz, principal of Joystick Nation, Inc., a consultancy that applies the principles of complex systems and game design to products, services and learning systems, is recognized as one of the World Economic Forum's "Global Leaders of Tomorrow." Herz's focus is networked interaction design and systems that leverage the intrinsic characteristics of networked communication.

A noted journalist, lecturer and educator, Herz has conducted numerous workshops on game design, networked experience design and brand strategy in networked markets. She currently sits on the National Research Council's Committee on Creativity and Information Technology. She is the author of *Joystick Nation: How Videogames Ate Our Quarters, Won Our Hearts,* and *Rewired Our Minds* and *Surfing on the Internet*, which was described by William Gibson as "post-geographical travel writing." JC was the *New York Times*' first computer game critic and is now producing a documentary on the history of videogames for PBS.

SUNDAY, 3:30 P.M.

E-SCIENCE: THE NEW ENVIRONMENT FOR SCIENTIFIC AND TECHNICAL INFORMATION MANAGEMENT (SIG/STI)

Dramatic change in scientific research practice is underway. Computers are commonplace. High-speed networks that bring terms such as teraflop and petabyte to conversations regarding data and computational resources are making e-science a reality. Global partnerships and new levels of collaborative work are taking place thanks to this terascale-ready infrastructure. What do these cyberinfrastructures mean for the conduct of science? What implications do these changes have for the management, organization, access and preservation of scientific and technical information?

PRESENTERS

SANGTAE "SANG" KIM, National Science Foundation
GARY FOLEY, U.S. Environmental Protection Agency
NEIL BEAGRIE, Joint Information Systems Committee, United Kingdom
Moderator: **PAT FLANAGAN**, Worcester Polytechnic

SUNDAY, 3:30 P.M.

IMPORTANT TECHNICAL ISSUES FOR DIGITAL LIBRARIES WITH MULTIPLE COLLECTIONS, DIFFERENT LANGUAGES AND DIVERSE AUDIENCES (SIGs/III & DL)

Implementation of digital libraries with multiple collections, different languages and diverse audiences requires attention to several important technical issues.

You will learn about

- Metadata strategies that permit efficient and effective acquisition, storage and retrieval of cross-cultural and cross-linguistic resources to enable use by individuals seeking resources in their own languages or searching across languages for resources in languages other than their own
- Interoperability among various knowledge organization systems adopted by different collections with a look at 18 research projects aimed at achieving interoperability and the eight methods used to achieve it
- Multilingual information access through the design of interactive process in cross-language information access systems

PRESENTERS

GREGORY M. SHREVE, Kent State University
LOIS MAI CHAN, University of Kentucky
MARCIA LEI ZENG, Kent State University
DAQING HE, University of Pittsburgh
Coordinator: **YIN ZHANG**, Kent State University

SUNDAY, 3:30 P.M.

EMPOWERING USERS: CULTURES AND CONFLICTS FROM SOCIAL INFORMATICS PERSPECTIVES (SIG/USE)

Social informatics research challenges the notion that information and communications technologies (ICT) are neutral and fixed objects; instead, this field investigates how developers and users embed interests, biases and beliefs into ICT and explores the effects of these embedded biases. This panel will present research that addresses users' perspectives on the employment and effects of ICT, focusing on the political aspect of ICT implementation and deployment.

You will learn about

- How intellectual property owners and consumers differ in their views of, and reactions to, digital rights management systems and the hacking of such systems
- How the notion of e-government has been articulated as a means to achieve political legitimacy
- How the Internet is used for the understanding of Middle East conflicts

PRESENTERS

KRISTIN ESCHENFELDER, University of Wisconsin, Madison
NORIKO HARA, Indiana University
BIN LI, University of North Carolina, Chapel Hill
BRENDAN LUYT, University of Western Ontario
PNINA SHACHAF, Indiana University
BARBARA WILDEMUTH, University of North Carolina, Chapel Hill
Coordinator: **BIN LI**, University of North Carolina, Chapel Hill

SUNDAY, 3:30 P.M.

INFORMATION VISUALIZATION: HIGHLIGHTS, HISTORIES AND FUTURES (SIG/VIS)

Information visualization is a rapidly evolving field of study involving many disciplines, such as computer science, cognitive psychology and information science. The field combines traditional academic disciplines with commercial applications (such as video games) to create new paradigms for information or data visualization with the goal of improved understanding. Historically, information visualization research has synthesized, traversed and recombined innovations from traditional compartmentalized research areas. This panel will focus on future directions, using such examples as large visually oriented information systems and new mental models of visually organizing information.

PRESENTERS

HOWARD GRIESDORF, University of North Texas
CORINNE JÖRGENSEN, Florida State University
PETER JÖRGENSEN, Florida State University
DIANE NEAL, University of North Texas
BRIAN C. O'CONNOR, University of North Texas
RAY UZWYSHYN, University of Miami Libraries

SUNDAY, 3:30 P.M.

INTERDISCIPLINARY CONCEPTS OF THE *WORK* ENTITY – CROSSING CULTURAL BOUNDARIES FOR INFORMATION RETRIEVAL (SIGS/CR & HFIS)

A *work*, at a basic level, is a deliberately created knowledge-record (i.e., a text, an oeuvre, etc.) representing a coordinated set of ideas (i.e., ideational content) that is conveyed with the purpose of being communicated to a consumer. Research into the nature of works has begun to yield both empirical and theoretical understanding of the nature of the *work* entity. At the 2003 ASIS&T Annual Meeting, a panel on "works as entities for information retrieval" presented basic definitions and demonstrated operational concepts of *works*. Following up on the discussions that ensued last year, this session looks at interdisciplinary concepts of the work, which demonstrate some of the ways in which works help bridge cultural boundaries.

You will learn about

- The concept of the musical work from semiological and epistemological perspectives
- The concept of the work in the visual arts, exploring developments in the ontology of art and cultural informatics
- How speech act theory, social semiotics and related perspectives bear on the distinctions among concepts of *work, document* and *genre*

PRESENTERS

JONATHAN FURNER, University of California, Los Angeles
BIRGER HJØRLAND AND JACK ANDERSEN, Royal School of Librarianship, Denmark
Moderator: **RICHARD P. SMIRAGLIA**, Long Island University

SUNDAY, 3:30 P.M.

POSTERS 1: INFORMATION ORGANIZATION AND ACCESS

- "POP: Poster Optimisation Problem." **LLEWELLYN C. PUPPYBREATH**, at large
- "The Southern Appalachian Information Node (SAIN) of the National Biological Information Infrastructure." **BONNIE C. CARROLL**, Information International, and **FRANCIEL AZPURUA-LINARES**, United States Geological Survey
- "Defining a Metadata Structure to Support Integration." **SHEILA O. DENN, JUNG SUN OH** and **M. CRISTINA PATTUELLI**, University of North Carolina, Chapel Hill
- "The HUMIRS Project: Phase I." **J. STEPHEN DOWNIE**, University of Illinois, Urbana-Champaign
- "The Effects of Organizational Structure on Text Content on Government Web Sites." **KRISTIN R. ESCHENFELDER, PHOEBE M. CHIU** and **IAN ALDERMAN**, University of Wisconsin
- "Hearing and Feeling the Data: Multivariate Multimodal Choropleth Mapping." **MYKE GLUCK, ERIC HUGGARD** and **SEAN MORAN**, Virginia Military Institute; and Wooseob Jeong, University of Wisconsin, Milwaukee
- "Finding Victoria Adams: Name Authority Control in Digital Libraries." **SUZANNE GRAHAM** and **SHEILA MCALISTER**, University of Georgia
- "Evaluation of Thesauri for Automatic Query Expansion and Searching Within Document Structure." **P. BRYAN HEIDORN, JING ZHANG** and **HONGYAN SUN**, University of Illinois, Urbana-Champaign
- "AddToFavorites2 (ATF2): Prototype and Evaluation." **PEI-YUN SABRINA HSUEH** and **AMMY JIRANIDA PHUWANARTNURAK**, University of Washington
- "A Hybrid Approach to Discover High Level Category Structure of a Statistical Website." **DUHUI LU** and **JUNLIANG ZHANG**, University of North Carolina, Chapel Hill
- "Usability of Digital Libraries: An Evaluation Model." **JUDY JENG**, Rutgers University
- "Online Braille Generator With Force Feedback Effects." **WOOSEOB JEONG**, University of Wisconsin, Milwaukee
- "Bibliographic Access Using a Case-Based Reasoning Engine." **DAVID H. JONASSEN** and **SANDA ERDELEZ**, University of Missouri, Columbia
- "Study on Distribution of Relevant Documents on Ranked Lists of Similarity." **GIYEONG KIM** and **HYUK-JIN LEE**, Rutgers University
- "At the Crossroads in Digital Image Metadata: How to Meld 2D and 3D Element Requirements." **VICTORIA KRAVCHYNA, ELISE LEWIS** and **SAM HASTINGS**, University of North Texas
- "Task Type and a Faceted Classification of Task." **YUELIN LI**, Rutgers University
- "Approaches to Migration of Information for Use on Small Screens." **BONNIE MACKAY, CAROLYN WATTERS** and **JACK DUFFY**, Dalhousie University

- "Bring Order to Text Corpora Using Automatically Generated Concept Hierarchies." **Chulin Meng**, University of Illinois, Urbana-Champaign
- "Cross-Language Information on the Web: An Exploratory Study of an Arabic-English Search Engine." **Haidar Moukdad**, Dalhousie University
- "Kontextual Interactive Support System." **Guillermo A. Oyarce**, University of North Texas
- "An Ontology-Driven Approach to Accessing and Understanding Statistical Information in the GovStat Project." **Maria Cristina Pattuelli** and **Junliang Zhang**, University of North Carolina, Chapel Hill
- "Markup Analysis: A Conceptual Framework for Digital Content Design." **Paul Scifleet** and **Concepcion S. Wilson**, University of New South Wales
- "Measuring and Assuring Metadata Quality in Federated Digital Collections." **Besiki Stvilia, Les Gasser** and **Michael B. Twidale**, University of Illinois, Urbana-Champaign
- "A User-Centered Framework for Evaluation of Classification Schemes on the Web." **Chang Su**, University of North Carolina, Chapel Hill
- "Long-Term Collaboration Across Disciplines: iLumina Digital Library's Metadata Development Team." **Deborah E. Swain** and **Marilyn K. McClelland**, North Carolina Central University, and **Barbara P. Heath**, East Main Educational Consulting
- "The Metamap." **James M. Turner**, University of Montreal
- "Mapping Subjects on Campus." **William J. Wheeler**, North Carolina State University
- "Using a Game Theory Model as a Frame for Presentation of Economic News Content." **Howard M. Williams**, Hewlett-Packard
- "Comparative Literary Style Mining Between Native and Non-Native English Writers." **Bei Yu**, University of Illinois, Urbana-Champaign

Sunday, 5:00 p.m.

