The Warp & Weft of Knowledge: Information Threads Connecting Disciplines, Identities, and Perspectives

Ryerson University – Toronto, Ontario

May 31- June 2, 2017

45th Annual Conference of the Canadian Association for Information Science

CONFERENCE PROGRAM

WELCOME FROM THE CAIS 2017 CONFERENCE CO-CHAIRS

Welcome to the 45th Annual Conference of the Canadian Association for Information Science (CAIS).

This year's Congress theme, *The Next 150, On Indigenous Lands*, was chosen to encourage all Congress participants to critically reflect on Canada's past and seek to build a better, more inclusive and just future. The theme builds upon the insights, contributions and recommendations of the Truth and Reconciliation Commission, and aims to mark the achievements and character of all peoples in Canada. Toronto, as the location for Congress 2017, offers a vibrant microcosm of Canada's diversity — and Ryerson University is a metropolitan university within that microcosm, committed to promoting equity, diversity and inclusive programming. The theme is intended to encourage reflection on our national identities, as well as cross-collaboration and an interdisciplinary approach to the social sciences and humanities.

Congress's theme of critical reflection, cross-collaboration, and interdisciplinarity inspired the theme for the CAIS conference. The conference *theme The Warp & Weft of Knowledge: Information Threads Connecting Disciplines, Identities and Perspectives* reflects the broad cross-disciplinary nature of information science. Along with Canada's 150th anniversary we also celebrate our past accomplishments and our hopes for the future. We hope CAIS 2017 will explore the interdisciplinarity of information studies, build on past research, and forge new paths for the future. We are also pleased that Dr. Marcia Bates, whose work helped to inspire our theme, will be giving our opening keynote presentation. As Dr. Bates noted in *The Invisible Substrate of Information* information scientists "always follow the information". By tracing the "red thread of information" within and across disciplinary boundaries we are uniquely situated to not only connect various disciplines, identities, and perspectives but brings to light new ideas and approaches.

We are pleased that this year's call for proposals received ninety-three extended abstracts for papers, panels, and posters from researchers, students and practitioners. An essential component of the CAIS conference is the double-blind review process. We used the EasyChair system for the submission and review processes. Submissions were sent out to two reviewers who provided written feedback through the system and assessed scores both of the quality of the paper and their own confidence in their area expertise. We had a program committee of fifty-six reviewers from a wide range of specializations and interests, enabling us to match each submission to the most appropriate reviewers. We thank the program committee for their diligent service in considering the papers sent to them and for their insightful comments. Forty-five papers, one panel, and twenty-six posters will be presented over the three days of the conference. The Best Paper, Student-to-CAIS, and Practitioner awards were selected using the EasyChair scores. We congratulate this year's presenters and offer special recognition to our Student-to-CAIS, Practitioner, and Best Paper Overall award winners.

We are pleased to present this year's inaugural Doctoral Student Forum! The forum has twenty-one participants and was organized by Philippe Mongeon (Université de Montréal) and Adèle Paul-Hus (Université de Montréal). We hope that this inaugural forum will become a regular feature of future CAIS conferences.

We would like to welcome you to the 2017 CAIS-ACSI conference in Toronto, Ontario. We look forward to another great conference!

Sincerely,

Danielle Allard
Conference Co-Chair
Postdoctoral Research Fellow
Women's and Gender Studies Program/
Master's of Archival Studies Program
University of Manitoba
danielle.allard@umanitoba.ca

Deborah Hicks
Conference Co-Chair
Lecturer
The iSchool @ UBC
University of British Columbia
deborah.hicks@ubc.ca

Catherine Johnson
Conference Co-Chair
Associate Professor
Faculty of Information &
Media Studies
University of Western Ontario
cjohn24@uwo.ca

KEYNOTE SPEAKER

Dr. Marcia Bates
Professor Emerita, Department of Information Studies
Graduate School of Education and Information Studies
University of California, Los Angeles, CA, USA

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Title

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The Warp & Weft of Knowledge: Information Threads Connecting Disciplines, Identities and Perspectives

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Title

The Warp & Weft of Knowledge: Information Threads Connecting Disciplines, Identities and Perspectives

Abstract

During the fifty years that I have been around in this field, I have seen research and thinking of many types addressing the red thread of information in the social texture of people's lives. In this talk I review some of those approaches, following the long arc of work to this date. I close by celebrating the newest approaches to information seeking/behavior/practice/experience, and discuss the future successes we have reason to look forward to.

Biography

Dr. Marcia Bates, currently Professor Emerita in the Department of Information Studies at the University of California, Los Angeles, is a well-known and widely published scholar in the field of library and information science (LIS). Dr. Bates has published on information seeking behavior, search strategy, subject access in manual and automated systems, and user-centered design of information retrieval systems. In addition, she is an elected Fellow of the American Association for the Advancement of Science, a recipient of the American Society for Information Science Research Award (1998), Award of Merit (2005), and has twice received the American Society for Information Science "Best Journal of ASIS Paper of the Year Award," in 1980 and 2000. In 2001 she received the Frederick G. Kilgour Award for Research in Library and Information Technology. Dr. Bates was the Editor-in-Chief of the 7-volume *Encyclopedia of Library and Information Sciences, 3rd Ed*. Dr. Bates recently published a three-volume set of her major publications on the topics of information and the information professions, information searching, and information users and system design. She has also been a professional consultant to numerous organizations in government, foundations, and businesses, including technology start-ups. More information about Dr. Bates and her work can be found at:
https://pages.gseis.ucla.edu/faculty/bates/

CONFERENCE-AT-A-GLANCE

DAY 1   May 31, 2017

All CAIS sessions on Day 1 take place in or around KHE-Kerr East, 340 Church Street

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8:00 – 9:00   Light Breakfast *(Room: KHE 117)*

9:00 – 9:30   **OPENING REMARKS** *(Room: KHE 117)*
PLENARY   Conference Co-Chair, Deborah Hicks
SESSION   CAIS President, Vivian Howard

9:30 – 10:30   **KEYNOTE ADDRESS** *(Room: KHE 117)*
                     Dr. Marcia Bates, Professor Emerita, Department of Information Studies
                     Introduction by Vivian Howard
                     The Warp & Weft of Knowledge: Information Threads Connecting Disciplines, Identities and Perspectives

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10:30 – 11:00   Refreshment Break *(Room: KHE 117)*

11:00 – 12:30   **SESSION 1A - PRESENTATION OF BEST PAPER AWARDS**
CONCURRENT   *Room: KHE 117*
SESSIONS   Moderated by Vivian Howard, CAIS President

                     Student-to-CAIS
                     Elysia Guzik (UToronto)
                     Information Sharing as Embodied Practice

