

# Information Studies in the World: Conversations across Institutional Boundaries

University of British Columbia – Vancouver, BC

June 3-5, 2019

*47th Annual Conference of the Canadian Association for Information Science*



**congress 2019**  
OF THE HUMANITIES AND SOCIAL SCIENCES



# CONFERENCE PROGRAM

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## WELCOME FROM THE CAIS 2019 CONFERENCE CO-CHAIRS

Welcome to the 47<sup>th</sup> Annual Conference of the Canadian Association for Information Science (CAIS).

With the theme of “Circles of Conversation,” this year’s Congress highlights the importance of renewing our commitment to open dialogue and debate not only within the academy, but also through greater engagement with the broader public, with the aim of building a more inclusive, sustainable society. “Circles of Conversation” also reminds us of our interconnectedness, the importance of community, and the necessity of creating and maintaining welcoming spaces where “people can speak with one another, listen and learn together.” Both at the Federation and UBC programming levels, this year’s Congress will focus on ‘art’ as a singular form of “engaged scholarship” within social sciences and humanities research, and how art, in a very tangible way, can both be employed in the production of research and in fostering a very deep and lasting connection between the outcomes of research and the broader community which it is intended to benefit. Hosted by the Congress, this year’s Big Thinking speaker series will feature talks by artists, administrators, and scholars all speaking on the importance of “art as a platform of engagement.” Among other speakers, including Giller Prize winning author Esi Edugyan, David Suzuki and Ian Mauro will present a screening of their film *Beyond Climate* and speak about the role of films and film-making in research and community engagement.

The CAIS Conference theme this year is “Information Studies in the World: Across Institutional Boundaries.” Our goal in choosing this theme was to bring specific focus to the indispensable role that libraries and archives play in the creation and circulation of knowledge, and how our discipline is uniquely positioned to best explore and understand the ways in which information can transform society through free exchange of ideas and support of meaningful conversation across all boundaries. In keeping with the Congress theme of “Circles of Conversation,” and its focus on ‘art and research,’ this year’s CAIS keynote speaker, actor and documentary producer Derek Kwan, will talk about the importance of public spaces in fostering creativity and collaboration, and how the Vancouver Public Library’s Inspiration Lab helped in supporting his work.

For this year’s conference, the Program Committee was pleased to receive over 50 submissions of full, early review, and panel abstracts from researchers, students and practitioners, with 34 being accepted for presentation at the Conference. With the ‘early work’ submissions our goal was to provide an opportunity for extended peer feedback on work that was in the development stage. As with previous conferences, double-blind reviews were carried out using the EasyChair conference management system.

The Chairs wish to thank the nearly fifty members of the program committee who volunteered their time to review their colleagues’ work in such a complete and supportive manner. In keeping with past practice, Best Student, Best Practitioner, and Overall Best Paper were determined using aggregate review scores from EasyChair with a final round of independent review of the shortlist for each category. Congratulations to the recipients of these awards, especially given the high level of competition! Thanks also to Davin Helkenberg for organizing the 4th Annual Doctoral Forum.

Thanks for joining us at this year's Congress. Please enjoy the conference, and we hope you have scheduled some time to enjoy Vancouver too.

See you all next year in London.

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## KEYNOTE SPEAKER

Derek Kwan  
Filmmaker & Actor  
Vancouver, BC



### Engaging through Inspiration and Creative Works

How can we engage varying populations to utilize public spaces and resources for innovation and, in turn, expand the role and scope of spaces like our libraries?

Join Derek Kwan for a multimedia presentation in discussing the importance of spaces that foster creativity and collaboration. Derek will screen some of his past works, highlighting how the VPL's Inspiration Lab assisted in the creation of these works, and examine how we can build upon the innovations set forth by the VPL. Further, we will peer into how information is created and consumed in our everyday lives, taking a critical look at the impact of social media and curated feeds in our personal consumption of information.

**Biography** Derek Kwan is a filmmaker and actor based out of Vancouver, Canada. With a passion for food and culture, his films showcase the human condition and provide a lens into a diverse Canadian experience not widely told through film. His documentaries have screened at film festivals worldwide. Notably, *Taste of Identity* (2015) was an Official Selection at the 19th Annual Vancouver Asian Film Festival where it was also nominated for Best Canadian Short. The film went on to win Best Canadian Short and Best Documentary at the 2015 Canada Shorts Film Festival. Derek's latest film *Me* (2018), is a documentary short funded by Telus Storyhive and recently received the jury award for Best Short Documentary at the 2019 Seattle Asian American Film Festival. Many of Derek's films and creative projects were made with the help of the resources available by the Vancouver Public Library and the VPL's Inspiration Lab. Derek was featured in the VPL's 2016 Annual Report and the VPL's 2020 strategic plan to be recognized as a go-to venue for learning, creativity, and innovation in Vancouver.