Leading Successful Volunteer Projects (Leadership Development Program)

Non-profits, educational institutions and many other types of organizations rely on volunteers to achieve their missions. At the same time, volunteer-based projects are a challenge to accomplish. This interactive session will draw on experiences from audience members and examples from the recent redesign of the ASIS&T website. We will examine volunteering, leading and succeeding (and even projects) in order to discover some simple but effective philosophies and strategies to make you a better leader – and a better volunteer.

Presenter
Stacy Surla, IBM

Sunday, 6:30 p.m.

Welcome Reception/SIG Rush

Monday, November 15, 2004

Monday, 8:00 a.m.

Scholarly and Scientific Communication (Contributed Papers)

- *Web-Based and Print Journal-Based Scholarly Communication in the XML Research Field: A Look at the Intellectual Structure.* **Dangzhi Zhao**, University of Alberta
- *The Cultural Shaping of Scholarly Communication: Explaining E-Journal Use Within and Across Academic Fields.* **Jenny Fry**, Networked Research and Digital Information, The Netherlands, and **Sanna Talja**, University of Tampere, Finland
- *Use of Electronic Science Journals in the Undergraduate Curriculum: An Observational Study.* **Carol Tenopir, Peiling Wang, Richard Pollard, Yan Zhang** and **Beverly Simmons**, University of Tennessee

Moderator: **Julie Hurd**, University of Illinois, Chicago

Monday, 8:00 a.m.

Use of a Virtual Community to Enhance Communication and Improve Student Learning Outcomes (SIG/DL)

This case study session offers a practical approach for the development and use of a virtual community to meet program needs and maintain connectivity among participants (faculty, staff, adjuncts and students) in a LIS masters' degree program. The virtual community was developed using the Blackboard course management software and is accessed through the university portal.

Presenters
Vicki L. Gregory, Diane Austin and **Tom Terrell**, University of South Florida

Monday, 8:00 a.m.

Web Searching Behavior (Contributed Papers)

- *"I Still Like Google": University Student Perceptions of Searching OPACs and the Web.* **Karl V. Fast** and **D. Grant Campbell**, University of Western Ontario
- *Keeping and Re-Finding Information on the Web: What Do People Do And What Do They Need?* **Harry Bruce** and **William Jones**, University of Washington, and **Susan Dumais**, Microsoft Corporation
- *Information Task Switching and Multitasking Web Search* (SIGs/CR & HFIS). **Amanda Spink** and **Minsoo Park**, University of Pittsburgh, and **Bernard J. Jansen**, Pennsylvania State University

Moderator: **Donna C. Chan**, University of Western Ontario

Monday, 8:00 a.m.

Image Retrieval (Contributed Papers)

- *A Flexible Image Browsing Interface Tester: Design, Implementation and Preliminary Results in a Face Recognition Test.* **Peter Jörgensen**, Florida State University
- *Free Sorting of Images: Attributes Used for Categorization.* **Abebe Rorissa** and **Samantha K. Hastings**, University of North Texas
- *The Visual Indexing Vocabulary: Developing a Thesaurus for Indexing Images Across Diverse Domains.* **Corinne Jörgensen**, Florida State University

Moderator: **R. Dave Lankes**, Syracuse University

Monday, 8:00 a.m.

Thesaurus Development (Contributed Papers)

- *Task-based Evaluation of Associative Thesaurus in Real-life Environment.* **Marianne Lykke Nielsen**, Royal School of Library and Information Science, Denmark
- *Issues in the Development of a Thesaurus for Patients' Chief Complaints in the Hospital Emergency Department.* **Stephanie W. Haas** and **Debbie A. Travers**, University of North Carolina, Chapel Hill
- *Integrating Log-based and Text-based Methods Towards Automatic Web Thesaurus Construction.* **Hsiao-Tieh Pu**, National Taiwan Normal University, and **Lee-Feng Chien**, Academia Sinica, Taiwan

Moderator: **Dagobert Soergel**, University of Maryland

Monday, 8:00 a.m.

Posters 1: Information Organization and Access (continued)

Plenary Session

Monday, 10:00 a.m.

Semantic Web – The Web of Machine Processable Data

Keynote Speaker: Tim Berners-Lee

Tim Berners-Lee, inventor of the World Wide Web, is currently director of the W3C (World Wide Web Consortium), an open forum of companies and organizations with the mission to lead the Web to its full potential, and he holds the 3Com Founders chair at the Laboratory for Computer Science and Artificial Intelligence Lab (CSAIL) at the Massachusetts Institute of Technology (MIT).

Berners-Lee, the son of computer scientists, studied physics at Queen's College at Oxford University. In 1980, he was working as a software consultant at CERN, the European Particle Physics Laboratory in Geneva, where he created a system to help him remember connections between various people and projects at the lab. Soon he expanded the system into one that his colleagues could use to share information from one computer to the next without a central database. In 1989, he proposed taking it to the next level by creating a network based on his memory project.

Berners-Lee envisioned a global information space where computers everywhere would be linked and available to all. The existence of two technologies – hypertext and the Internet – would let him turn his vision into a reality. Hypertext would allow any document to be linked to any other document. The Internet would allow those documents to be transmitted. And thus were planted the seeds of the World Wide Web.

Monday, 1:30 p.m.

National Security Policies: Implications for Information Flow and Scholarly Exchange (SIGs/III & IFP)

What impact have post-9/11 national security policies had on the pursuit and exchange of scholarly information? At issue is the effect of recent policies on scholarly research, publishing and networking, and how these activities have been limited by increasingly stringent visa requirements, the effect of trade embargoes on the publishing of works submitted by authors living in embargoed countries (e.g., IEEE cases), and the overall "chilling effect" resulting from a climate of fear and suspicion. Panelists represent various perspectives, including academia, scholarly publishing, government and civil society.

You will learn about

- The ban on editing works for embargoed countries
- Problems of visiting other countries for research (obtaining visas, etc.)

- Data mining and integration and their impact on personal privacy
- Achieving the balance between compliance with national security regulations and the moral and ethical issues of the professions

Presenters
Lee Strickland, University of Maryland
Shelly Warwick, Queens College, CUNY
Brian Cantwell Smith, University of Toronto
Michel Menou, EU/France
Don Kraft, Louisiana State University and JASIST editor
Moderator: **Nadia Caidi**, University of Toronto

Monday, 1:30 p.m.

Assessing Digital Libraries: Evaluation Strategies, Practices and Issues

State library agencies continue to develop digital libraries to maximize the resources and programs that can be provided to wide ranges of users. These libraries can include online databases, e-books, digitized collections and other services, such as digital reference. Panel members will identify evaluation strategies, methods and issues that assist developers and researchers in assessing the extent to which such libraries meet stated goals and objectives and user information needs.

Presenters
John Carlo Bertot, Florida State University
Charles R. McClure, Florida State University
William E. Moen, University of North Texas

Monday, 1:30 p.m.

Emotional Design: The Influential Role of Affect in Information Behavior (SIG/USE)

Most studies of human information behavior have focused on cognitive aspects of information seeking and use, such as search strategy or moves, search term selection, search errors, relevance judgments and successive searching. Other studies have taken a holistic approach, integrating cognitive, affective and sensorimotor information behavior in context. Affective information behavior drives information thoughts and actions through varying degrees of a person's interest, motivation, feelings and persistence, among other affective variables. Researchers will present analyses of affective information behavior that illustrate its determining effect on thinking and actions. A focus on integrated affective information behavior should enable better design of information systems and services.

You will learn about

- Information encountering
- Information behavior in everyday contexts
- Emotional development and children's use of emotion to categorize books
- Design search engines and directories
- Information search process
- Sense-making
- Personal information management
- The ACS information behavior unit

Presenters
Dania Bilal, University of Tennessee
Allison Druin, University of Maryland
Sanda Erdelez, University of Missouri, Columbia
Karen Fisher, University of Washington
Diane Nahl, University of Hawaii

Monday, 1:30 p.m.

Increasing Relevance in IR (Contributed Papers)

- *Cross Evaluation – A Pilot Application of a New Evaluation Mechanism.* **Ying Sun** and **Paul Kantor**, Rutgers University; **Tomek Strzalkowski**, SUNY Albany; **Robert Rittman** and **Nina Wacholder**, Rutgers University
- *Adjectives as Indicators of Subjectivity in Documents.* **Nina Wacholder** and **Paul Kantor**, Rutgers University; **Kwong Bor Ng**, Queens College, CUNY; **Tomek Strzalkowski**, SUNY, Albany; and **Ying Sun**, Rutgers University
- *An Approach to Document Clustering Based on System Relevance.* **Monica Desai**, Pennsylvania State University, and **Amanda Spink**, University of Pittsburgh

Moderator: **Ethel Auster**, University of Toronto

Monday, 1:30 p.m.

Why Can't Johnny File? And What Can We Do to Help? (SIGs/CR & USE)

The creation and use of classification schemes are fundamentally difficult activities and the reasons for these difficulties have deep philosophical underpinnings. Yet, in our daily interactions with information, we perform a related and equally difficult activity: We file. Most of us maintain several different folder structures in different places (home and workplace) to organize various forms of information.

In a world where information is critical to so many of life's activities, the ability to file must be regarded as a basic skill much like reading or writing. And yet few of us receive any training whatsoever in the basics of filing. What are the basics of good filing or, more generally, information organization on a personal level? Practical guides on filing or "getting organized" are largely the province of people with little or no formal training in relevant disciplines such as library and information science, cognitive psychology or knowledge organization. What can the research communities for these disciplines add?

Presenters
Jens-Erik Mai, University of Washington

Marcia J. Bates, University of California, Los Angeles
Gary Marchionini, University of North Carolina, Chapel Hill
Annelise Mark Pejtersen, Risø National Laboratory, Denmark
Moderator: **William Jones**, University of Washington

Monday, 1:30 p.m.