                     Best Practitioner Paper
                     Nadia Conroy (Ryerson)
                     Group Management and Affective Dialogue in Collaborative Work

                     Best Overall Conference Paper
                     Sarah Polkinghorne (Swinburne/UAlberta), Lisa Given (Swinburne) and Lauren Carlson (CSU)
                     Interviews that Attend to Emplacement: the "Walk-Through" Method

                     SESSION 1B - Culturally Relevant Service Provision
                     Room: KHE 121
                     Moderated by Brian Detlor

                     Robyn Stobbs (UAlberta), Ali Shiri (UAlberta), Sharon Farnel (UAlberta), Cathy Cockney (Inuvialuit Cultural Resource Centre), Dinesh Rathi (UAlberta) and Sandy Campbell (UAlberta)
                     A Community-Driven Usability Evaluation: The Case of the Inuvialuit Settlement Region Digital Library

                     Ean Henninger (UBC)
                     Linguistic Diversity and Public Libraries

                     Claire Burrows (Western)
                     Academic Libraries and Disabled Students: An Accessible Story?

12:30 – 2:00	LUNCH BREAK – ON YOUR OWN
	CAIS Executive Meeting *(by invitation only)*
	Room: KHS-Kerr South 53

2:00 – 3:30 CONCURRENT SESSIONS	**SESSION 1C - Ethnographic Approaches**
	Room: KHE 117
	Moderated by Grant Campbell
	Danielle Allard (UManitoba) and Lisa Quirke (UToronto)
	Beyond Information Access: Assessing the Migration Information Practices of Diverse Newcomer Communities to Canada to Customize Settlement Information Provision
	Alison Brown (Dalhousie), Vivian Howard (Dalhousie), and Jennifer Grek Martin (Dalhousie)
	Portrait of the Incarcerated Woman as a Reading Mother: Revealing the Perceived Impact of a Shared Reading Program
	Nicole Dalmer (Western)
	The Invisibility of Ruling Texts: An Institutional Ethnographic Scoping Review of Family Caregivers' Information Work
	SESSION 1D - What is information, 1?
	Room: KHE 121
	Moderated by Dangzhi Zhao
	Asen Ivanov (UToronto)
	Bridging the Gap: The Concept of Information in the Work of Marcia J. Bates and Birger Hjørland
	Victoria Rubin (Western)
	News Verification Suite: Towards System Design to Supplement Reporters' and Editors' Judgements
	Tami Oliphant (UAlberta)
	Information, Beliefs, and Ways of Knowing in the Post-Truth Era

3:30 – 4:00	Refreshment Break *(Room: KHE 117)*
4:00 – 5:30 CONCURRENT SESSIONS	**SESSION 1E - Health Information Practices**
	Room: KHE 117
	Moderated by Tami Oliphant
	Nicole Dalmer (Western) and D. Grant Campbell (Western)
	Communicating with Library Patrons and Dementia Patients: Tracing an Ethic of Care Practice in Professional Communication Guidelines

4:00 – 5:30 CONCURRENT SESSIONS	**SESSION 1F - What is Information, 2?** *Room: KHE 121* Moderated by Sarah Polkinghorne Jesse David Dinneen (McGill) and Christian Brauner (Tübingen) *Information-Not-Thing: Further Problems With and Alternatives to the Belief that Information is Physical* Elaine Menard (McGill) et Alexandre Fortier (McGill) *Communication : Documents à fleur de peau : tatouages et message sous-jacents* Leslie Thomson (North Carolina) *Illuminating Information Creating: Using the "Four C" Model of Creativity as a Lens for ILS*
7:00 – 9:00	**CAIS Banquet (Pre-Purchased Ticket Required)** VENUE: Bangkok Gardens ADDRESS: 18 Elm St, Toronto, ON

DAY 2   June 1, 2017

All CAIS sessions on Day 2 take place in or around
TRSM - Ted Rogers School of Management, 55 Dundas St West

8:00 – 9:00

Light Breakfast (*Room: TRSM 2-003*)

Compute Canada Presentation

9:00 – 10:30 CONCURRENT SESSIONS

SESSION 2A - Cultural Heritage and Recordkeeping
Room: TRSM 2-003
Moderated by Catherine Johnson

Alexandre Fortier (McGill) et Elaine Ménard (McGill)
DOLMEN : vers un meilleur accès aux collections virtuelles des musées canadiens

Erica Vanden Bosch (UOttawa) and Inge Alberts (UOttawa)
Different Strokes for Different Folks: An Exploratory Study of Appraisal Performed by Recordkeeping Experts and Non-Experts in the Government of Canada

Fariba Nosrati (McMaster), Claudia Crippa (Trento), and Brian Detlor (McMaster)
The Use of iBeacon Proximity-Based Technologies by Libraries to Foster City Cultural Heritage

SESSION 2B - Digital Engagement
Room: TRSM 3-109
Moderated by Danielle Allard

Boryung Ju (Louisiana), Tao Jin (Louisiana), and Brenton Stewart (Louisiana)
Interdisciplinary Research Collaboration as a Community of Practices

Anatoliy Gruzd (Ryerson), Jenna Jacobson (Ryerson), and Elizabeth Dubois (UOttawa)
Information Visualizations as a Tool to Study Users' Social Media Privacy Concerns

Brenton Stewart (Louisiana) and Jessie Walker (Jackson)
Twitter and the Lack of a Participatory Culture in American College Libraries

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10:30 – 11:00

Refreshment Break (*Room: TRSM 2-003*)

11:00 – 12:30 CONCURRENT SESSIONS

SESSION 2C - Research Impact
Room: TRSM 2-003
Moderated by Mary Cavanagh

Ali Shiri (UAlberta)
The Many Faces of Marcia Bates's Contributions: Citation Impact and System Design Influence

Adèle Paul-Hus (UMontréal) and Nadine Desrochers (UMontréal)
Checks and Balances: Taking a Closer Look at Funding Acknowledgements Texts

Dangzhi Zhao (UAlberta) and Alicia Cappello (UAlberta)
In--text Citation Functions of Self--Citations: Implications for Research Evaluation Practice

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11:00 – 12:30 CONCURRENT SESSIONS	**SESSION 2D - LIS Education**
	Room: TRSM 3-109
	Moderated by Leanne Bowler

Heidi Julien (Buffalo), Don Latham (Florida), and Melissa Gross (Florida)
New Understandings of Current Information Literacy Instruction Practices: Informing our Scholarship and our Teaching

Fei Shu (McGill) and Charles-Antoine Julien (McGill)
Does Advisors' Disciplinary Background Affect LIS Doctoral Students' Publishing Productivity and Quality?