# CONFERENCE-AT-A-GLANCE

**DAY 1      June 3, 2019**

All CAIS sessions take place in the Irving K Barber Learning Centre

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8:00 – 8:45	Light Breakfast ( <i>Room: Victoria Theatre IBLC 182</i> )
8:45 – 9:00 PLENARY SESSION	<b>OPENING REMARKS</b> ( <i>Room: Victoria Theatre IBLC 182</i> ) Conference Co-Chairs CAIS President, Heather Hill UBC iSchool Director, Luanne Freund
9:00 – 10:00	<b>KEYNOTE ADDRESS</b> ( <i>Room: Victoria Theatre IBLC 182</i> ) Introduction by Julia Bullard  Derek Kwan <i>Engaging through Inspiration and Creative Work</i>
10:00 – 10:30	Refreshment Break ( <i>Room: Victoria Theatre IBLC 182</i> )
10:30 – 12:00 PLENARY SESSION	<b>SESSION 1 - PRESENTATION OF BEST PAPER AWARDS</b> <i>Room: Victoria Theatre (IBLC 182)</i> Moderated by Rick Kopak  <b>Best Student Paper (the Student-to-CAIS Award)</b> Davin Helkenberg (University of Western Ontario) <i>Young women encountering information on sexuality in young adult literature</i>  <b>Best Practitioner Paper</b> Shannon Lucky (University of Saskatchewan) <i>Institutional and Community Collaboration to Support New Approaches to Digital Archiving: A Case Study of the University of Saskatchewan Library and PAVED Arts Artist-run Centre</i>  <b>Best Overall Paper</b> Ina Fourie (University of Pretoria) & Heidi Julien (University of Buffalo) <i>Transfer of Academic Information Literacy Skills to Workplace Contexts</i>
12:00 – 1:30	LUNCH BREAK – ON YOUR OWN  Check <a href="https://food.ubc.ca/feed-me/">https://food.ubc.ca/feed-me/</a> for currently open on-campus locations.  CAIS Executive Meeting ( <i>by invitation only</i> ) <i>Room: Dodson (IBLC 302)</i>
1:30 – 3:00 CONCURRENT SESSIONS	<b>SESSION 2: Library Service</b> <i>Room: Dodson (IBLC 302)</i> Moderated by Heather Hill  Deborah Hicks & Theresa J. Schindel (University of Alberta) <i>The Boundaries of Librarians' and Pharmacists' Expertise: Defining What it is to be Professional</i>

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Amy VanScoy (University of Buffalo)  
*Reconciling Differing Approaches to Reference and Information Service with Q Methodology*

Julia Guy, Kris Joseph, Michael McNally, Adrian Sheppard, & Amanda Wakaruk (University of Alberta)  
*Strengths and Limitations of Open Educational Resources to Advance Copyright Literacy*

**SESSION 3: Emerging Diversity of Research in Library Studies (Panel)**

*Room: Chilcotin (IBLC 260)*

Panelists: Arielle Vanderschans, Alex Mayhew, Danica Pawlick-Potts, & Kirstyn Seanor  
(University of Western Ontario)

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3:00 – 3:30 Refreshment Break (*Room: Dodson IBLC 302*)

3:30 – 5:00 **SESSION 4: Knowledge Organization**

CONCURRENT *Room: Dodson (IBLC 302)*

SESSIONS Moderated by Julia Bullard

Gail M. Thornton & Ali Shiri (University of Alberta)  
*Canada's Health Data Repositories: Challenges of Organization, Discoverability and Access*

Sarah Cornwell (University of Western Ontario)  
*Language Classification in the Ethnologue and its Consequences*

Rick Szostak (University of Alberta) & Richard Smiraglia (University of Wisconsin-Milwaukee)  
*Classifying Music within the Basic Concepts of Classification*

**SESSION 5: Early Work on Intellectual Cooperation & Property**

*Room: Chilcotin (IBLC 260)*

Moderated by Jennifer Campbell-Meier

Danielle Batista (University of British Columbia)  
*Bounded and Shielded: Assessing Security Aspects and Trustworthiness of Smart Contracts*