Posters 2: Information Science Issues and Practices

- "POP: Poster Optimisation Problem." **Llewellyn C. Puppybreath**, at large
- "Informed Creation Aids Preservation: Preparing for the Future at the Moment of Creation." **Suzie Allard**, University of Tennessee, and **Gail McMillan**, Virginia Tech
- "Civil Society, Information and Communications Technology, and Good Governance: Challenges Facing South Africa." **Albert Arko-Cobbah**, University of the Free State, South Africa
- "Building Bridges: Human-Computer Interaction and Software Engineering." **Michael E. Atwood, Jodi C. Williams** and **Katherine W. McCain**, Drexel University
- "Validating Qualitative Research: Determining the Generalizability of Qualitative Findings." **Joan C. Bartlett** and **Elaine G. Toms**, University of Toronto
- "Informational Roles Played by Middle Managers in an Organization in Transition: A Pilot Study." **Pierrette Bergeron, Diane Mercier, Lorna Heaton, Suzanne Bertrand-Gastaldy** and **Claudine Leblanc**, University of Montreal
- "The Future of Libraries in the Community Networking Era: The Canadian Experience." **Nadia Caidi** and **Andrew Clement,** University of Toronto
- "Rejecting and Resisting New Ideas in Science." **Juan Miguel Campanario** and **Erika Acedo**, Universidad de Alcala, Spain
- "Studying the Competition for Space in Academic Journals: IHPI (In-House Publication Index)." **Juan Miguel Campanario** and **Cristina Rodriguez**, Universidad de Alcala, Spain
- "Getting in on the Front End of Information Systems Development: An Exploration of Records Manager/Systems Analyst Interactions in State Government." **Lynne Cooper Chase**, University of Wisconsin, Madison
- "Charting the Greek Web." **Efthimis N. Efthimiadis**, University of Washington, and **Carlos Castillo**, Universidad de Chile Arik Fischel
- "On the Vital Importance of an IT System in a Parliament." **Arik Fischel**, Knesset, The Israeli Parliament
- "The National Biological Information Infrastructure." **Mike Frame** and **Franciel Azpurua-Linares**, United States Geological Survey
- "The HistCite System for Mapping and Bibliometric Analysis of the Output of Searches Using the ISI Web of Knowledge." **Eugene Garfield**, Institute for Scientific Information, and **Alexander I. Pudovkin**, Russian Academy of Sciences
- "Understanding Organizational Information Quality." **Les Gasser** and **Besiki Stvilia**, University of Illinois, Urbana-Champaign
- "The Structuring of GIS Technologies: The World Trade Center Crisis as a Change Episode." **J. Ramon Gil-Garcia, Teresa Harrison, Dubravka Juraga, Theresa Pardo** and **Fiona Thompson**, University at Albany/SUNY
- "International Communities of Practice: Conservators, Administrators, and Scholars Report Situations of Uncertainty." **Maria E. Gonzalez**, University of Texas, Austin
- "Public Library Web Sites: Identity, Inclusion, and Innovation in a Digital Age." **Brenda Hough**, Emporia State University
- "Wired South Korea: The Success Story of Broadband Diffusion." **Heisung Kum**, Florida State University
- "Power of Systems Offices in Academic Libraries Based on Strategic Contingencies Theory." **Sook Lim**, University of Wisconsin, Madison
- "A Citation Context Analysis of Frederick P. Brooks' The Mythical Man-Month." **Katherine W. McCain** and **Laura J. Salvucci**, Drexel University
- "Exploratory Research on the Role of Information Professionals in Knowledge Management Programs." **Stewart Mohr, Claire McInerney** and **Stacy Mandelker**, Rutgers University
- "Digitization of Biodiversity Information: Research Opportunities to Library and Information Science Professionals." **Shubhada Nagarkar**, University of Pune, India; **Harsha Parekh**, SNDP Women's University, India; and **Geoffrey Bowker**, University of California, San Diego
- "Mapping the 'Human' Side of Computing: An Author Cocitation Analysis of the Interrelationships Between Ergonomics, Human-Computer Interaction and Human Factors Research." **Gulshan Panjwani** and **Katherine W. McCain**, Drexel University
- "Where's the Library in Service Learning: Theoretical Models of Partnership Between Service Learning Faculty and Academic Libraries." **John Riddle**, Pennsylvania State University
- "Implementing an Open Access Project at the MBLWHOI Library." **Amy Stout**, Woods Hole Oceanographic Institute
- "Working in Shannon's Shadow: Mistaken Identity and Persistent Entropy of Information Concepts." **Tonyia J. Tidline**, University of Alabama
- "A Diversified Approach to Creating a Community of Practice in Bioinformatics." **K.T.L. Vaughan, Barrie Hayes** and **Margaret Eilene Moore**, University of North Carolina, Chapel Hill

Monday, 3:30 p.m.

International Issues (Contributed Papers)

- *The Role of Information in Uganda's Reduction of HIV/AIDS Prevalence: The Rakai Project and World Vision Cases.* **Kendra S. Albright** and **Dick Kawooya**, University of Tennessee, Knoxville
- *Information in the Namibian National Liberation Struggle (1966-1989): Applying a Model.* **Paul Sturges**
- *The United Nations Development Program: From a Hierarchy to an Information Based Network Organization.* **Anne Holohan**, University of California, Los Angeles

Moderator: **Julian Warner**, Queen's University of Belfast

Monday, 3:30 p.m.

Building Digital Libraries through Collaboration Within and Between Nations (SIGs/DL & III)

A successful digital library (DL) is often the result of collaboration among numerous partners whose contributions from distributed sites are coordinated to form a single DL organization. A digital library of this type provides users with richer resources, exposes content to a wider audience, and promotes the diffusion of DLs, particularly in developing countries. This panel discusses different models of collaboration that are being used to build digital libraries.

You will learn about

- A model for international collaboration that can be extended to many projects as demonstrated by The Global Memory Net, an NSF-funded International Digital Library Project
- Distributed information centers organized across international borders for improving access to information from scientific organizations in developing countries, as demonstrated by the UNESCO-IOC-IODE-ODINAFRICA project
- The diffusion of digital libraries in Latin America through the use of train the trainer sessions for universities interested in joining the Networked Digital Library of Theses and Dissertations
- Communication channels that can be used to help build a robust collaborative international digital library

Presenters

Ching-chih Chen, Simmons College
Paul Nieuwenhuysen, Vrije Universiteit, Belgium
Ana Pavani, PUC-Rio de Janeiro
Coordinator: **Suzie Allard**, University of Tennessee

Monday, 3:30 p.m.

User-based Relevance (Contributed Papers)

- *Exploring Users' Video Relevance Criteria – A Pilot Study.* **Meng Yang** and **Gary Marchionini**, University of North Carolina, Chapel Hill
- *Relevance Judges' Understanding of Topical Relevance Types: An Explication of an Enriched Concept of Topical Relevance.* **Xiaoli Huang** and **Dagobert Soergel**, University of Maryland, College Park
- *The Institutional Dimension of Document Quality Judgments.* **Bing Bai**, Rutgers University; **Kwong Bor Ng**, Queens College, CUNY; **Ying Sun** and **Paul Kantor**, Rutgers University; and **Tomek Strzalkowski**, SUNY, Albany

Moderator: **Linda Schamber**, University of North Texas

Monday, 3:30 p.m.

Design for Web Searching (Contributed Papers)

- *An Architecture for SCS: A Specialized Web Crawler on the Topic of Security.* **H. Cenk Özmutlu** and **Seda Özmutlu**, Uludag University, Turkey
- *Visual Search Editor for Composing Meta Searches.* **Anselm Spoerri**, Rutgers University
- *Neural Network Applications for Automatic New Topic Identification on Excite Web Search Engine Data Logs.* **H. Cenk Özmutlu, Fatih Çavdur** and **Seda Özmutlu**, Uludag University, Turkey, and **Amanda Spink**, University of Pittsburgh

Monday, 3:30 p.m.

Document, Record, Work: The Basic Units of Analysis in Information Studies (SIG/HFIS)

Many researchers in information studies (IS) identify their focus of attention as some kind of human activity – information seeking or knowledge organization or information policy. At the same time, IS researchers typically consider the artifacts that are the products or objects of such activities to be as central to the inquiry as the human creators and users of those artifacts. Moreover, different groups of researchers may be distinguished by their tendency to treat such artifacts as instances of one or another basic unit of analysis. Some IS researchers deal with documents, others with records. Still others claim to study works, resources, texts, discourses, speech acts or signs.

In what essential respects do these separate conceptions differ? Which aspects lend themselves uniquely to analysis by IS researchers? Most importantly, is it desirable and/or possible to construct a coherent, unified taxonomy of units of analysis that might serve as a common conceptual framework for researchers in different but related areas of information studies? Four speakers will discuss these fundamental questions.

Presenters

Jonathan Furner, University of California, Los Angeles
Richard P. Smiraglia, Long Island University
Gregory S. Hunter, Long Island University
Birger Hjørland, Royal School of Librarianship and Information Science, Denmark

Monday, 3:30 p.m.

Posters 2: Information Science Issues and Practices (continued)

Monday, 6:30 p.m.

Alumni Reception

Monday, 8:00 p.m.

International Reception

Tuesday, November 16, 2004

TUESDAY, 8:30 A.M.

STUDYING SCIENTIFIC COLLABORATION, PART 1: METHODOLOGY FOR INVESTIGATING COLLABORATION (SIG/METRICS & INTERNATIONAL SOCIETY FOR SCIENTOMETRICS AND INFORMETRICS)

This panel will explore the nature and role of scientific collaboration from a variety of perspectives, such as scientometrics, informetrics, sociology of science and social network analysis. Because scientific collaboration is a frequent and important event in science, the interlinking of data about the forms of social networks across fields, organizations and countries with quantifiable aspects of collaboration, such as co-authorships, citations and affiliations, is crucial. Scientometric methods alone cannot provide answers; they must be combined with other approaches when causal mechanisms are to be investigated.

Part 1 of this two-part session advocates new methods and approaches to research design with discussion focused on how far quantitative methods can take us in the exploration of scientific collaboration and on ways of integrating qualitative evidence from the social aspects of collaborative work.

PRESENTERS

Keynote Speaker: **HENRY SMALL**, ISI
ELIE GEISLER, Illinois Institute of Technology
CHAOMEI CHEN, Drexel University
JIAN QIN and **JI-HONG PARK**, Syracuse University
SOFIA LIBERMAN and **JANE M. RUSSELL**, Universidad Nacional Autónoma de México
Commentator: **BLAISE CRONIN**, Indiana University
Moderator: **MARI DAVIS**, University of New South Wales

TUESDAY, 8:30 A.M.

DIGITAL LIBRARY EDUCATION AND TRAINING (SIG/DL)

In addition to creating, organizing, and maintaining digital collections, information professionals must also help users to use them. Educators in schools of information and library science must be able to teach the skills that information professionals will need to succeed in these environments. This panel explores some of the issues related to preparing people to use digital collections and examines implications of digital environments for the education of information professionals who build, organize, maintain and make digital collections accessible to users.

You will learn about

- The challenges of training users for digital collections
- Training information professionals for the challenges of digital environments

PRESENTERS

SUSAN G. BRAUN, The Aerospace Corporation
LUZ QUIROGA, University of Hawaii
PAUL NIEUWENHUYSEN, Vrije Universiteit, Belgium
INGRID HSIEH-YEE, Catholic University of America
JAVED MOSTAFA, Indiana University
JEFFREY POMERANTZ, University of North Carolina, Chapel Hill
Moderator: **DEBORAH BARREAU**, University of North Carolina, Chapel Hill

TUESDAY, 8:30 A.M.

PERSPECTIVES OF INFORMATION-SEEKING AND -GATHERING BEHAVIOR IN HIGH-RISK PROFESSIONS

Information seeking is a part of daily life; for thousands of years it has happened without websites, catalogs or most of the formal tools of the LIS world. The members of this panel look to daily life and street level scenarios to illuminate possible enhancements for our understanding of searching behavior. On-the-fly decision making, information juggling, analysis under duress and the language of daily life are considered. Humans are capable of thinking deductively and using deterministic systems, yet they conduct much of their lives thinking analogically and acting on the basis of experience, hunches and best guesses – greater consideration of these abilities should enhance retrieval system design.