Zoé de Geofroy (McGill) and Max Evans (McGill)
Emotional Intelligence (EI) Development for Information Professionals: Towards a Holistic EI Training Program

12:30 – 2:00	**ANNUAL GENERAL MEETING FOR CAIS**
	Room: TRSM 2-003

LUNCH WILL BE SERVED—ALL WELCOME

2:00 – 3:30 CONCURRENT SESSIONS	**SESSION 2E - History of LIS**
	Room: TRSM 2-003
	Moderated by Alexandre Fortier

Dominic Forest (UMontréal), Valérie Rioux (UMontréal) et Sabine Mas (UMontréal)
Cartographier l'évolution de l'archivistique québécoise : la revue Archives (1994-2016) analysée au moyen de la fouille de textes

Kwan Yi (Eastern Kentucky), Ping Li (Queens College) and Tao Jin (Louisiana)
Making Invisible College Visible: Comparing ASIS&T and CAIS Annual Conferences as Two Scientific Communities

Brian Griffin (UToronto)
Scientific Progress or Organizational innovation? A Comparison of Two Turns in Library and Information Science

SESSION 2F - Interactions with Technology
Room: TRSM 3-109
Moderated by Anatoliy Grudz

Leanne Bowler (UPittsburgh)
"Why Do You Make Things?" Question Prompts as a Tool to Support Mindful Making in Library Maker Spaces for Teens

Mary Cavanagh (UOttawa) and Marina Pavlovic (UOttawa)
A Preliminary Inquiry Into the Information Experiences of Canada's Wireless Consumers

Jocelyn McKay (UBC) and Victoria James (UBC)
The Legal Information Needs of Women Who Experience Online Harassment

DOCTORAL FORUM – BY INVITATION ONLY
Room: TRSM 2-099

3:30 – 4:00	Refreshment Break *(Room: TRSM 2-003)*
	POSTER SET UP
4:00 – 5:30 CONCURRENT SESSIONS	**POSTER SESSION (From 4:00 – 5:00)** *Room: TRSM 1-148/1-150*
	DOCTORAL FORUM – BY INVITATION ONLY (From 4:00 – 5:30) *Room: TRSM 2-099*
6:00 – 9:00	PRESIDENT'S RECEPTION (CONGRESS EVENT) Location: Mattamy Athletic Centre, Maple Leaf Gardens, 50 Carlton St.

DAY 3   June 2, 2017

All CAIS sessions on Day 3 take place in or around
TRSM - Ted Rogers School of Management, 55 Dundas St West

8:00 – 9:00	Light Breakfast (*Room: TRSM 2-147*)

9:00 – 10:30 CONCURRENT SESSIONS	**SESSION 3A - Marcia J. Bates: Past-->Present-->Future (Panel)** *Room: TRSM 2-147* Jenna Hartel (UToronto), Marcia Bates (UCLA), and Students from the Faculty of Information, University of Toronto **SESSION 3B - Information Literacies** *Room: TRSM 2-149* Moderated by John Budd Sarah Polkinghorne (Swinburne/UAlberta) and Heidi Julien (Buffalo) *Against the Wind: Challenges and Barriers to Canadian Academic Librarians' Instructional Practices* Sarah Cornwell (Western) and Victoria L. Rubin (Western) *Native Advertising: Ads in Disguise as Editorials* Lisa Quirke (UToronto), Lynne Howarth (UToronto) and Emily Meikle (UToronto) *Information Sharing in Leisure: Connecting through Storytelling*
10:30 – 11:00	Refreshment Break *(Room: TRSM 2-147)*
11:00 – 12:30 CONCURRENT SESSIONS	**SESSION 3C - Information and Ethics** *Room: TRSM 2-147* Moderated by Heidi Julien John Budd (Missouri) *Realist, Non-Naturalist Ethics, and Librarianship* Amy Vanscoy (Buffalo), Jenny Bossaller (Missouri) and C. Sean Burns (Kentucky) *Problems and Promises of Qualitative Secondary Analysis for Research in Information Science*

11:00 – 12:30 CONCURRENT SESSIONS	**SESSION 3D - Embodied Information** *Room: TRSM 2-149* Moderated by Deborah Hicks

Roger Chabot (Western)
Experiences of Immanence and Transcendence in the Religious Information Practices of New Kadampa Buddhists

Ajit Pyati (Western)
Information Overload, Stress, and Burnout: The Need for Contemplative Approaches in LIS

Sarah Polkinghorne (Swinburne/UAlberta)
Coming to our Senses: Considerations for Studying Sensory Information

ACKNOWLEDGEMENTS

We thank our many volunteers for their support in preparing for the 2017 CAIS conference. In particular, we'd like to thank the CAIS executive board for their support and direction, Mandi Arlain (Ryerson University) for acting as our local arrangements coordinator and arranging the banquet, Christian Allègre for his assistance with translation, Adèle Paul-Hus and Philippe Mongeon for organizing the inaugural doctoral forum, Sarah Polkinghorne for developing and maintain the conference website, and to previous co-chair and CAIS past-president Heidi Julien for her ongoing advice and support

We also wish to acknowledge the contributions and assistance of the 2017 Program Committee. We had a larger than anticipated number of submissions this year and without the hard work and commitment of the committee the 2017 CAIS conference would not be a success.

PROGRAM COMMITTEE

Isola Ajiferuke	Julie Hersberger	Tami Oliphant
Inge Alberts	Heather Hill	Eun Park
Clément Arsenault	Kristin Hoffman	Sophie Pittalis
Bruno Bachimont	Lynne C Howarth	Anabel Quan-Haase
Jamshid Beheshti	Heidi Jacobs	Lisa Quirke
Leanne Bowler	Charles-Antoine Julien	Diane Rasmussen Pennington
Cara Bradley	Heidi Julien	Kevin Rioux
John Budd	Rick Kopak	Catherine Ross
Sean Burns	Yi Kwan	Seamus Ross
Grant Campbell	Audrey Laplante	Paulette Rothbauer
Mary Cavanaugh	Vincent Larivière	Victoria Rubin
Alissa Centilvany	Cory Laverty	Toni Samek
Lyne Da Sylva	Joyline Makani	Kamran Sedig
Brian Detlor	Yves Marcoux	Ali Shiri
Jennifer Douglas	Lynne McKechnie	Richard Smiraglia
Alexandre Fortier	Pam McKenzie	Louise Spiteri
Shelagh Genuis	Eric Meyers	Siobhan Stevenson
Devon Greyson	Giovanni Michetti	Sandra Toze
Matthew Griffis	Elaine Ménard	Lynn Westbrook
Jenna Hartel	Val Nesset	Dietmar Wolfram
		Lu Xiao