Kwan Yi (Eastern Kentucky University)  
*Topic-centered Scientific Collaborations of Scholarly Journals in Information Science: A Pilot Study of Implementation*

Tao Jin (Louisiana State University) & Meihua Chen (Peking University)  
*Do Cultural Differences Impact on Intellectual Property Protection in the United States and China?*

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6:30 – 9:00 **CAIS Banquet (Pre-Purchased Ticket Required)**

DRINKS at 6:30; VENUE: Biercraft (UBC)

DINNER at 7:00 ADDRESS: 3340 Shrum Lane, Vancouver

30 minute walk or take buses 41 or 70 to Birney Ave stop or 25 or 33 to Wesbrook Ave stop

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**END OF DAY ONE**

## DAY 2      June 4, 2019

All CAIS sessions take place in the Irving K Barber Learning Centre (IBLC)

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8:00 – 8:30      Light Breakfast (*Room: Dodson IBLC 302*)

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8:30 – 10:00  
CONCURRENT  
SESSIONS      **SESSION 6: Social Media & Online Tools**  
*Room: Dodson (IBLC 302)*  
Moderated by Mary Cavanagh

Curtis Martin & Bertrum H. MacDonald (Dalhousie University)  
*“It Feels like Engaging with a Friend”: Using Interpersonal Communication Strategies to Encourage Science Conversations with Lay Audiences on Social Media*

Rebecca Noone (University of Toronto)  
*Reorienting Google Maps: Drawing- and Performance-Based Methods in Action*

Alamir Novin (University of British Columbia)  
*Calming “Internet Arguments” with Design*

**SESSION 7: Early Work on Decolonization & Community Archives**  
*Room: Chilcotin (IBLC 260)*  
Moderated by Luanne Freund

Kaitlyn Grant (University of Alberta)  
*Affective Collections: Care-Based Practices in Digital Community Archives & Storytelling Websites*

Erin Ballantyne (University of Alberta)  
*Decolonizing the Ethics of Intellectual Freedom: Exploring a New Intersectional Framework for Allyship and Ethical Practice*

Ali Shiri, Christina Borys, & Carolin Huang (University of Alberta)  
*Mapping Canada’s Indigenous Digital Collections*

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10:00 – 10:30      Refreshment Break (*Room: Dodson IBLC 302*)

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10:30 – 12:00  
CONCURRENT  
SESSIONS      **SESSION 8: Public Libraries**  
*Room: Dodson (IBLC 302)*  
Moderated by Amy VanScoy

Pam McKenzie (University of Western Ontario)  
*“If you try to close them I will stab you in the eye with a fork”: Interpretive Repertoires in Public Library Value Statements*

Sam Vander Kooy (University of Western Ontario)  
*Whatever it Takes: A Close Examination of the Roles and Services Public Libraries Provide During Community Crises*

Bharat Mehra (University of Alabama), Vandana Singh, & Everette Scott Sikes (University of Tennessee)  
*A Model of Community-Engaged Scholarship Across “Institutional Borders” to Assess the Role*

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**SESSION 9: Early Work on Emerging Topics**

*Room: Chilcotin (IBLC 260)*

Moderated by Philippe Mongeon

Roger Chabot (University of Western Ontario)

*Information in Pursuit of the “Good Death”: Libraries’ Role in the Death Positivity Movement*

Arielle Vanderschans (University of Western Ontario)

*A Pilot Study Examining the Information Seeking of Fiction Writers*

Yimin Chen (University of Western Ontario)

*Remove Me from this List: A Case Study of Trolling in an Academic Mass Email Thread*

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12:00 – 1:30

**ANNUAL GENERAL MEETING FOR CAIS**

*Room: Dodson (IBLC 302)*

LUNCH WILL BE SERVED—ALL WELCOME

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1:30 – 3:00  
CONCURRENT  
SESSIONS

**SESSION 10: Disability & Dementia**

*Room: Dodson (IBLC 302)*

Moderated by Adam Worrall

Heather Hill (University of Western Ontario)

*Opening the Conversation: How Ontario Public Library Websites Frame Disability*

D. Grant Campbell, Nicole Dalmer, & Jason Andrews (University of Western Ontario)

*Testimonies of Communication in Dementia Care*

Nicole Dalmer (University of Western Ontario)

*Mutable Mobiles: Negotiating Tensions in Everyday Information Work in Paid and Unpaid Dementia Care*