PRESENTERS

DAVID BLAIR, University of Michigan
BRIAN C. O'CONNOR, University of North Texas
LAURIE J. BONNICI, Georgia Southern University
BRADLEY S. CHILTON, University of North Texas
BARIS AKSAKAL, University of North Texas

TUESDAY, 8:30 A.M.

FACILITATING SEARCHING (CONTRIBUTED PAPERS)

- *The Appropriate (and Inappropriate) Use of Query Operators and Their Effect on Web Search Results.* **CAROLINE M. EASTMAN**, University of South Carolina, and **BERNARD J. JANSEN**, Pennsylvania State University
- *A Learning Approach to the Database Selection Problem in the Presence of Dynamic User Interests and Database Contents.* **POOJA BAJRACHARYA** and **SNEHASIS MUKHOPADHYAY**, Indiana University-Purdue University, Indianapolis
- *Reading and Searching Digital Documents: An Experimental Analsysis of the Effects of Image Quality on User Performance and Perceived Effort.* **ANDREW DILLON**, Lisa Kleinman, **RANDOLPH BIAS, GIL OK CHOI** and **DON TURNBULL**, University of Texas, Austin

Moderator: **SANDA ERDELEZ**, University of Missouri, Columbia

TUESDAY, 8:30 A.M.

INFORMATION-RELATED MANAGEMENT ISSUES: EXAMINING THE APPLICABILITY OF RESEARCH METHODOLOGIES (SIGs/KM & MGT)

Relying both on technical presentation and group discussion, this panel will explore the applicability of several research methodologies for examining management issues in information service organizations, as well as information-related management issues in other types of settings, including for-profit, not-for-profit and non-governmental organizations.

PRESENTERS

BILL EDGAR, University of Arizona
JULIE A. HERSBERGER, University of North Carolina, Greensboro
JOSEPH KASTEN, Dowling University
DON TURNBULL, University of Texas, Austin
Moderator: **MAUREEN L. MACKENZIE**, Dowling University

TUESDAY, 8:30 A.M.

POSTERS 3: INFORMATION SEEKING AND USE

- "POP: Poster Optimisation Problem." **LLEWELLYN C. PUPPYBREATH**, at large
- "Everyday Life Information Seeking of Urban Young Adults: Preliminary Results." **DENISE E. AGOSTO** and **SANDRA HUGHES-HASSELL**, Drexel University
- "Information Seeking and Gathering Behavior in High-Risk Professions and Aksakal Social Virtual Interface (SVI) Model." **BARIS AKSAKAL**, University of North Texas
- "'Life in the Round' and the Homeless in Washington State: Implications of Their IB for Service Planning." **SJ ALEXANDER** and **KAREN E. FISHER**, University of Washington
- "Senior Thesis Citation Behavior in the Classes of 1993 and 2003." **ELANA BROCH** and **JACKIE DRUERY**, Princeton University
- "Tracking Health Information Sources and Care Decisions of Participants in a University Health Plan: Study Design and Preliminary Results." **DONALD O. CASE**, University of Kentucky, and **JAMES E. ANDREWS**, University of South Florida
- "Managing the Digital University Desktop: Do User Behaviors Help or Hinder Records Management Programs?" **KIMBERLY CHANG**, University of North Carolina, Chapel Hill
- "The Evolution of Information Seeking and Information Contexts Over Time: A Framework for Research Based on an Exploratory Study." **CHRISTINA COURTRIGHT**, Indiana University
- "Consumer Health Information Seeking and the Web: Preliminary Findings from Direct Users, Proxy Searchers, and Health Service Providers." **JOAN C. DURRANCE** and **EUNICE KUA**, University of Michigan; **KAREN E. FISHER, TAMMARA TURNER** and **JENNIE ABRAHAMSON**, University of Washington
- "The Web Searching of Greeks: An Exploratory Study." **EFTHIMIS N. EFTHIMIADIS** and **PEI-YUN HSUEH**, University of Washington
- "Information Habits and Information Grounds in the Northwest: Preliminary Findings from Across Multiple Populations." **KAREN E. FISHER** and **CHARLES M. NAUMER**, University of Washington, and **JOAN C. DURRANCE**, University of Michigan
- "Consumer Health Information Seeking: Strategies and Perspectives of People with Chronic Illness." **MAUDE FRANCES** and **CONCEPCIÓN S. WILSON**, University of New South Wales
- "Job-Profiles: Incorporating Contextual Factors into Workplace Search Queries." **LUANNE FREUND** and **ELAINE G. TOMS**, University of Toronto
- "MOAC II User Evaluation: Making Museum Content Useful, Part 2." **ANNE GILLILAND-SWETLAND, CARINA MACLEOD** and **KATHLEEN SVETLIK**, University of California, Los Angeles, and **LAYNA WHITE**, San Francisco Museum of Modern Art
- "Internet Information and Communication Support for the Farming Community During the 2001 UK Foot and Mouth Crisis." **CHRIS HAGAR**, University of Illinois, Urbana-Champaign
- "Interacting with the Patient: Communication Modeling in a Medical Environment." **LEWIS HASSELL**, Drexel University, and **GEOFF BIRD**, Great Ormond Street Hospital for Children, London
- "Information Seeking Behavior in Computer and Network Security Mailing Lists." **LANCE HAYDEN**, Cisco Systems and University of North Texas
- "Sharing and Community Building in an Internet-Based Community." **JULIA HERSBERGER, KEVIN RIOUX** and **RAY O'KEEFE CRUITT**, University of North Carolina, Greensboro
- "Using Activity Theory Framework to Study Information Behavior of Competitive Intelligence (CI) Professionals." **TAO JIN**, McGill University
- "Exploring the Role of Genre in Web Searching." **ALISTAIR KENNEDY, MICHAEL SHEPHERD** and **CAROLYN WATTERS**, Dalhousie University
- "Enhancing Digital Information Access in Public Libraries—A Survey Report of Residents' Use of Public Resources in Connecticut." **YAN QUAN LIU, CRAIG MARTIN, EILEEN ROEHL, GEORGE LI** and **SHEILA WARD**, Southern Connecticut State University
- "Promoting Health Literacy Using Interactive Web Technologies: Examining the Effects of Interactivity on Comprehension Using an Individual Differences Perspective." **MIA LIZA A. LUSTRIA**, University of Kentucky
- "Meeting OPAC User Needs: Quantity and Quality of Bibliographic Displays." **DANIELLE H. MILLER**, University of Washington
- "Effectiveness of Distance Learning Modules for Part-Time Students of LIS in Croatia." **KORNELIJA PETR** and **TATJANA APARAC-JELUŠIĆ**, University of Osijek
- "Informational Needs in Contemporary Arts: A Case Study." **STÉPHANIE POUCHOT, PIERRETTE BERGERON, MICHELLE GAUTHIER, SUZANNE BERTRAND-GASTALDY** and **JAMES TURNER**, University of Montreal

- "An Academic Library's Redesign—What Do the Users Want from the University of Washington Libraries? **Samantha Starmer** and **Jennifer Ward**, University of Washington
- "An Investigation of a Query Term Elicitation Technique Using Faceted Query Boxes." **Muh-Chyun Tang, Sun Yin** and **Nicholas Belkin**, Rutgers University
- "Web Page Re-Visiting Behavior of Graduate Students: A Pilot Study With Implications for System Design." **Hong Zhang**, University of Illinois, Urbana-Champaign
- "Visualization of Themes and Trends of Research on Information Use and Users during 1980-2004." **Yin Zhang**, Kent State University
- "User-Centered Evaluation of Moving Image Collections." **Ying Zhang, Judy Jeng** and **Yuelin Li**, Rutgers University

Tuesday, 10:30 a.m.

Studying Scientific Collaboration, Part 2: Research Papers – Collaboration in Action (SIG/Metrics & International Society for Scientometrics and Informetrics)

This panel will explore the nature and role of scientific collaboration from a variety of perspectives, such as scientometrics, informetrics, sociology of science and social network analysis. Because scientific collaboration is a frequent and important event in science, the interlinking of data about the forms of social networks across fields, organizations and countries with quantifiable aspects of collaboration, such as co-authorships, citations and affiliations, is crucial. Scientometric methods alone cannot provide answers; they must be combined with other approaches when causal mechanisms are to be investigated.

Part 2 follows up with research papers that have used innovative designs and which provide new insights into collaboration from various standpoints.

Presenters

Caroline Haythornwaite, University of Illinois, Urbana-Champaign
Kelly L. Maglaughlin, University of North Carolina, Chapel Hill
Diane H. Sonnenwald, Göteborg University and University College of Boräs
Concepción S. Wilson, Mari Davis and **Linda Marion**, University of New South Wales, Australia
Caroline Wagner, University of Amsterdam, The Netherlands
Respondent: **Linda Marion**, University of New South Wales, Australia
Moderator: **Mari Davis**, University of New South Wales, Australia

Tuesday, 10:30 a.m.

Digital Memories/Mediated Memories: Influences on the Creation of Archival and Cultural Websites (SIG/DL)

This session addresses issues of mediation and presentation in the context of digital archives on the Web from four perspectives: selection of content, technical choices, access, and use.

You will learn about

- How the selection of documentation for digitization influences the ways that aspects of history may be perceived and remembered
- The extent to which condition of materials, sophistication of equipment and available resources influence the intellectual integrity of digital archives
- How design decisions affect accessibility and the interpretation of contents of digital archives
- The types of resources valued most by academic historians

Presenters

Jeannette Bastian, Simmons College
Gregory Colati, Tufts University
Elizabeth Yakel, University of Michigan
Kelly S. Drake, G.W. Blunt White Library, Mystic Seaport, Connecticut

Tuesday, 10:30 a.m.

Social Behavior and Effects (Contributed Papers)

- *Public Access to Information and the Creation of an "Information Commons."* **Robert Rao, Erica Wiseman** and **Kimiz Dalkir**, McGill University
- *The Cultural Influences of Information Flow at Work: Manager Information Behavior Documented.* **Maureen L. Mackenzie**, Dowling University
- *The Hidden Impacts of Anti-Spam Measures and Their Contribution to the Digital Divide: An Exploratory Study.* **Christopher P. Lueg**, Charles Darwin University, Australia

Moderator: **Elisabeth Davenport**, Napier University, Scotland

Tuesday, 10:30 a.m.

Diligently Seeking Collaboration: Cooperation and Communication between System-Centered and User-Centered Designers

System-centered and user-centered evaluation paradigms have each proven themselves valuable approaches for front-end design. But increasingly researchers have recognized the need for cooperation and communication among practitioners of these two approaches for successful system design. Panelists will provide examples of current and planned research efforts to integrate the system-centered approach – focused on algorithms by which queries are processed and results are ranked – and the user-centered approach – focusing on users and their interactions with systems.