WAY-FINDING

Ryerson University Campus Map
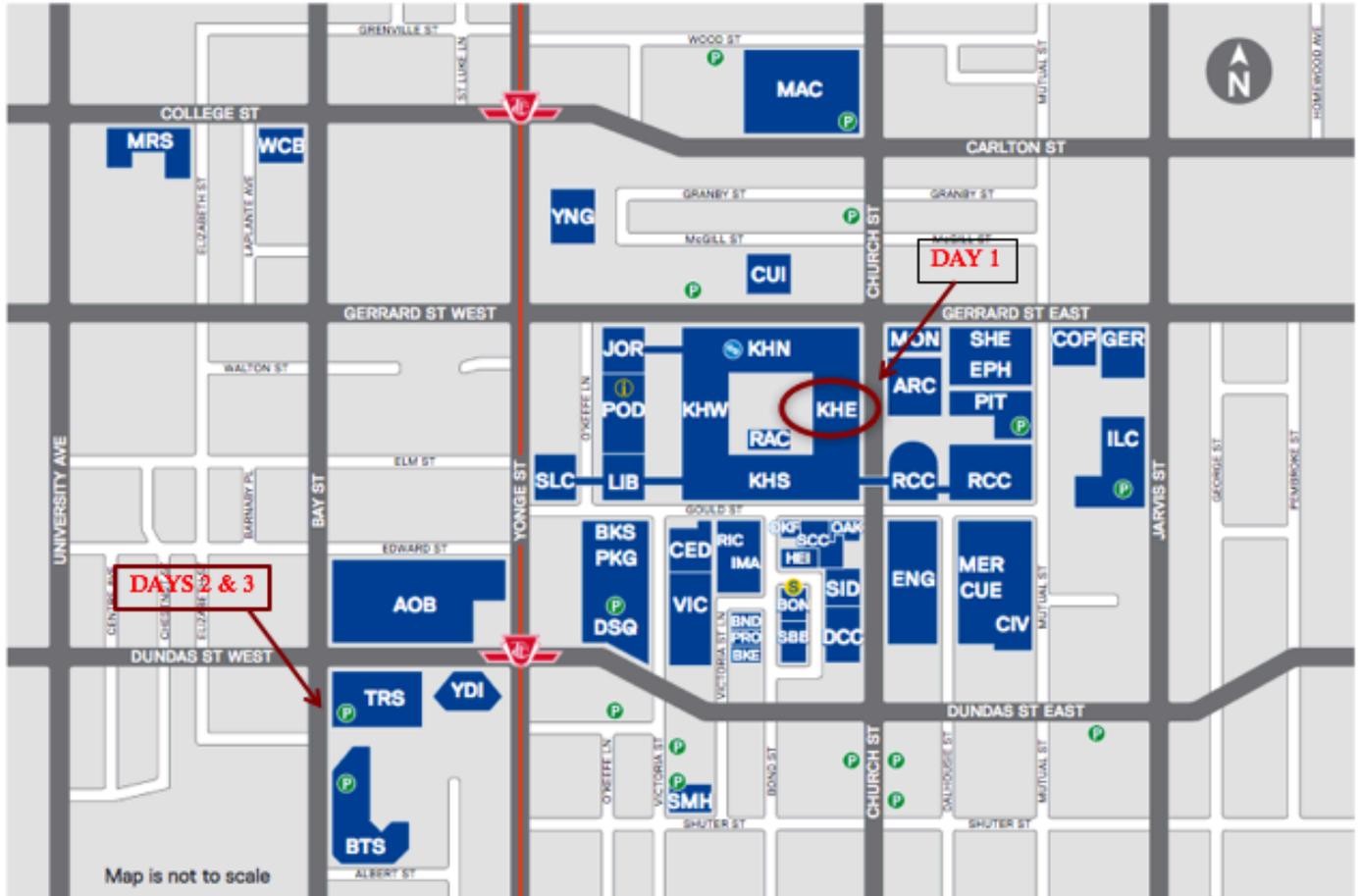
All CAIS sessions on **Day 1** take place in or around **KHE-Kerr East**, 340 Church Street

All CAIS sessions on **Days 2-3** take place in or around
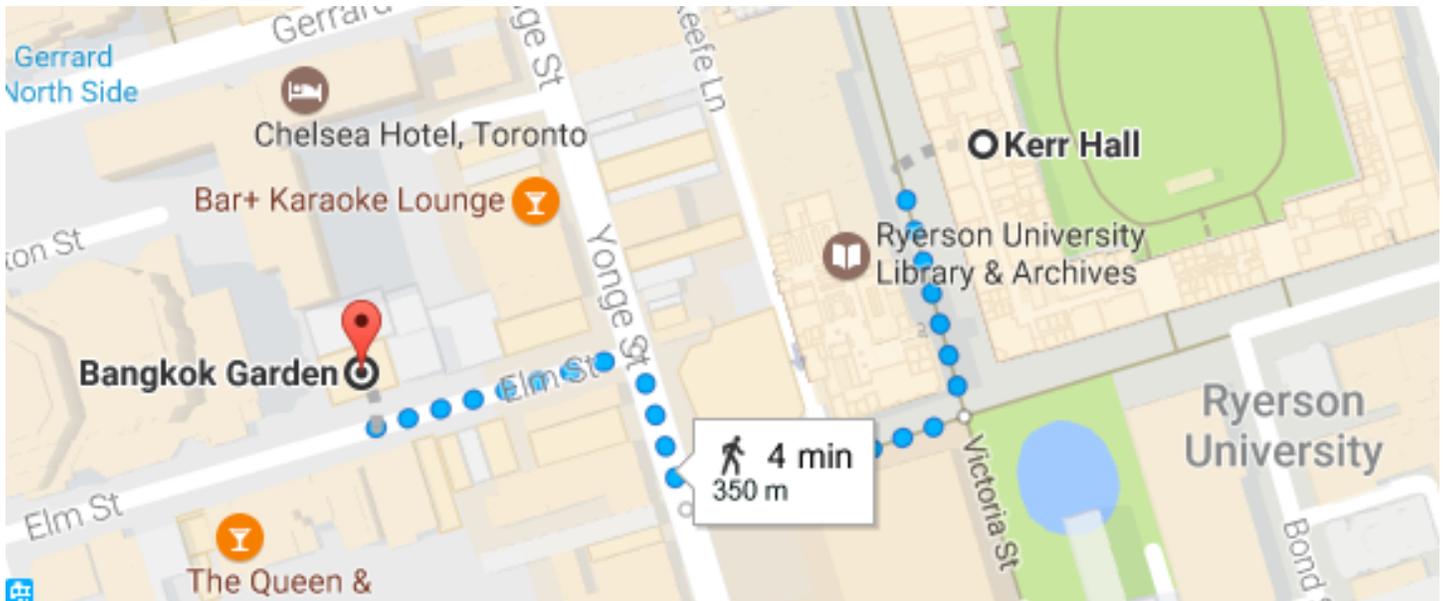**TRSM - Ted Rogers School of Management**, 55 Dundas St West