**SESSION 11: Early Work on Professional Practices**

*Room: Chilcotin (IBLC 260)*

Moderated by Ali Shiri

Lynne Bowker (University of Ottawa)

*Comparing the Involvement of Academic Librarians in the Cyclical Review Process for Graduate Programs in the Humanities and in the Social Sciences*

Angela Lieu, Danielle Allard, & Tami Oliphant (University of Alberta)

*The “Customer” is Not Always Right: Third-party Sexual Harassment in Libraries*

Anne Goulding & Jennifer Campbell-Meier (Victoria University of Wellington)

*The Impact of CPD Workshops on Library Professional Practice*

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3:00 – 3:30

Refreshment Break (*Room: Dodson IBLC 302*)

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3:30 – 6:00

**DOCTORAL FORUM—PRE-REGISTRATION REQUIRED**

*Room: Chilcotin (IBLC 260)*

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7:00 – 9:00

CAIS PUB NIGHT (NO PRE-REGISTRATION REQUIRED; PAY YOUR OWN WAY)

Location: Fountainhead Pub (West End)

Address: 1025 Davie Street, Vancouver

To travel by bus: Take the 44 Downtown from Bay 3, in front of the Aquatics Centre, to Davie Street.

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**END OF DAY TWO**

## DAY 3      June 5, 2019

All CAIS sessions take place in the Irving K Barber Learning Centre

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8:00 – 9:00      Light Breakfast (*Room: Chilcotin IBLC 260*)

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9:00 – 10:30  
SINGLE-TRACK  
SESSION      **SESSION 12: Building Infrastructures for University-Community Knowledge Exchange: The Role of Information Professionals & Literacy Educators**  
*Room: Chilcotin (IBLC 260)*

Panelists: Heather DeForest (Simon Fraser University), Luanne Freund, Aleha McCauley, Heather O'Brien (University of British Columbia), & Suzanne Smythe (Simon Fraser University)

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10:30 – 11:00      Refreshment Break (*Room: Chilcotin IBLC 260*)

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11:00 – 12:00  
SINGLE-TRACK  
SESSION      **SESSION 13: Information Behaviour**  
*Room: Chilcotin (IBLC 260)*  
Moderated by Heidi Julien

Deborah Hicks (University of Alberta)  
*Identity in Information Behaviour Research: A Conceptual Analysis*

Michael Ridley (University of Guelph)  
*Autonomous Information Behaviour*

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12:00 – 5:00      **Workshop on Indigenous Knowledge Competencies in LIS**  
EXTERNAL EVENT      This event is hosted by the UBC iSchool. Registration is required and spots are limited:  
<https://lais.air.arts.ubc.ca/registration-reconsidering-lis-competencies-post-trc/>

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6:00 – 9:00  
PRESIDENT'S  
RECEPTION

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**END OF DAY THREE: SEE YOU IN 2020!**

## ACKNOWLEDGEMENTS

We thank our many volunteers for their support in preparing for the 2019 CAIS conference. We'd especially like to thank:

- the CAIS executive board for their support and direction,
- Davin Helkenberg for organizing the third annual doctoral forum, and
- Christian Allègre for his translation work.

We also wish to acknowledge the contributions of the 2019 Program Committee. Without the hard work and commitment of the committee, the 2019 CAIS conference would not be a success.

### PROGRAM COMMITTEE

Dan Albertson  
Hassan Alhuzali  
Danielle Allard  
Clément Arsenault  
Joan Bartlett  
Lynne Bowker  
Leanne Bowler  
Jacquie Burkell  
Grant Campbell  
Jennifer Campbell-Meier  
Joan Cherry  
Nadine Desrochers  
Fereshteh Didegah  
Sharon Farnel  
Alison Frayne  
Luanne Freund

Dean Giustini  
Davin Helkenberg  
Deborah Hicks  
Heather Hill  
Andrea Hoff  
Lynne Howarth  
Eva Jansen  
Tao Jin  
Catherine Johnson  
Heidi Julien  
Heather MacNeil  
Kelly Mcelroy  
Pam McKenzie  
Philippe Mongeon  
Heather Morrison  
Heather O'Brien

Tami Oliphant  
Sarah Polkinghorne  
Angela Pollak  
Anabel Quan-Haase  
Dinesh Rathi  
Paulette Rothbauer  
Victoria Rubin  
Ali Shiri  
Richard Smiraglia  
Lisa Snider  
Louise Spiteri  
Robyn Stobbs  
Sandra Toze  
Bonnie Tulloch  
Dietmar Wolfram  
Adam Worrall

## PAPER ABSTRACTS (alphabetical by first author)

Erin Ballantyne. **Decolonizing the ethics of intellectual freedom: Exploring a new intersectional framework for allyship and ethical practice.** The intersection between Indigenous allyship, intellectual freedom, and social responsibility is understudied in LIS literature. This conceptual paper employs literature-based critical analysis to explore the tension between these concepts and forwards the theoretical basis for a new interdisciplinary model for ethical information practice. The model draws on foundational aspects of human rights scholarship, human resources literature, philosophy, and uncertainty as a critical tradition for librarianship.