You will learn about
- Use of Delphi Techniques
- Case based reasoning (CBR)
- User-centered benchmarks

Tefko Saracevic, Rutgers University
Sanda Erdelez, University of Missouri, Columbia
Myke Gluck, Virginia Military Institute
Boryung Ju, Louisiana State University
Lisl Zach, Louisiana State University

Tuesday, 10:30 a.m.
Blogs for Information Dissemination and Knowledge Management (SIG/KM)

Blogging has entered the mainstream, showing up in knowledge management initiatives and in corporate and academic libraries. Lou Rosenfeld says in his blog that k-logs "promise to be inexpensive, lightweight and valuable knowledge management tools, especially for teams." In this session, active bloggers will talk about the use of blogs and k-logs (knowledge weblogs) for information dissemination within organizations.

Presenters
Jessica Baumgart, Harvard University, Office of News and Public Affairs
Garrett Eastman, Rowland Institute, Harvard University
Christina Pikas, Applied Physics Laboratory, Johns Hopkins University
Moderator: **Kris Liberman**, Fidelity Investments

Tuesday, 10:30 a.m.
Posters 3: Information Seeking and Use (continued)

Tuesday, Noon
Awards Luncheon

Tuesday, 1:30 p.m.
Student Award-Winning Papers (SIG/ED)

Winners of three ASIS&T student awards will be invited to present their work.

Presenters
Winner of the Pratt Severn Best Student Research Paper Award
Winner of the ISI Dissertation Proposal Scholarship
Winner of the ProQuest Dissertation Award
Coordinator: **Barbara Wildemuth**, University of North Carolina, Chapel Hill

Tuesday, 1:30 p.m.
Digital Library Repository Service Planning and Development (SIG/DL)

At its most basic, a repository is a digital resource management and delivery system. In practical implementation, a repository may contain diverse content, be based upon varying architectures, provide multiple levels of resource preservation, support a wide-ranging scope of discovery and delivery services in support of an institution's mission, and potentially provide the tools that allow effective use of its contents. The development of digital asset management tools, content workflows and an interface with authentication and access controls is an expensive and time-consuming process that requires detailed planning and effective project management. Furthermore, as distributed and local digital repository environments coalesce, institutions undergo organizational change in significant ways to take on these management and delivery functions. Experienced panelists will present issues in establishing and building repository services within a research library setting.

You will learn about
- The planning process, including the gathering of user requirements, definition of the scope of the service, policy planning, management and staffing
- Implementation, including the creation of functional and content specifications, identifying appropriate standards and technologies, the design and development process, and usability testing
- Building content, including local content production and the solicitation of content from varying constituencies
- The socio-cultural impact on a library organization

Presenters
Leslie Johnston, University of Virginia
Margret Branschofsky, Digital Library Research Group, MIT Libraries
Michael R. Leach, Kummel Library of Geological Sciences and Physics Research Library, Harvard University
Coordinator: **Leslie Johnston**, University of Virginia

Tuesday, 1:30 p.m.
Mental Models of Information Retrieval Systems (SIGs/USE, DL, HCI & CR)

Search engines have become ubiquitous elements of the information society, gatekeepers to content, services and opportunities. People bring mental models to their interactions with retrieval systems. These models allow people to reason about how the systems operate, what kinds of input should be provided and what the output means. There is great diversity in our mental models for information systems; they are often very simple, they contain misconceptions, and they evolve as we experience new systems. In this session researchers share their explorations of mental models.

You will learn about
- An investigation of factors that may affect searchers' mental model construction, including the level of detail that a system's conceptual model presents to the user through explicit training, repeated system exposure and type of searching task
- Observations of science students finding information in electronic journals for a simulated class assignment and the resulting conclusions about students' mental models and problem-solving strategies

- An investigation of how people conceptualize search engines, based on sketches drawn by university students to illustrate their understandings of search engine process

Presenters
Efthimis N. Efthimiadis and **David G. Hendry**, University of Washington
Pamela Savage-Knepshield, U.S. Army Research Laboratory
Carol Tenopir and **Peiling Wang**, University of Tennessee

Tuesday, 1:30 p.m.

Design for Helping Users (Contributed Papers)

- *How Can IR Help Mechanisms be More Helpful to Users?* **Colleen Cool**, Queens College, CUNY, and **Hong (Iris) Xie**, University of Wisconsin, Milwaukee
- *Investigating Automated Assistance and Implicit Feedback for Searching Systems.* **Bernard J. Jansen** and **Michael D. McNeese**, Pennsylvania State University
- *Bringing Together Children and Books: An Initial Descriptive Study of Children's Book Searching and Selection Behavior in a Digital Library.* **Kara Reuter** and **Allison Druin**, University of Maryland, College Park

Moderator: **Karen Fisher**, University of Washington

Tuesday, 1:30 p.m.

Managing Information from Scientific Research Projects: Exposing Hidden Knowledge (SIG/STI)

Research institutes, national laboratories, colleges, universities and commercial companies conduct millions of scientific projects each year. Increasingly, the output of this research is digital objects – documents, streaming video, datasets, computer programs and websites. These objects may be stored in document management, records management or project library systems. However, they are often considered ephemeral and are generally hard to discover and reuse, especially after the project is completed. This panel will discuss the importance of information from scientific projects and the efforts that are underway to expose the hidden knowledge of these resources in ways that are beneficial to researchers and to organizations. The development of core metadata sets, along with ontologies and other techniques for knowledge organization, will be discussed.

Presenters
Suzanne Cristina, United Technologies
Jayne Dutra, NASA Jet Propulsion Laboratory
Robert Allen, University of Maryland
Moderator: **Joseph Busch**, Taxonomy Strategies

Tuesday, 1:30 p.m.

3rd Global Information Village Plaza – The Power of "What Ifs" (SIG/III)

This third rendition of the Global Information Village Plaza will feature a new twist on its interactive format: Organizers will request questions rather than answers. In order to elicit provocative debates and open dialogue among participants, all questions will be formulated in a "What If?" format. The Global Plaza is aimed at giving ASIS&T members an opportunity to express their personal views about the challenges and opportunities that they encounter in the information society, both at personal and professional levels.

Presenters
Nadia Caidi, University of Toronto
Michel Menou, Consultant, European Union/France

Tuesday, 3:30 p.m.

ASIS&T Annual Business Meeting

Tuesday, 5:30 p.m.

Sounding Out the Members – A Discussion of the 2003 ASIS&T Membership Survey

The February 2003 survey of the ASIS&T membership shows some remarkable changes in the member demographics since the last survey was conducted. What are the implications of these changes and how should ASIS&T respond to them?

Presenters
Trudi Bellardo Hahn, University of Maryland
Liwen Vaughan, University of Western Ontario

Tuesday, 5:30 p.m.

Diffusion of Knowledge in the Field of Digital Library Development: How is the Field Shaped by Visionaries, Engineers and Pragmatists? (SIGs/HFIS & DL)

Digital library development is moving from diversity and experimentation to isomorphism and homogenization. This panel will discuss the channels for diffusion of knowledge, especially technology, in the area of digital library development. Participants will examine how different communities of practice are involved in shaping the process and networks for diffusion of knowledge within and among their communities.

You will learn about

- The engagement of scholarly networks and the cultures of computer science and library and information science fields in the development process and innovation in the field
- Involvement of the marketplace
- Institutional resistance and change
- Emerging standards and standards work
- Channels of transmission from theory to application
- What "commons" exist for practitioners and those engaged with the theoretical and technology development field

Presenters
Marija Dalbello, Rutgers University
Tefko Saracevic, Rutgers University
Carole Palmer, University of Illinois, Urbana-Champaign
Mentor Cana, Rutgers University
Coordinator: **Marija Dalbello** and **Tefko Saracevic**, Rutgers University

TUESDAY, 5:30 P.M.

METHODOLOGIES FOR USER STUDIES (CONTRIBUTED PAPERS)

- *Survey of Learners' Knowledge Structures: Rationales, Methods and Instruments.* **PEILING WANG, STEPHEN BALES, JASON REIGER** and **YAN ZHANG**, University of Tennessee, Knoxville
- *Measuring the Affective Information Environment of Web Searchers.* **DIANE NAHL**, University of Hawaii
- *Effect of Task on Time Spent Reading as an Implicit Measure of Interest.* **MELANIE KELLAR, CAROLYN WATTERS, JACK DUFFY** and **MICHAEL SHEPHERD**, Dalhousie University

Moderator: **CAROL L. BARRY**, Louisiana State University

TUESDAY, 5:30 P.M.

INFORMATION VISUALIZATION FOR SEARCHING AND BROWSING: THEORIES AND APPLICATIONS (SIG/HCI)

Information visualization holds great potential for effective information access, but the challenge to realize the potential is multifold. Among the needs that must be met are new metaphors for visual content representation; new methods for visual query construction, refinement and execution; new visual presentation to support human cognitive and perceptual activities; and new understanding of how to make information visually accessible to a variety of information seekers, from children to office workers.

Researchers and practitioners of information visualization will discuss their recent research findings and address both theoretical and practice issues related to information visualization. Each presenter will discuss problems they attempt to solve, issues they encounter and solutions they create and test.

PRESENTERS

JAVED MOSTAFA, Indiana University
ALLISON DRUIN, University of Maryland
XIA LIN, Drexel University
JIN ZHANG and **DIETMAR WOLFRAM**, University of Wisconsin, Milwaukee

TUESDAY, 5:30 P.M.

CHALLENGES IN KNOWLEDGE MANAGEMENT EDUCATION

As our economy becomes ever-more knowledge based, educational institutions must develop programs that respond to the market needs of knowledge management professionals. Though the programs created to-date take different approaches, they all must deal with a diverse set of challenges: defining the skills and competencies of knowledge management professionals based on the market needs; educating information professionals rigorously enough so that they will be able to meet the demands of knowledge management work; integrating and coordinating the various disciplines that are the foundations of knowledge management; and positioning library and information science in the design of knowledge management programs. Participants in this panel session will discuss these issues and challenges.

PRESENTERS

SULIMAN HAWAMDEH, University of Oklahoma
THOMAS J. FROEHLICH, Kent State University
TAVEREKERE (KANTI) SRIKANTAIAH, Dominican University
ABDUS SATTAR CHAUDHRY, School of Communication & Information, Singapore
YUN-KE CHANG, University of Oklahoma
Moderator: **MIGUEL A. MORALES-ARROYO**, University of Oklahoma

TUESDAY, 5:30 P.M.