Directions to the Social Event – CAIS Banquet
May 31, 2017 7:00-9:00 PM
VENUE: Bangkok Gardens
ADDRESS: 18 Elm St, Toronto, ON
PHONE: (416) 977-6748

Leave: Kerr Hall

Head south on Victoria St toward Gould St

Turn right onto Gould St

Turn right onto Yonge St

Turn left onto Elm St (Destination will be on the right)

PAPER AND PANEL ABSTRACTS (alphabetical by first author)

Danielle Allard and Lisa Quirke. **Beyond Information Access: Assessing the Migration Information Practices of Diverse Newcomer Communities to Canada to Customize Settlement Information Provision**
Drawing from research with Afghan refugee youth in Toronto, Ontario, and Filipino permanent residents in Winnipeg, Manitoba, this paper examines newcomer information practices during migration and settlement, suggesting that how newcomer communities engage with settlement information has direct implications for the methods that information professionals might use to reach them.

Erica Vanden Bosch and Inge Alberts**. Different Strokes for Different Folks: An Exploratory Study of Appraisal Performed by Recordkeeping Experts and Non-Experts in the Government of Canada**
This research examines the appraisal practices of recordkeeping experts and non-experts in the Government of Canada. The study uses interviews, cognitive inquiries, and document analysis to investigate the strategies and criteria each group uses to appraise records with a focus on the similarities and differences.

Leanne Bowler. **"Why Do You Make Things?" Question Prompts as a Tool to Support Mindful Making in Library Maker Spaces for Teens**
The paper investigates how question prompts might help young people think creatively, critically, metacognitively, and with a sense of social responsibility vis à vis their relationship with the technologies and media that they create in library maker spaces.

Alison Brown, Vivian Howard and Jennifer Grek Martin. **Portrait of the Incarcerated Woman as a Reading Mother: Revealing the Perceived Impact of a Shared Reading Program**
This research explores the perceived impact of a shared reading program on incarcerated women and their families. Several former members of the Mother-Child Read Aloud program offered at Nova Institute for Women in Truro, Nova Scotia

will be interviewed to determine what elements of the program, if any, strengthen family relationships, build family literacy, foster empowerment, and ease re-unification and re-entry into their communities. Insights gained from this research will assist policy-makers and practitioners in determining how to co-create meaningful programs that produce positive outcomes for incarcerated women, their families, and our communities.

John Budd. **Realist, Non-Naturalist Ethics and Librarianship**
The fundamental premise of this paper is that the work of information professionals relies upon, and is an extension of, memory. Memory is an element in shaping consciousness, so it is likewise essential to information work. The place the past occupies is a complex one, as will be demonstrated in the presentation. The past cannot simply be categorized as history, since "history" depends on agency beyond the individual information professional. Models offered by Bergson and Wilson will bring the complexity to the fore and will illustrate how information professionals rely on memory for the most fundamental aspects of information work.

Claire Burrows. **Academic Libraries and Disabled Students: An Accessible Story?**
With a growing disabled population, the accessibility of higher education institutions is a growing area of attention in Canada. This paper examines how academic libraries in Canada are responding to create accessible environments, and how students are experiencing these services and spaces in practice. This examination will help to build a picture of how notions of disability and accessibility are constructed in academic libraries in Ontario, and how these understandings may affect disabled students in practice.

Mary Cavanagh and Marina Pavlovic. **A Preliminary Inquiry Into the Information Experiences of Canada's Wireless Consumers**
This paper reports on one phase of a larger telecommunications consumer rights and access-to-justice project framed by Canada's Wireless Code of Conduct (2014). Two pilot studies involving 12 mystery shopper interactions, and 16 qualitative interviews of wireless consumers are reported. Preliminary findings suggest ways the consumer's perspective in Canada's wireless services, legal and informational, ecology could be strengthened.

Roger Chabot. **Experiences of Immanence and Transcendence in the Religious Information Practices of New Kadampa Buddhists**
Religious information practices are information practices that consist of, or are related to religious beliefs and practices. This present study relies upon the interpretation of certain religious practices, particularly those that involve the use of written text (both printed and oral), as information practices. Understood within the everyday, these practices may include, for example, reading passages from scriptures, listening to an orally-delivered homily containing a religious message or investigating religious history on the Internet.

Nadia Conroy. **Group Management and Affective Dialogue in Collaborative Work**
Research and design of information systems in LIS has endeavoured to investigate human group tasks and the role of creativity. The current study builds on the premise behind Computer Supported Collaborative Work (CSCW), which is a design field aimed to facilitate group work through the application of computer technologies. Using field observation, the study formulates a description of the creative work of musicians, and the use of group management and affective dialogue during collaboration. Results of the quantitative findings are presented with implications for future research.

Sarah Cornwell and Victoria L. Rubin. **Native Advertising: Ads in Disguise as Editorials**
Native advertising, paid for by corporate funding, may fool news readers into thinking that they are reading investigative journalism editorials. Such misleading practice constitutes an internal threat to the profession of journalism and may further deteriorate mainstream media trust. If information users are unaware of the Native Ads original promotional nature, they may find themselves insufficiently informed or mislead by its content. This study investigates cases of Native Ads in terms of their contextual use, distinctive features, and likeness to editorials. LIS should aim to provide clear discernment guidelines and consider automated user alerts.

Nicole Dalmer. **The Invisibility of Ruling Texts: An Institutional Ethnographic Scoping Review of Family Caregivers' Information Work**
To make visible how different facets of family caregivers' eldercare work are highlighted or obscured in academic writing and research, this institutional ethnography-based scoping review examined the conceptualizations and portrayals of family caregivers' information work in scholarship and the degree to which this type of work is recognized. In doing so, this study deepens our understanding of the complex relationship between information and care by exploring how texts come to regulate our understanding about and research surrounding information-related care work.

Nicole Dalmer and D. Grant Campbell. **Communicating with Library Patrons and Dementia Patients: Tracing an Ethic of Care Practice in Professional Communication Guidelines**
This presentation reports on the initial results of a SSHRC-funded research project involving the complex interactions between information, communication and dementia. We use an ethic of care framework to compare prominent guidelines for reference librarians with guidelines for workers in long-term dementia care settings. In so doing, we explore how both sets of guidelines frame the act of communication as a combination of regulated procedure and empathetic discourse.