Danielle Batista. **Bounded and shielded: assessing security aspects and trustworthiness of smart contracts.** This is an in-progress research project that aims to explore how archival science and cybersecurity can be applied to evaluate the trustworthiness and security of smart contracts. The analysis will be made using the requirements of trustworthy records and the investigation of vulnerabilities related to the development and implementation of smart contracts. The expected contribution is to improve smart contracts trustworthiness as archival records and evidence.

Lynne Bowker. **Comparing the involvement of academic librarians in the cyclical review process for graduate programs in the humanities and in the sciences.** In Ontario, all graduate programs at publicly assisted universities must be reviewed on a cyclical basis at least once every eight years. This paper adopts a corpus-based approach to investigate and compare how academic librarians are integrated into the cyclical review process for graduate programs in the Humanities and graduate programs in the Sciences. Findings reveal that these two broad disciplinary cultures differ in the way and the degree to which they recognize libraries and involve librarians in the program review process.

D. Grant Campbell, Nicole Dalmer, and Jason Andrews. **Testimonies of communication in**

**dementia care.** This paper presents a study of recorded conversations, qualitative interviews, and published memoirs to articulate the role of professional information services in answering the needs of persons caring for family members living with dementia. The data from these sources reveals evidence of working naïve classifications based on images of ritual, paradox, contrast, synchrony and stability. The findings suggest that information services need to align with caregivers' working classifications, and that information, when appropriately delivered, plays a significant role in re-establishing temporary periods of stability in the caregiving relationship.

Roger Chabot. **Epistemic authority, news, and knowledge: a philosophical investigation of the sources of authority.** Originally formulated by Plato, the Euthyphro problem has long been used to frame questions of moral authority (Sayre-McCord, 2014). This study formulates the Euthyphro problem in terms of cognitive or epistemic authority, in hopes of clarifying the source of this authority. Kierkegaard's vocabulary of the "genius" and "apostle" help to conceptually demarcate the two sides of the Euthyphro disjunction. The study will investigate how epistemic authority bears on an individual's appraisal of information. Particular and critical attention will be given to individual and social constructions of authority.

Yimin Chen. **Remove me from this list: A case study of trolling in an academic mass email thread.** This work examines in detail trolling behaviour that occurred during the mass email "reply allpocalypse" of 2019 at a university in southwestern Ontario. Whereas internet trolling is generally thought of as anonymous, antisocial behaviour, this event defies such characterizations in three ways: 1) all respondents participated on a real-name basis, 2) the majority of trolling messages sent were non-malicious attempts at humour, and 3) the email trolling seemed to have at least some pro-social, community-building effects. This study challenges assumptions about who engages in

internet trolling and for what purpose by presenting an example of benign trolling in academia.

Sarah E. Cornwell. **Language classification in *The Ethnologue* and its consequences.** *The Ethnologue* is a widely used classificatory standard for the world's 7000+ natural languages. However, the motives and processes used by *The Ethnologue*'s governing body, SIL International, have come under criticism by linguists. This paper investigates how *The Ethnologue* answers the question "What is a language?" through the theoretical lens presented by Bowker and Star in *Sorting Things Out* (1999) and presents some consequences of those classificatory decisions..

Nicole K. Dalmer. **Mutable mobiles: Negotiating tensions in everyday information work in paid and unpaid dementia care.** This paper details a contemporary, Canadian-centric study that focused on the information work that permeates the care work of families who are caring for a community-dwelling older adult who is living with dementia. Guided by Dorothy Smith's institutional ethnography method of inquiry, thirteen family caregivers of community-dwelling older adults living with dementia were interviewed about their everyday information work. To more fully understand the different influences on family caregivers' experiences of their information work, a second set of interviews was conducted with five paid dementia care staff to understand how, when, and why they provide families with information. This paper's findings make visible the array of care-related information work that happens in and around the home and calls into question the static boundaries that paid care providers place around information.