KNOWLEDGE, INFORMATION AND BEHAVIOR – A TRIBUTE TO PATRICK WILSON (SIGS/HFIS & CR)

Patrick Wilson's writings – graceful, rigorous and not infrequently witty – have centered on the intersection among knowledge, information and human behavior. Patrick has the uncanny ability to see through the complexity of information management to the core of the issue. Patrick calls himself eclectic, and that term is just and accurate. But his has not been the eclecticism of a dabbler." he has enriched the scholarship of his time with works that genuinely instruct, because he has thought so deeply about difficult questions and expressed his views on them so superbly. He espoused seeking better questions and looking at everything with passionate skepticism. The members of the panel – students of Wilson and colleagues touched by his approach – will examine the nature of his work and the role of that work in 21st century scholarship in our field.

PRESENTERS

BRIAN C. O'CONNOR, University of North Texas
DAVID BLAIR, University of Michigan
HOWARD WHITE, Drexel University
FRANCIS MIKSA, University of Texas at Austin
JENS-ERIK MAI, University of Washington
Coordinator: **SHAWNE MIKSA**, University of North Texas

TUESDAY, 5:30 P.M.

DOCTORAL SEMINAR ON RESEARCH AND CAREER DEVELOPMENT (SIG/ED)

The Doctoral Seminar on Research and Career Development provides an opportunity for a group of invited doctoral students to consider their current and future research plans and potential career paths with their peers and with senior scholars working in related areas. Student participants are selected from those submitting proposals for the ISI Doctoral Dissertation Scholarship and dissertations for the ProQuest Doctoral Dissertation award. This session is open only to invited participants.

Tuesday, 8:00 p.m.

SIG/CON
Managing and Enhancing Information: Middle-of-the-Road Islands of Information Provenance

Wednesday, November 17, 2004

Wednesday, 8:30 a.m.

Outside Theory on the Inside of LIS (SIGs/HFIS, CR and ED)

Several non-LIS theories have had a strong influence on information retrieval, knowledge organization and the subject analysis and representation of information entities.

You will learn about

- Information retrieval as a convergence of mental and physical labor
- Habermas' theory of knowledge organization and its relation to forms of social organization mediated by people and documents
- Representation of "about-ness" as seen in the sometimes opposing views of Michel Foucault and S.R. Ranganathan

Presenters

Julian Warner, The Queen's University of Belfast
Jack Andersen, Royal School of Library and Information Science, Denmark
David Blair, University of Michigan
Laurie J. Bonnici, Georgia Southern University
Francis Miksa, University of Texas at Austin
Organizer: **Shawne D. Miksa**, University of North Texas

Wednesday, 8:30 a.m.

Digital Preservation: Spanning the Distance from Past to Future (SIGs/DL & STI)

The preservation of the tens of thousands of digital documents created around the world every day poses many challenges. Digital objects are inherently fragile and they are threatened by physical deterioration and technological obsolescence. Preservation requires active management of the resources and the supporting technology, as well as an awareness of current research and practice at sites around the world. Many feel that successful digital preservation strategies require the formation of alliances with national and international agencies, as well as with industry. This panel session focuses on preservation issues, strategies, research and partnerships.

You will learn about

- Digital preservation activities of the British Library and the Joint Information Systems Committee, including their collaborative programs for digital preservation with national, international and corporate participants
- Issues identified by the Library of Congress as key to digital preservation and current efforts and research led by the library
- Special preservation issues related to the cyberinfrastructure for science and engineering, drawn from an NSF Blue Ribbon Panel report focusing on large-scale digital science projects with large, heterogeneous and distributed datasets
- Development of PDF/A and PDF/XML and how these formats can be used to archive and preserve digital and enable the fidelity of digital documents for generations to come

Presenters

Neil Beagrie, British Library/Joint Information Systems Committee
Sayeed Choudhury, Johns Hopkins University
Amy Friedlander, CLIR/Library of Congress
Charles Myers, Adobe
Coordinator: **Suzie Allard**, University of Tennessee

Wednesday, 8:30 a.m.

Communication and Interaction Behavior (Contributed Papers)

- *Socio-technical Interaction Networks as a Tool for Understanding Digital Libraries.* **Howard Rosenbaum**, Indiana University
- *A Case Study of Communication Channels in a Graduate Program.* **Sheng-Cheng Huang, Chao-Hsiu Chen** and **Hsin-Liang Chen**, University of Texas, Austin
- *Blogarians – A New Breed of Librarians.* **Judit Bar-Ilan**, Bar-Ilan University and Hebrew University of Jerusalem

Moderator: **Gary Marchionini**, University of North Carolina, Chapel Hill

Wednesday, 8:30 a.m.

Language-based Design (Contributed Papers)

- *Designing and Developing an Automatic Interactive Keyphrase Extraction System with Unified Modeling Language (UML).* **Min Song, Il-Yeol Song** and **Xiaohua Hu**, Drexel University
- *Exploring the Use of Natural Language Systems for Fact Identification: Towards the Automatic Construction of Healthcare Portals.* **Frederick A. Peck, Suresh K. Bhavnani** and **Dragomir R. Radev**, University of Michigan, and **Marilyn H. Blackmon**, University of Colorado
- *Implementing an Ontology-Based Knowledge Management System in the Korean Financial Firm Environment.* **Hyun Hee Kim**, Myongji University, Korea; **Tae Kyoung Ahn**, The Korea Institute for International Economic Policy; **Soo Young Rieh**, University of Michigan; and **Woo Kwon Chang**, Myongji University, Korea

Moderator: **Stephanie W. Haas**, University of North Carolina, Chapel Hill

Wednesday, 8:30 a.m.

Metadata and Ontologies to Support Training and Learning Processes (SIG/DL)

The creation and use of metadata and ontologies differ according to their contexts and applications.

You will learn about

- User-submitted metadata and user reactions to the metadata capture process
- Analysis of query logs focusing on object metadata, semantic and linguistic patterns, and the implication of the analysis on learning object content and metadata design and development
- The process of building an ontology for fire service video clips for training and assessment
- The impact of content and learning management systems on design and use of DL

Presenters

Tom Terrell, University of South Florida
Margret Branschofsky, Massachusetts Institute of Technology
Jian Qin, Wen-Yuan Hsiao and Sara Tarr, Syracuse University
Coordinator: **Luz M. Quiroga**, University of Hawaii

Wednesday, 8:30 a.m.

Reference Services and Knowledge Bases: When is Help Helpful? (SIGs/STI, LT & USE)

With large numbers of users utilizing the Internet for reference assistance and expecting instant answers, demand is growing for better tools to meet the needs. Research is underway in building knowledge bases to answer questions that are frequently asked. How useful are these knowledge bases? When are they helpful, and when are they not helpful? This panel features researchers and librarians who will share their knowledge, experience and thoughts for the future on the construction and use of knowledge bases.

You will learn about

- QuestionPoint and the use of knowledge bases as a tool to support reference activities at the Library of Congress, including staff perceptions of the costs and benefits of adding, editing, maintaining, searching and using knowledge base records
- The START Information Access System, a language-based information access system that has been available to users of the World Wide Web since 1993
- Plans and status for the development of the Digital Reference Electronic Warehouse (DREW), an NSF-funded project which will create archival standards for reference transactions, create anonymization tools and apply bibliomining to create a management information system

Presenters

Peter Armenti, Library of Congress
Boris Katz, Artificial Intelligence Laboratory, MIT
R. David Lankes and **Scott Nicholson**, Information Institute of Syracuse, Syracuse University I
Moderator: **Julie Arnold**, University of Maryland

Wednesday, 10:30 a.m.

The State of Libraries and Information Services in Developing Countries (SIG/III)

The role of libraries in fostering the information society is essential, particularly in developing countries where libraries spearhead the effort to bridge the digital divide. In preparation for the second phase of the World Summit on the Information Society, representatives from a variety of developing countries will explore the current state of libraries and information services.

You will learn about

- Library and information science situations and trends in different parts of the world
- National and regional information cultures
- The role played by the Internet and the World Wide Web in bringing together communities in developing countries
- Models in use in developing countries
- The overall contribution made by libraries to promoting development

Presenters

Andrea Goncalves, SciELO/BIREME, Brazil
P.K. Jain, University of Delhi Enclave, India
Merlyna Lim, Social de Construction of Technology (SCoT) Research Group, Indonesia
Qihao Miao, Institute of Scientific and Technical Information of Shanghai, China
Duncan Omole, The World Bank Group
Moderator: **Nathalie Leroy**, United Nations Office at Geneva

Wednesday, 10:30 a.m.

The Concept of the Source in a World of Multiple Channels (SIG/DL)

In current articulations of the digital library, the concept of the source is a rich, and even problematic, topic for investigation. Librarianship may now be described in terms of the curation of configurations of diverse objects, labeled in ways that contribute to multiple uses across domains. This objectification in the interests of efficiency may fail to reflect judgments about content that are made by a range of practitioners (scholars, teachers, librarians, managers) in the field. This panel will explore the concept of the source, focusing on the criteria that are used to identify a source by practitioners who work with multiple media.

Presenters

Pierrette Bergeron, University of Montreal
Mariam Ginman, Åbo Akademi University, Finland
Yves Marcoux, University of Montreal

Diane Sonnenwald, Göteborg University and University College of Borås
Sanna Talja, University of Tampere, Finland
Isto Vatanen, Åbo Akademi, Åbo, Finland
Moderator: **Elisabeth Davenport**, Napier University, Scotland

Wednesday, 10:30 a.m.

Conceptions of Task as a Methodological Issue: Scandinavians on Information Seeking and Retrieval Research (SIG/USE)

The notion of combining the traditionally mutually exclusive research areas of information needs, seeking and use (INSU) and information retrieval (IR) through empirical (work) task-based research on INSU and IR is often aimed at fostering the fusion of INSU and IR research, as well as providing insights on why, or why not, such an integration is desirable. Researchers on this panel will discuss methodological issues involved in utilizing a concept of task in information seeking and retrieval studies. Instead of emphasizing research results, the session will shed light on various conceptualizations and operationalizations of tasks.

Presenters

Louise Limberg, University College of Borås, Sweden
Annelise Mark Pejtersen, Riso National Laboratory, Denmark
Nils Pharo, Oslo University College, Norway
Olof Sundin, University College of Borås, Sweden
Commentators: **Nicholas Belkin** and **Carol Kuhlthau**, Rutgers University
Moderator: **Katriina Byström**, University College of Borås, Sweden

Wednesday, 10:30 a.m.

Hot Topics Panel: Advances in 3D Image Applications (SIG/VIS)

The use of 3D images as information-bearing objects, in applications ranging from scientific investigations to virtual museum exhibits, is rapidly becoming part of the next generation Web. Unique aspects of 3D image datasets present new problems in how to describe, organize, preserve and retrieve the objects. A panel comprising software engineers that create applications, designers of virtual 3D environments and museum curators, will bring the latest advances in how to deal with these 3D images.

Presenters

James G. Jones, Creative Realities
Elise Lewis, University of North Texas
Bill McDonald, Arius 3D, Inc.
Sam Quigley, Museum Computer Network, Harvard University Museums
Paul Roy, Arius 3D, Inc.
Guenter Weibel, Research Libraries Group (RLG)
Moderator: **Samantha K. Hastings**, University of North Texas

Wednesday, 10:30 a.m.