Jesse David Dinneen and Christian Brauner. **Information-not-thing: Further Problems with and Alternatives to the Belief that Information is Physical**
In this short paper, we show that a popular view in information science, information-as-thing, fails to account for a common example of information that seems physical. We then demonstrate how the distinction between types and tokens, recently used to analyse mathematical information, can account for this same example by viewing information as abstract, and discuss existing definitions of information that are consistent with this view.

Dominic Forest, Valerie Rioux and Sabine Mas. **Mapping the evolution of Québec's archival heritage: the Archives magazine (1994-2016) analyzed using text mining**
We will present the results of a research project intended to automatically analyze the contents of the journal archives using an approach based on text mining techniques. We will present the subjects covered in the journal over the last twenty years and report on changes in research objects and the archival profession. Our presentation will also illustrate the techniques of text mining that allow to automatically map the thematic evolution of a corpus and to identify certain relations between the researchers and the various aspects of a scientific discipline.

Alexandre Fortier and Elaine Ménard. **DOLMEN : Towards a better access to virtual museum collections**
The DOLMEN project proposes to examine the elements essential to the description of museum objects and to model them using related open data. In this first phase, an inventory of metadata used by Canadian museums in the humanities and social sciences. 25 types of metadata and their frequency of use are presented.

Zoé de Geofroy and Max Evans. **Emotional Intelligence (EI) Development for Information Professionals: Towards a Holistic EI Training Program**
This research aims to demonstrate a connection between emotional competencies and successful information and knowledge-related work; and to adopt research findings from management science, psychology, and organizational behaviour to the development of practical emotional intelligence training programs for information professionals. The paper details a comparison of a variety of theoretical and practical EI training approaches. The results show that many programs share characteristics in terms of their: 1) theoretical foundations (i.e., EI framework); 2) duration of training; 3) grounding in self-awareness competencies; 4) combining theory and practice; 5) combining individual and team learning; and 6) valuing frequent assessment and feedback.

Brian Griffin. **Scientific Progress or Organizational Innovation? A Comparison of Two Turns in Library and Information Science**
This paper discusses the transformation of library and information science (LIS) from a discipline concerned with classification and preservation in libraries to one with a wide range of fields and professional programs. Two alternative explanations may account for these developments: normal scientific progress as the discipline matures or normative isomorphic organizational change. These explanations are explored through a comparison of two periods of change: during and after WWII and the turn of the 21st century.

Anatoliy Gruzd, Jenna Jacobson and Elizabeth Dubois. **Information Visualizations as a Tool to Study Users' Social Media Privacy Concerns**
As the amount and complexity of data that can be accessed from social media have been increasing exponentially, we examine the utility of using information visualizations as a tool to study people's attitudes and perceptions of their social media data being used by third parties. Specifically, we investigate the role of visualizations in studying users' social media privacy concerns in the context of screening job

applicants on social media. The data come from an online survey of 454 participants. The results partially support the supposition that analytical information receives a stronger reaction when accompanied by representative visualizations.

Elysia Guzik. **Information Sharing as Embodied Practice**
This paper will extend two areas in information scholarship: religious practice and embodiment. Reporting on completed research about information practices among Muslim converts, this paper will reveal how information is shared through non-written sources in the context of religious transitions that take place within a contentious political landscape.

Jenna Hartel and Marcia Bates. **Marcia J. Bates: Past-->Present-->Future**
This panel session explores, critiques, and celebrates the work of canonical information scientist, Marcia J. Bates. To begin, Dr. Jenna Hartel will survey her oeuvre. Then, three of Hartel's graduate students will report on their semester-long explorations of a singular concept by Bates. Each student's talk will feature a summary and critical examination of the seminal idea in its original historical context. Then, the same concept will be considered in the light of this Information Age. Following each talk, Marcia J. Bates will share her reflections. Ample time will be provided for discussion among Dr. Bates, the panelists, and attendees.

Ean Henninger. **Linguistic Diversity and Public Libraries**
The paper employs the concept of linguistic diversity as a lens for viewing access to library services. It first describes and analyzes linguistic diversity in relation to library access generally, then quantifies linguistic diversity by assessing its incidence in the staff who shape and deliver access and comparing it to general populations.

Asen Ivanov. **Bridging the Gap: The Concept of Information in the Work of Marcia J. Bates and Birger Hjørland**
This paper presents a conceptual analysis of the debate over the concept of information between Marcia J. Bates and Birger Hjørland in an effort to examine a foundational question for information science—namely, what is information?

Boryung Ju, Tao Jin and Brenton Stewart. **Interdisciplinary Research Collaboration as a Community of Practice**
We present an ongoing research project, which takes a qualitative approach using in-depth interview methodology to explore interdisciplinary scientific collaboration activities at a computation and technology research center. The purpose of this research is to understand how a team of scientists and engineers use physical artifacts and social practices to collaborate. We attempt to identify communities of practice that were involved in those scientific collaborations; specific social practices that both scientists and engineers developed and engaged in, as well as those shared artifacts that were used to facilitate interaction among inter- and intra-group members.

Heidi Julien, Don Latham and Melissa Gross. **New Understandings of Current Information Literacy Instruction Practices: Informing our Scholarship and our Teaching**
This paper examines the implications of findings from a recent survey of academic librarians with teaching responsibilities in U.S. academic libraries, for what they can suggest to library and information science scholars in terms of research questions, and for how they can inform our preparation of future librarians.

Elaine Menard and Alexandre Fortier. **Communication: Documents on skin: tattoos and underlying messages**
This project examines the tattoo as a document using 18 in-depth interviews. The preliminary analysis of the results indicates the importance of distinguishing between tattoos that bear meaning and those that are purely aesthetic, and the fact that the two types may coexist. They also emphasize the importance of preserving the original aspect of the tattoo, even when visually ill-loved or associated with bad memories, thus testifying to the documentary function of certain tattoos.

Jocelyn McKay and Victoria James. **The Legal Information Needs of Women Who Experience Online Harassment**
Women experience various forms of harassment online that threaten their safety, their well-being, and their ability to participate in the digital world. Our job as researchers is threefold: to understand the harassment that women experience online, to learn what information needs women who experience online harassment have (particularly their legal information needs), and to investigate their information search behaviour. Only with a solid understanding of these concepts can we as information professionals begin to address this phenomenon.

Fariba Nosrati, Claudia Crippa and Brian Detlor. **The Use of iBeacon Proximity-Based Technologies by Libraries to Foster City Cultural Heritage**
This paper describes a project led by two libraries concerning the use of iBeacon proximity-based technologies to promote city cultural heritage. Findings suggest iBeacons are viable tools for libraries to share city cultural heritage stories that yield improved perceptions of a city and greater appreciation of a city's cultural heritage.