Heather DeForest, Luanne Freund, Aleha McCauley, Heather O'Brien, and Suzanne Smythe. **Building infrastructures for university-community knowledge exchange: The role of information professionals and literacy educators.** This panel argues that information professionals and literacy educators play an important bridging role

between universities and community groups and stakeholders. We describe the context of university-community knowledge exchange, which is increasingly expected, but remains under-supported and under-theorised, and consider new opportunities that exist to support and build capacity in researchers and communities to co-create, share, and use information. We focus on the training and professional development needed to position information professionals and literacy educators as knowledge brokers, and innovative projects that demonstrate their value and potential in this role.

Ina Fourie and Heidi Julien. **Transfer of academic information literacy skills to workplace contexts.** This paper reports preliminary results of a study analyzing transfer of information literacy skills learned in a compulsory undergraduate course at the University of Pretoria. Twenty-three alumni with a range of disciplinary backgrounds, and currently working in a diversity of workplaces, participated in critical incident interviews which explored transferability of the skills learned in the course, and information practices in the workplace.

Anne Goulding and Jennifer Campbell-Meier. **The impact of CPD workshops on library professional practice.** This paper focuses on the impact that the flow and exchange ideas during Continuing Professional Development (CPD) Workshops has on the professional practice of librarians. Participants in four CPD workshops were invited to participate in surveys at three and six month intervals after attending CPD workshops. Most participants implemented the ideas gained from the workshop in ways that benefited personal practice, library services, and the organisation, transferring the knowledge and skills from the workshops into their professional practice.

Kaitlyn Grant. **Affective collections: Care practices in digital community archives.** This paper will present the literature, theoretical framework, and preliminary findings of my MLIS/MA thesis. My research explores how digital community archives use participation-based methods to build a

feminist ethics of care into the archival process. These participation-based methods encourage community members to contribute to the collecting, describing, and creating of records. I will use thematic analysis and critical discourse analysis to explore community-made content associated with the Flin Flon Heritage Project and Harvest Moon Oral History. I am specifically exploring how community archives could enact an ethics of care through the use of care practices in a digital environment.

Julia Guy, Kris Joseph, Michael McNally, Adrian Sheppard and Amanda Wakaruk. **Strengths and limitations of open educational resources to advance copyright literacy.** The proposed paper explores challenges associated with the creation of open educational resources (OER) for Canadian copyright education. Tensions include modeling best practices for open content licensing in copyright-related material, balancing narrative engagement with precise information on a complex subject, creating content for multiple audiences, and the use of open tools for the creation of accessible, adaptable materials. This case study outlines tactics for addressing these tensions, such as balancing a commitment to openness with a focus on engagement, discovery of easy-to-use multimedia tools for adding interactivity, and embracing perspectives outside legal and academic experts during content creation.

Davin Helkenberg. **Young women encountering information on sexuality in young adult literature.** This paper investigates Young Adult (YA) Literature as a source of information on sexuality for young women readers. The data for this study is derived from semi-structured interviews (Seidman, 2006) that were conducted with 11 female participants. Six major categories of information on sexuality were found within the interview data: sexual acts, types of relationships, relationship realities, strategies for dealing with relationship problems, sexual abuse, and consent. These findings provide empirical evidence that YA Literature can act as a valuable source of information on sexuality and may

promote the sexual agency and well-being of young people, especially young women.

Deborah Hicks. **Identity in information behaviour research: A conceptual analysis.** Using a conceptual analysis approach, this study explores how identity has been conceptualized in the information behaviour literature. Findings indicate that researchers have employed three main approaches when conceptualizing identity: identity as personal project, identity and social groups, and identity as self-presentation were the three most common conceptualizations of identity. The findings contribute to the identification of the key factors of information behaviour and suggest areas for future research.

Deborah Hicks and Theresa J. Schindel. **The boundaries of librarians' and pharmacists' expertise: Defining what it is to be professional.** This paper explores findings from two separate studies to begin a conversation about how the concept of expertise, or boundaries defining professional knowledge and action, can be challenged or extended to better understand professionals' roles, identities, and contribute most effectively to society. The first study examined the identity construction of librarians and the second study examined how pharmacists' made sense of their prescribing roles. Expertise was central to both professions' understanding of themselves and their professional roles.