Metadata and Standards (Contributed Papers)

- *Metadata Practices and Implications for Federated Collections.* **Carole L. Palmer** and **Ellen M. Knutson**, University of Illinois, Urbana-Champaign
- *Encoded Archival Description (EAD): Adoption and Implementation.* **Jihyun Kim** and **Elizabeth Yakel**, University of Michigan
- *Enhancing the Virtual Storytelling Experience with Metadata Driven Voice Enabled Conversational Agents.* **Elizabeth Figa, Paul Tarau** and **Jesse Ephraim**, University of North Texas

Wednesday, 10:30 a.m.

Journal Performance and Impact (Contributed Papers)

- *Rank-Normalized Impact Factor: A Way To Compare Journal Performance Across Subject Categories.* **Alexander I. Pudovkin**, Russian Academy of Sciences; **Eugene Garfield**, Institute for Scientific Information
- *An Integrated Approach for the Analysis of Factors Affecting Journal Citation Impact in Clinical Neurology.* **Weiping Yue** and **Concepción S. Wilson**, University of New South Wales
- *Can Web Citations Be a Measure of Impact? An Investigation of Journals in the Life Sciences.* **Liwen Vaughan**, University of Western Ontario, and **Debora Shaw**, Indiana University
- *Mapping the Chinese Science Citation Database.* **Loet Leydesdorff**, University of Amsterdam, and **Jin Bihai**, Library of Chinese Academy of Science, Beijing

Moderator: **K.T.L. Vaughan**, University of North Carolina, Chapel Hill

Wednesday, 1:30 p.m.

Disciplinary Changes (Contributed Papers)

- *Evolution of the Interdisciplinary Characteristics of Information and Library Science.* **Rong Tang**, The Catholic University
- *Contribution of Information Professionals in the Multidisciplinary World of Web Information Systems (WIS).* **Christine Dufour** and **Pierrette Bergeron**, University of Montreal
- *Can the Research Presented at the Annual Conference Help to Define the Association? An Exploratory Study.* **Maureen L. Mackenzie**, Dowling University

Moderator: **Michel Menou**, Consultant, European Union/France

Wednesday, 1:30 p.m.

Access to Multiple Library Resources (Contributed Papers)

- *Library Portals: The Impact of the Library Information Environment on Information Seeking Success.* **Brian Detlor** and **Vivian Lewis**, McMaster University

- *Design, Development and Implementation of a Texas Library Directory Database: A Multipurpose Database for the Library of Texas*. **Irene V. Lopatovska, Fatih Oguz** and **William E. Moen**, University of North Texas
- *Evaluation of a Statewide Collaborative Chat-based Reference Service: Approaches and Directions*. **Jeffrey Pomerantz**, University of North Carolina, Chapel Hill, and **Charles R. McClure**, Florida State University

Wednesday, 1:30 p.m.

Cognitive Work Analysis: The Study of Work, Actors and Activities (SIGs/CR & USE)

Cognitive work analysis, a framework that guides the design of information systems, embraces complexity by providing for multi-dimensional analyses of the use of information systems and their contexts. The framework is one of the few tools that offer a mechanism to transfer results from an in-depth analysis of human-information-work interaction directly to system design. Cognitive work analysis provides a holistic approach that makes it possible to account for several dimensions simultaneously; facilitates an in-depth examination of the various dimensions of a context; and provides a structure for the analysis of human-information interaction, rather than subscribing to specific theories, models or methods.

Presenters
Jens-Erik Mai, University of Washington
Hanne Albrechtsen, Risø National Laboratory, Denmark
Raya Fidel, University of Washington
Annelise Mark Pejtersen, Risø National Laboratory, Denmark

Wednesday, 1:30 p.m.

The NISO Metasearch Activity (NISO and ASIS&T Standards Committee)

The National Information Standards Organization (NISO) Metasearch Initiative brings together experts from various communities to examine what standards, protocols and agreements need to be adopted (if they already exist) or developed (if they don't exist) to make the process of interaction more efficient for both metasearch systems and backend databases and services. Initially the initiative focuses on access management, collection description, and search and retrieval.

You will learn about

- Background for the initiative
- Events that lead up to its formation
- Work currently underway in the three focus areas

Presenters
Members of the NISO Metasearch Initiative
Coordinator: **Mark Needleman**

Wednesday, 1:30 p.m.

Information Use and Re-use (Contributed Papers)

- *The Potential of the Metasearch Engine*. **Brian D. Davison,** Lehigh University
- *Speak Now and Forever Record Your Piece: Information Use in Technical Trouble Tickets*. **David W. Marlow**, Ball State University, and **James M. Nyce**, Emporia State University
- *Information at the Intersections of Discovery: Case Studies in Neuroscience*. **Carole L. Palmer, Melissa H. Cragin** and **Timothy P. Hogan**, University of Illinois, Urbana-Champaign

Moderator: **Deborah Barreau, University of North Carolina, Chapel Hill**

Wednesday, 1:30 p.m.

Library Management and Evaluation (Contributed Papers)

- *Managing and Assessing Internet Service Needs and Use of Underserved Populations at Public Libraries*. **Yunkeum Kim**, University of Wisconsin, Madison
- *A Theoretical Approach to University Library Strategy*. **Bill Edgar**, University of Arizona
- *A Conceptual Framework for the Holistic Measurement and Cumulative Evaluation of Library Services*. **Scott Nicholson**, Syracuse University

Wednesday, 3:30 p.m.

Ain't Ms. Behavin': More Pioneering Women in Information Science (SIG/HFIS)

American historian Laurel Thatcher Ulrich wrote, "Well-behaved women rarely make history." With this in mind, we examine the lives and work of five pioneering women in library and information science – Henriette Avram, Jean Antes, Toni Carbo, Pauline Atherton Cochrane and Jessica Melton – who have had tremendous impact on our field.

You will learn about

- The contributions of these pioneers in such areas as documentation, information retrieval, classification, automation in library cataloging and LIS education
- Reasons for the historical neglect of some of these contributions
- Links to our past that will enhance our understanding of current theory and practice in the field of library and information science

Presenters
Laurie J. Bonnici, Drexel University
Maurice Blaustein, Upromise
Elizabeth Figa, University of North Texas
Kathryn La Barre, Indiana University
Moderator: **Shawne D. Miksa**, University of North Texas

Wednesday, 3:30 p.m.

Digital Libraries for Consumer Health Information (SIG/DL)

Special services and systems are required to meet the needs and behaviors of patients and consumers of health information. Panel participants will discuss how specific research and projects on digital libraries are addressing those needs.

Presenters

Brian Hilligoss, University of North Carolina, Chapel Hill
Javed Mostafa, Indiana University
Zuzana Hlavackova, Leslie Wood and Xin Chen, University of Hawaii
Shona R. Dippie, University of Utah
Moderator: **Tom Terrell**, University of South Florida
Coordinator: **Luz Quiroga**, University of Hawaii

Wednesday, 3:30 p.m.

Social Network Analysis as a Means of Exploring Users (SIG/USE)

Some information science researchers suggest that the current state/paradigm of user studies is not sufficiently robust as a framework for studying the dynamics of information use. They content that social network analysis is a more appropriate framework. This means of investigation is in contrast to "traditional" user studies in which individual users are studied divorced from their social context. Social network analysis places the information seeker within his or her social network and seeks to explain how the constraints and opportunities afforded by social networks affect information behavior in individuals' everyday and professional lives and the flow of communication and information within and across organizations. Panelists will provide insights on the strengths and limitations of using social network analysis to study human use of information.

Presenters

Anabel Quan Haase, University of Western Ontario
Caroline Haythornthwaite, University of Illinois, Urbana-Champaign
Julie Hersberger, University of North Carolina, Greensboro
Catherine Johnson, University of Wisconsin, Milwaukee
Moderator: **David Robins**, University of Pittsburgh

Wednesday, 3:30 p.m.

Beyond the Sandbox: Wikis and Blogs That Get Work Done (SIG/STI)

Emerging first as popular culture phenomena, wikis and blogs have become information tools used by many professionals every day for scholarly and corporate collaborative work. Leaders in the field will discuss wikis and blogs as community building technologies and will address issues of creation, maintenance and evaluation of the tools.

You will learn about

- Blogdex, a service that tracks the diffusion of links and ideas through the population of webloggers
- MeatballWiki, a "metawiki" focused on building online communities, differentiated from other meta-communities in that its participants spend most of their time talking about sociology rather than technology
- Socialtext, a company that markets enterprise social software to help businesses manage and enhance their information products through collaborative models

Presenters

Cameron Marlow, Electronic Publishing Group of the MIT Media Laboratory
Sunir Shah, MeatballWiki
Ross Mayfield, Socialtext
Moderators: **K.T.L. Vaughan**, University of North Carolina, Chapel Hill, and **Jon Jablonski**, University of Oregon

Wednesday, 3:30 p.m.

Social Informatics: A Rubric with an Identity Crisis?

With schools and programs of informatics erupting in colleges and universities in the United States and elsewhere, we will examine the assumptions, approaches and developments connoted by the term *social informatics*. Panelists will address a variety of questions intended to provoke lively debate on the merits and limitations of the term so effectively popularized by the late Rob Kling, who founded and directed the Center for Social Informatics at Indiana University.

Presenters

David Blair, University of Michigan
Ron Day, Wayne State University
Elisabeth Davenport, Napier University, Scotland
Kristin Eschenfelder, University of Wisconsin, Madison
Moderator: **Blaise Cronin**, Indiana University

Wednesday, 3:30 p.m.

LibQUAL+: Library Service Quality Assessment (SIGs/MGT & KM)

Combining technical presentations with group discussion, panelists in this session will look at the assessment of service quality within libraries. The discussion will focus on the current LibQUAL+ program that is being supported by the Association of Research Libraries (ARL).

Presenters

Colleen Cook, Texas A&M University Libraries
Yunkeum Kim, University of Wisconsin, Madison

Wednesday, 6:00 p.m.

Annual President's Reception

SOCIAL EVENTS

Sunday, November 14

Noon

New Member/First Conference Brunch

New ASIS&T members and first-time attendees will receive special invitations to the New Member/First Conference Brunch. Guests will get a preview of ASIS&T and its meetings and be able to make contacts at the start of the meeting to make the conference experience more enjoyable.

6:30 p.m.

Welcome Reception and SIG Rush

Patterned after the rush parties we remember from our college days, SIG Rush is an open reception at which representatives of the ASIS&T Special Interest Groups (SIGs) are available to discuss the goals and programs of their SIGs. This is an ideal opportunity to become more familiar with the specialties and special benefits represented by the SIGs. You can also renew friendships with your colleagues from around the world.

Monday, November 15

6:30 p.m.

Alumni Reception

Academic institutions share the sponsorship for this informal opportunity to renew relationships with faculty, colleagues, classmates, staff and others.