Tami Oliphant. **Information, Beliefs, and Ways of Knowing in the Post-Truth Era**
In 2016, Oxford Dictionaries claimed "post-truth" as word of the year. Post-truth is the supremacy of belief, emotion, and worldviews over information and facts. While post-truth is nothing new, it invites reconsideration of information and knowledge from an understudied perspective: the internal conditions and different ways of knowing that shape and influence information interactions. This conceptual paper explores the relationships among beliefs, emotion, and faith, internal conditions, information, and different ways of knowing by drawing upon two recent events: the preventable death of a toddler and the fundamental belief system change of a white supremacist.

Adèle Paul-Hus and Nadine Desrochers. **Checks and Balances: Taking a Closer Look at Funding Acknowledgements Texts**
Since 2008, funding acknowledgements have been indexed by Web of Science, allowing for large-scale analyses of acknowledgements content. The objective of this analysis is to qualitatively analyse the content of acknowledgements texts in order to validate and contextualize quantitatively obtained trends in acknowledgement practices. The preliminary results show that funding-related content is more prevalent than expected, since even seemingly non-funding-related terms are in fact linked to funding statements.

Sarah Polkinghorne. **Coming to our Senses: Considerations for Studying Sensory Information**
Everyone uses sensory information to understand and navigate daily life. Despite this ubiquity, the nature and role of sensory information has received little attention within library and information studies (LIS). This CAIS paper analyzes one sense as an example, the sense of smell, in order to identify cultural, linguistic, and methodological considerations for bringing it into greater focus within our discipline. This paper illustrates the complexities of studying sensory information, and argues that doing so will contribute to richer examinations of people's information practices.

Sarah Polkinghorne, Lisa Given and Lauren Carlson. **Interviews that Attend to Emplacement: The "Walk-Through" Method**
Within library and information studies (LIS), there is growing awareness of the role of the body and its surroundings in people's information and knowledge experiences. Predominant data collection methods, such as the sit-down interview, should be reexamined in light of this awareness. This paper examines interview methods theoretically and empirically. First, this paper introduces the concept of emplacement, the interrelationship of body, mind, and place, as a useful lens for challenging conventional interviewing practices. Second, this paper delineates the "walk-through" interview, which in a study of undergraduates' information

behaviours prompted richer detail from participants than did "sit down" interviews.

Sarah Polkinghorne and Heidi Julien. **Against the Wind: Challenges and Barriers to Canadian Academic Librarians' Instructional Practices**
Helping students learn how to navigate information—and misinformation—is as important as ever. The Canadian information literacy (IL) landscape continues to evolve along with rhetorical, theoretical, and contextual developments, such as the new Framework for Information Literacy for Higher Education and the critical library pedagogy movement. However, relatively little is known about actual changes to librarians' IL practices over time, and what causes or prevents librarians to change their practices. This paper shares results from a twenty-year study of IL practices in Canadian academic libraries, with a focus on the barriers and challenges to this work.

Ajit Pyati. **Information Overload, Stress, and Burnout: The Need for Contemplative Approaches in LIS**
The information age, despite its undeniable opportunities and benefits, is also rife with stress, information overload, and anxiety. Given this context, LIS unfortunately remains largely silent about these affective concerns. One way to address these concerns is for LIS to embrace contemplative approaches as a mode of inquiry. As such, the paper offers a preliminary sketch of a "contemplative LIS" to allow LIS scholars and professionals to more effectively address issues such as overload and burnout. This exploration is based on the following four themes: 1) Attention; 2) Relationships; 3) Reflection; and 4) Action.

Lisa Quirke, Lynne Howarth and Emily Meikle. **Information Sharing in Leisure: Connecting Through Storytelling**
This paper examines the role of information sharing in leisure activities by highlighting the findings of two qualitative studies. Both studies explore whether storytelling in leisure settings can connect members of marginalized communities to others and to their own identities. Implications for public libraries and information behaviour research are discussed.

Victoria Rubin. **News Verification Suite: Towards System Design to Supplement Reporters' and Editors' Judgements**
This paper offers a conceptual basis and describes elements for a multi-layered system to provide information users (newsreaders) with credible information and improve the work processes of the online news (content) producers. I overview criteria of excellence (what editors consider newsworthy) and how reporters (and traditional newsroom professionals used to) verify information to provide high quality of news. I compare the "traditional model of journalism" to the current journalistic practices of "news sharing a.s.a.p." and identify certain processes that are currently either missing or could be complemented with automatic verification functions, capitalizing on Natural Language Processing (NLP) and Data-Mining (DM).

Ali Shiri. **The Many Faces of Marcia Bates's Contributions: Citation Impact and System Design Influence**
This paper provides a current and holistic perspective of the citations made to Marcia Bates's work using a variety of data and citation sources. Further, it will provide new insight into the ways in which Bates's scholarly work has influenced the design and development of IR systems and search interfaces.

Fei Shu and Charles-Antoine Julien. **Does Advisors' Disciplinary Background Affect LIS Doctoral Students' Publishing Productivity and Quality?**
The purpose of this study is to investigate LIS doctoral students' publication since the 1960s and measure the impact of LIS doctoral advisors' disciplinary background on their publication productivity and quality. After analyzing the LIS doctoral graduates' publications since the 1960s, we found that LIS doctoral students supervised by advisors with non-LIS background publish more research that is cited more often.

Brenton Stewart and Jessie Walker. **Twitter and the Lack of a Participatory Culture in American College Libraries**
This study is a social media analysis on the use of Twitter at Historically Black Colleges and University libraries in the United States. Researchers have begun examining how libraries use social media however; the vast majority of these studies are situated at large flagship research-intensive universities. We leverage the IBM Watson analytic engine, to systemically examine over 23,000 tweets around propagation and sentiment, to assess follower engagement. The analysis found little evidence of follower engagement with library generated content. However, we observed a substantial volume of library tweets coalesced around institutional boosterism, rather than library related phenomena.

Robyn Stobbs, Ali Shiri, Sharon Farnel, Cathy Cockney, Dinesh Rathi and Sandy Campbell. **A Community-Driven Usability Evaluation: The Case of the Inuvialuit Settlement Region Digital Library**
This paper reports a usability evaluation study of the Digital Library North prototype that was conducted in May 2016. It proposes a culturally-aware and community-informed approach to the usability of digital libraries for Northern communities in Canada along with the emerging themes
and the changes that were implemented as a result of the evaluation.

Leslie Thomson. **Illuminating Information Creating: Using the "Four C" Model of Creativity as a Lens for LIS**
Information creating is understudied in the ILS field. This paper introduces the interdisciplinary "Four C" Model of Creativity (Kaufman & Beghetto, 2009) and begins to employ it as a lens for conceptualizing and approaching information-creating research. The "Four C" model distinguishes four main types or modes of creativity. When translated into ILS, the model serves as a platform for aggregating information-creating research, synthesizing across it,

recognizing gaps in it, and growing this research area overall.