Heather Hill. **Opening the conversation: How Ontario public library websites frame disability.** Public library websites are an early point of contact for the community. These sites are the library's voice when queried by current and potential patrons about services and resources. For those with disabilities, this conversation may include questions around accessibility. This research investigates Ontario public library websites for accessibility information to answer the question, 'How is disability defined by Ontario public libraries?.' Fifteen Ontario public library websites were analyzed through a critical disability framework. Findings indicate a broader framing of accessibility than in previous research

using more of a social model, with some instances of disability framed as a binary.

Tao Jin and Meihua Chen. **Do cultural differences impact on intellectual property protection in the United States and China?** In a knowledge economy, intellectual property is highly related to core competency of an organization. Without proper protection, the competitive advantage is vulnerable to imitation and counterfeiting. Intellectual property protection can be seen as information and knowledge activities that are taken to prevent trademark, patent, copyright, and trade secret infringement. Between the United States and China, there is an intense and enduring controversy on intellectual property protection. Many previous relevant studies on this issue adopted a legal and governance approach, rarely focusing on the effect of cultural differences on these information and knowledge practices. This paper reports the theoretical exploration portion of an on-going empirical research on the cultural influences that impact intellectual property protection in the two countries, aiming to draw some implications for the field of knowledge management.

Angela Lieu, Danielle Allard and Tami Oliphant. **The "customer" is not always right: Third-party sexual harassment in libraries.** Third party sexual harassment is often experienced by frontline library workers and is perpetuated by the very patrons they endeavour to support. This paper reports on the results of an environmental scan designed to delineate the interdisciplinary scope of third-party sexual harassment, to describe methods and methodologies used to understand this issue from a variety of disciplinary perspectives, and to inform future research in Library and Information Studies on this understudied, but critically important topic.

Shannon Lucky. **Institutional and community collaboration to support new approaches to digital archiving: A case study of the University of Saskatchewan Library and PAVED Arts artist-run centre.** Collaborations between traditional knowledge institutions and communities can have a significant impact on both partners when

we look to the strengths each bring to a project rather than asking community partners to fit into established ways of working. This paper discusses my partnership as a researcher at the University of Saskatchewan Library and PAVED Arts artist-run centre leadership and how this project challenges the authority and utility of library standards. We propose a collaborative model that matches the infrastructure and technical expertise of the library with the contextual and historical knowledge PAVED has of their unique and locally important collection.

Curtis Martin and Bertrum H. MacDonald. **"It feels like engaging with a friend": Using interpersonal communication strategies to encourage science conversations with lay audiences on social media.** Social media offer the potential to facilitate two-way conversations needed for effective science communication; however, research communicators often struggle to reach lay audiences on these media. In this study, the Twitter and Instagram activity of four individual scientists in North America and Europe, acting as recognized science communicators, was compared with the activity of three marine-focused non-governmental organizations (NGOs), particularly paying attention to the strategies that encourage audience engagement in two-way conversations. The results show that a combination of interpersonal communication strategies can have an important effect on the level of lay user engagement in two-way conversations over time.

Pamela J. McKenzie. **"If you try to close them I will stab you in the eye with a fork": interpretative repertoires in public library value statements.** In July 2018, an online post advocating the replacement of libraries with Amazon outlets produced an outpouring of responses that articulated and debated the value of the public library. These value statements represent multiple, intertwined, and sometimes contradictory perspectives expressed in interpretative repertoires. These repertoires cluster around statements of value to the individual and value to society at large and

include an association between libraries and the physical print book.

Bharat Mehra, Vandana Singh and Everette Scott Sikes. **A model of community-engaged scholarship across “institutional borders” to assess the role of rural libraries in community engagement in the Southern and Central Appalachia.** The paper explores a model of community-engaged scholarship developed in a planning grant entitled “Assessment of Rural Library Professionals’ Role in Community Engagement in the Southern and Central Appalachian Region: Mobilization from Change Agents to Community Anchors (CA2CA@SCA-RL)” awarded by the Institute of Museum and Library Services to the University of Tennessee, recently sub-contracted to the University of Alabama (July 2017 – June 2019). It provides insights bridging “institutional borders” at multiple levels to spotlight “invisible voices” of rural librarians and glimpses best practices in community engagement that might be relevant to other rural areas historically facing similarly challenging sociocultural/socio-economic circumstances.