8:00 p.m.

International Reception

Tuesday, November 16

Noon

Awards Luncheon

Join us as we continue our new tradition of announcing and presenting the prestigious ASIS&T Annual Awards during a luncheon time period. One ticket to the luncheon is included with the full ASIS&T conference registration fee, except for student registrations. Additional tickets may be purchased.

8:00 p.m.

SIG/CON: Managing and Enhancing Information: Middle-of-the-Road Islands of Information Provenance

Wednesday, November 17

6:00 p.m.

Annual President's Reception

Visit with friends – old and new – at this gala end-of the-meeting reception. This is the also the venue at which we will announce the winners of the four "secret" awards – Watson Davis, Chapter-of-the-Year, Student Chapter-of-the-Year and SIG-of-the-Year. All registered meeting attendees are welcome.

REGISTRATION INFORMATION

Four Ways to Register

1. **Online:** All online registrations are secure via the ASIS&T website – www. asis.org – using PGP technology
2. **Phone:** Call 301-495-0900. Please have your credit card handy. We accept MasterCard, VISA and American Express.
3. **FAX:** Send your completed registration form with credit card payment information to 301-495-0810.
4. **Mail:** Send your completed registration form (one per registrant) along with a check, money order or credit card information to ASIS&T Conference Registrar, Dept. 5189, Washington, DC 20061

Special Rates

Early Registration: To qualify for early registration rates, your registration must be postmarked by **Friday, October 1, 2004**.

ASIS&T and Sister Society Members: Members in good standing of ASIS&T or one of our sister societies – Special Libraries Association, Medical Libraries Association and the American Association of Law Libraries – qualify for member rates. Include the name of your association and your membership number on the registration form. If you are not already a member of the ASIS&T family, sign up when you register and you will qualify for the membership rate. The total package – a one-year membership and admission to the conference – is less than the non-member rate for the conference alone.

First-timer: If this is your first ASIS&T conference or if you have never taken a full-day ASIS&T continuing education course, you can save an extra $75 off your total registration fees. You can qualify for this discount only by **registering for the full conference AND any full-day seminar (excluding SIG Workshops).** This offer is not available at student or retiree rates.

One-day Rates: If you cannot join us for the entire conference, take advantage of our special daily rates. Early bird and member rates are also available on single-day registrations.

Other Rates: Retiree rates are for ASIS&T retired members only. Student rates are available for both members and non-members of ASIS&T.

On-Site Registration Hours (subject to change):

Thursday, November 11	4:00 p.m.-6:00 p.m.
Friday, November 12	8:00 a.m.-10:00 a.m. 4:00 p.m.-6:00 p.m.
Saturday, November 13	8:00 a.m.-10:00 a.m. noon -2:00 p.m. 4:00 p.m.-7:00 p.m.
Sunday, November 14	8:00 a.m.-7:00 p.m.
Monday, November 15	7:00 a.m.-3:00 p.m.
Tuesday, November 16	7:30 a.m.-3:00 p.m.
Wednesday, November 17	7:30 a.m.-Noon

Cancellations and Refunds

We will honor all cancellation and refund requests **received in writing by Friday, October 8, 2004.** Unfortunately, we cannot issue refunds after this date. All refunds will be subject to a $50 cancellation fee. Refund checks will be issued six to eight weeks after the conference. Special event fees (including seminars) are non-refundable.

Annual Awards Luncheon and *Proceedings*

The Annual Awards Luncheon will be held on Tuesday, November 16, at Noon. This event replaces the Annual Banquet from previous years. Anyone registering for the full conference (except at the student registration rates) will receive one admission ticket to the Awards Luncheon. One copy of the *Proceedings* will also be included with full conference registrations (excluding student categories). Additional tickets to the luncheon and copies of the Proceedings may be purchased onsite.

Special Note to the Disabled

ASIS&T is committed to ensuring that no one with a disability is excluded, denied services, segregated or otherwise treated differently from other conference attendees because of the absence of an auxiliary aid or service. If you are in need of such aid or service as outlined in the Americans with Disabilities Act, please contact ASIS&T headquarters at 301-495-0900 or indicate the necessary items or services on the special needs line of the registration form.

Placement

The Placement Service assists ASIS&T members and meeting attendees in matching job openings with qualified candidates. Whether looking for an entry-level position or a promotion, candidates will find the Placement Service an important element of a job search. Employers will find that ASIS&T members provide high quality candidates. This service is free to all participants.

The Placement Service will open during the following hours:

Sunday	Noon – 5:00 p.m.
Monday	9:00 a.m. – 5:00 p.m.
Tuesday	9:00 a.m. – 5:00 p.m.

Hotel Information

The 2004 ASIS&T Annual Meeting will be held at The Westin Providence in Providence, Rhode Island. All conference sessions and events will be held at the conference hotel unless otherwise noted. Special discount rates are available for a limited time.

The Westin Providence
One West Exchange Street
Providence, RI 02903
401-598-8000
www.westinprovidence.com

Overview: Located in the center of one of New England's most historically significant cities, The Westin Providence is more than just a place to rest your head. Within walking distance of world-class shopping, theater, cultural events, historical sights and an array of local attractions, The Westin Providence is itself a landmark renowned for its hospitality and luxurious accommodations.

Rates: $179 Single/Double

NOTE: Reservations must be made by October 21, 2004, to guarantee the conference rates. When you make your reservation, be sure to mention that you are attending the ASIS&T Annual Meeting.

Additional Information

For additional information about the conference or registration, please contact ASIS&T in any of the following ways:

E-mail: meetings@asis.org
Phone: 301-495-0900 **FAX:** 301-495-0810
Mail: ASIS&T, 1320 Fenwick Lane, Ste 510, Silver Spring, MD 20910
Maryland Relay Services number for the hearing impaired: 1-800-735-2258

2004 ASIS&T ANNUAL MEETING

NOVEMBER 12-17, 2004 PROVIDENCE, RHODE ISLAND

REGISTRATION FORM

MANAGING AND ENHANCING INFORMATION: CULTURES AND CONFLICTS

PLease see Registration Information, page 31, for ways to submit your registration and important registration rules. Please print.

❑ MR. ❑ MS.

FIRST NAME _____ LAST NAME _____

ASIS&T (OR SISTER SOCIETY) MEMBER # _____ MEMBERSHIP GROUP _____

NICKNAME (FOR BADGE) _____ POSITION/JOB TITLE _____

ORGANIZATION _____

ADDRESS _____

CITY _____ STATE/PROVINCE _____

ZIP + 4/POSTAL CODE _____ COUNTRY _____

TELEPHONE _____ FAX _____ E-MAIL ADDRESS _____

Do you have any special needs (wheelchair access, special diet, etc.)? _____

NOTE: Early bird rates are available if registration form is POSTMARKED by **Friday, October 1, 2004.**

CANCELLATION DEADLINE:
October 8, 2004
Refund requests must be *in writing*. No refunds will be issued after this date. Fees for seminars and additional Awards Luncheon tickets are non-refundable

Is this an address change?
❑ Yes ❑ No

Is this your first ASIS&T meeting?
❑ Yes ❑ No

Registration Categories	Members						Non-Members			
	REGULAR		RETIRED		STUDENT		REGULAR		STUDENT	
	Early	After Oct.1	Early	After Oct.1	Early	After Oct.1	Early	After Oct.1	Early	After Oct.1
❑ Full Conference	$350	$380	$175	$190	$130	$160	$490	$540	$185	$215
❑ Single Day	$150	$185	$75	$93	$60	$80	$200	$325	$80	$105

Single Day Registrants: Please indicate which day(s) you will be attending: ❑ Sunday ❑ Monday ❑ Tuesday ❑ Wednesday

SEMINARS AND WORKSHOPS	Members		Non-Members	
	Early	After Oct. 1	Early	After Oct. 1
FRIDAY, NOVEMBER 12				
Managing User-Centered Design Projects (9 am-5 pm)	❑ $225	❑ $255	❑ $255	❑ $285
Taxonomies for Indexing – A Hands on Approach – Introduction (9 am-5 pm) ($50 discount if both Taxonomy couses are taken – see below)	❑ $225	❑ $255	❑ $255	❑ $285
SATURDAY, NOVEMBER 13				
Taxonomies for Indexing – A Hands on Approach – Intermediate (9 am-5 pm) ($50 discount if both Taxonomy couses are taken – see below)	❑ $225	❑ $255	❑ $255	❑ $285
Building an Institutional Repository Using DSpace (9 am-5 pm)	❑ $225	❑ $255	❑ $255	❑ $285
Collaborating with Colleagues Across Disciplinary, Organizational and Geographic Boundaries: Lessons Learned (9 am-5 pm)	❑ $225	❑ $255	❑ $255	❑ $285
Essential Pre-Implementation Planning for Successful Web Content Mgmt (9 am-5 pm)	❑ $225	❑ $255	❑ $255	❑ $285
SIG/CR Workshop (8:30 am-5 pm)	❑ $75	❑ $95	❑ $90	❑ $110
SIG/USE Workshop (1/2 Day 1-6pm)	❑ $50	❑ $60	❑ $65	❑ $75
SUNDAY, NOVEMBER 14				
Personal Information Management in Theory and in Practice (8:30 am-12 noon)	❑ $150	❑ $175	❑ $175	❑ $200
Social Informatics Wrkshp for Library &Information Science Research (8:30 am- 12 noon)	❑ $50	❑ $60	❑ $65	❑ $75

OTHER EVENTS	Members		Non-Members	
	Early	After Oct. 1	Early	After Oct. 1
SUNDAY, NOVEMBER 14 **Leadership Development Program** (Sunday, 5 pm-6:30 pm)	❑ No Charge, *please check to attend*			
TUESDAY, NOVEMBER 16 **Awards Luncheon Tickets** (12 noon) Indicate number of tickets _____ *(one is included in FULL registration, except students)*	$30	$40	$40	$50
JOIN ASIS&T: Become an ASIS&T Member and Save!	Regular ❑ $115		Student ❑ $30	
Special Discount: If this is your first ASIS&T Annual Meeting OR if you've never taken a **full day** ASIS&T Seminar*, you ***may*** qualify for a $75 discount. TO QUALIFY, you must register for the **full conference AND** at least **1 full day seminar***. Sorry, this offer is not available at the student or retired rates. **The SIG workshops DO NOT qualify for this discount.*				❑ -$75
Taxonomy Course Discount: Check this box for a $50 discount if you're taking **BOTH** Friday and Saturday Taxonomy courses				❑ -$50

Payment Information (All registration fees must be paid in full with the registration form.)

Payment type ❑ Visa ❑ MasterCard ❑ American Express

Card Number _____ Expires _____ Signature _____ *(only required if faxing or mailing)*

TOTAL Registration Amount *(Subtract applicable discount)* _____

American Society for
Information Science and Technology
1320 Fenwick Lane, Suite 510
Silver Spring, MD 20910