Amy VanScoy, Jenny Bossaller and C. Sean Burns. **Problems and Promises of Qualitative Secondary Analysis for Research in Information Science**
Qualitative secondary analysis (QSA) is a method that has been used in other disciplines and debated from epistemological and ethical perspectives. It has rarely been explicitly used or discussed in information science. This paper explains value of the method for information science research, discussing its benefits and challenges and analyzing our recent QSA study.

Kwan Yi, Ping Li and Tao Jin. **Making Invisible College Visible: Comparing ASIS&T and CAIS Annual Conferences as Two Scientific Communities**
This proposed paper will report an ongoing research that conceptualizes two major LIS academic conferences in North America, CAIS Annual Conferences and ASIS&T Annual Meetings, as two dynamic scientific communities. Using a social network analysis approach, this research aims to explore, visualize and compare how these two scientific communities are structured, organized, and evolved.

Dangzhi Zhao and Alicia Cappello. **In-text citation functions of self--citations: Implications for research evaluation practice**
Self-citations have long been noted as a problem in citation analysis and are often excluded from the analyses based on the notion that self-citations may be included for egoistic or self-serving reasons. The present study, however, found that self-citations are less likely to function as nonessential citations than foreign citations, suggesting that self-citations should not be discounted in citation analysis, and should in fact be given more weight than foreign citations in weighted citation analysis. This study fills a gap in research on self-citations by examining the function of individual self-citation occurrences in citing articles as compared to foreign citations.

POSTER ABSTRACTS (alphabetical by first author)

Dan Albertson. **Users' Perceptions of Social Issues and the Representation and Inclination to Use Social Video**
Associations between users' presumptions of social issues, video representations, and inclinations to use video in social contexts are explored. A total of 330 online surveys were collected and quantitatively analyzed. Results produced significant findings and correlations between the variables of the study. Implications include connecting perspectives of interface evaluation with connotations of social contexts.

Hawa Alnaki. **Everyday Life Information Seeking Behaviour of New Muslim Immigrants in Montreal**
The study will examine the everyday life information seeking behavior of new Muslim immigrants in Montreal, as well as their information needs and the challenges they face. While there has been some work that focuses on the information needs and information seeking behavior of new immigrants in the United States, to date there has been little research within the Canadian context. Specifically, there is a failure to account for new Muslim immigrants' information needs in Montreal from the perspective of the library and information science field. Most information behavior research categorizes Muslim immigrants in Canada according to nationality or gender.

Yimin Chen and Victoria Rubin. **Perceptions of Clickbait: A Q-Methodology Approach**
Clickbait is a class of internet content characterized by attention-grabbing headlines, but is criticized for being shallow, misleading, or deceptive. Information sciences can offer a range of solutions to clickbaiting, but the field lacks a concrete, unifying definition of the phenomenon. This poster addresses this need by investigating perceptions and understandings of clickbait through Q-methodology.

Emma Cross. **The Future of Information Science Education in Canada: Issues and Discussion**
This poster visually presents issues in the future of information science education in Canada. The poster incorporates research completed for development of the new Bachelor of Information Technology – Information Resource Management program at Carleton University, launched in Fall 2016. http://bitdegree.ca/ In conclusion, key strategies for the future will be identified.

Melissa Fraser-Arnott. **Identifying as a Librarian: When and If LIS Graduates in Non-Library Roles Use the Title "Librarian"**
This poster addresses how library and information science (LIS) graduates who work in non-library roles label themselves. The LIS community as the profession is undergoing a time of transition. Given the changing nature of the work that is being performed by LIS graduates both inside and outside of libraries, the timing is appropriate to explore how practitioners choose to label themselves as professionals. LIS graduates working in non-library roles where selected as the target population of this study because their work provides them with myriad possibilities for self-labelling. Participants exhibited four response patterns which are described and discussed.

Vera Granikov, Reem El Sherif and Pierre Pluye. **Performance of Crowdsourcing to Monitor and Filter Relevant Scientific Literature**
With the ever-growing volume of scientific literature, it is challenging for researchers to stay up-to-date. This prospective study aims to engage a heterogeneous group of participants in monitoring and filtering articles on online consumer health information and measure the "crowd's" performance to determine whether crowdsourcing could be a reliable solution.

Deborah Hicks. **Understandings of Identity in the LIS Literature: A Conceptual Analysis**
This study uses a conceptual analysis approach to explore how identity has been conceptualized by Library and Information Science (LIS) researchers. Understanding how identity has been conceptualized will illuminate the connections between people's personal and

social identities and their information practices and suggest future areas for LIS research.

Lynne Howarth, and Lisa Quirke. **Show, Tell, Bridge: Pop-up Storytelling in the community**
This proposed poster reports on "pop-up" object-narrative sessions within two community-focused farmers' markets in Toronto, Canada, and the data gathered for current research on the affordance of objects in negotiating individual and group identity. How do we impart information about ourselves in reference to common everyday objects, and through stories about a favourite vegetable? Findings from the study will inform the design of programmatic guidelines for objects and storytelling within a community setting.

Tao Jin and Wendy McLain. **Identifying Core Competencies for Records Management and Information Governance Professionals: A Job Advertisement Analysis**
Records and information management (RIM) has been well needed in both public and private sectors for decades. The recent progression toward enterprise wide information governance (IG) provides a good example of RIM's fast-paced evolution. However, what should those being hired for a RIM/IG position know? What other qualities should they bring to the job in order to survive and thrive? Unfortunately, there is a dearth of empirical research that addresses these concerns. This proposed poster will report an on-going project that aims to identify core competencies for this group of information

professionals by using a job advertisement content analysis approach.

Zoé Aubierge Ouangré and Audrey Laplante. **The Information Behavior of Medical Doctoral Students in Burkina Faso**
There are few studies on the information behavior of students in Southern countries, particularly those at the graduate level. We present the results of a survey of 279 medical doctoral students in Burkina Faso on their behavior in the search for information related to their research activities.

Iva Seto, David Johnstone and Jennifer Campbell-Meier. **Expert Advisory Groups: Exploring the Sensemaking Process During a Public Health Crisis Response**
In a public health crisis, experts (such as epidemiologists, public health officers, physicians and virologists) support key decision makers with advice in a highly dynamic, pressured, and time-sensitive context. Experts must process information (to provide advice) as quickly as possible, yet this must be balanced with ensuring the information is credible, reliable, and relevant. When an unexpected event occurs, it may lead to a gap between what is experienced and what was expected; sensemaking is a meaning creation process which is engaged to fill the gap. This research explores how experts engage in sensemaking during a public health crisis.

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