Rebecca Noone. **Rerouting Google Maps: drawing- and performance-based methods in action.** The following paper outlines an arts-based research project that uses drawing and performance to critically examine the perceptual conditions generated by locative media, specifically the dominant Google Maps platform. The research is based on a series of wayfinding encounters in four major urban centres—Toronto, ON, New York, NY, London, UK, and Amsterdam, NL—during which the artist-researcher asked passers-by for directions with the additional request the directions be drawn using the instruments provided. The paper considers the street-level behaviours and practices of location-awareness and orientation set against the constructions of trust, seamlessness, and claim to space Google Maps deploys.

Alamir Novin. **Calming "internet arguments" with design.** "Internet arguments" are refer to users exchanging heated comments online. However, argumentation can also be beneficial for

exchanging ideas on a topic with conflicting information. This is the situation with what Horst Rittel refers to as “wicked problem,” whereby solutions to problems are complex due to conflicting information. To assist discourse surrounding wicked problems, scholars created Computer Supported Argument Visualizations (CSAV). This exploratory pilot gathered user insight on when people prefer argumentation tools by asking participants to debate the complexities of Climate Change online. The results in this pilot study suggests that CSAVs for more formal argumentation might assist science journalism students with developing more informed opinions on the subject of Climate Change.

Michael Ridley. **Autonomous information behaviour.** Autonomous information behaviour (AIB) proposes that autonomous intelligent agents exhibit information behaviour characteristics (i.e. “need, seek, manage, give, and use information in different contexts” Fisher, Erdelez, & McKechnie, 2005, p. xix) similar to that in humans. A preliminary conceptual model of AIB, derived from Wilson (2016) and Domingos (2015), is presented. Understanding autonomous information behaviour is important given the increasing prevalence of algorithmic decision-making in everyday life.

Ali Shiri, Christina Borysm, and Carolin Huang. **Mapping Canada’s Indigenous digital collections.** The objective of this paper is to report on a comprehensive study to examine, identify, and map Canada’s Indigenous digital collections available on the web in order to provide a metadata-rich, map-based interface that supports unified, organized, and systematic access to the Indigenous digital collections.

Rick Szostak and Richard Smiraglia. **Classifying Music within the Basic Concepts Classification.** This paper explores how we can better classify music – documents about music, as well as musical scores and recordings – within the Basic Concepts Classification. We hope first to take advantage of the synthetic nature of the BCC to capture dimensions that are usually ignored in

music classification. Yet we also intend to flesh out the schedules for genre and medium. We thus hope to better classify music than is possible within any existing classification..

Gail M. Thornton and Ali Shiri. **Canada's health data repositories: Challenges of organization, discoverability and access.** Evidence-based medicine relies on health data. Open health data initiatives need to be supported with data repositories that are optimized for searchability and discoverability. Five Canadian open health data repositories were evaluated for metadata-based searching, browsing, and navigational functionalities. In the different national, provincial and institutional open data repositories evaluated, the preliminary findings reveal the variability in these functionalities. This research will contribute to the development of guidelines and best practices for implementing metadata and searching and browsing functionalities for open health data repositories that will ultimately lead to a more interoperable open health data environment.

Sam A. Vander Kooy. **Whatever it takes: A close examination of the roles and services public libraries provide during community crises.** This paper explores the roles and services public libraries provide during community crises. This is accomplished through a directed and summative content analysis of news articles concerning the services provided by public libraries during various crises. Seven roles and four adaptive capacities are closely examined, including how they have changed over time and whether or not they differ depending on the type of crisis, in order to attain a thorough understanding of the essential roles and services public libraries can offer to enhance their communities' resilience.

Arielle Vanderschans. **A pilot study examining the information seeking of fiction writers.** This paper explores the information-seeking behaviours of fiction writers through a pilot study using an online survey. The information-seeking behaviour of fiction writers has been understudied, with the focus in Library and Information Science research falling predominantly on readership and

publishing. This study represents an early step in exploring creativity and serendipity's role in the information-seeking habits of storytellers.

Arielle Vanderschans, Alex Mayhew, Danica Pawlick-Potts, and Kirstyn Seanor. **Emerging diversity of research in library studies.** Research can take many forms, especially in a field as diverse as library studies. This panel will bring together several emerging scholars as they relate and compare their differing approaches to research. For some the subject area requires special considerations for research methods, for others the end goal brings into question what counts as research at all. It is our hope that this panel will illustrate the range of effort possible in our field and prove illuminating to our fellow scholars, both new and established.

Amy VanScoy. **Reconciling differing approaches to reference and information service with Q methodology.** To make sense of the variety of conflicting conceptualizations of reference and information service (RIS) in the literature, this study uses Q methodology, which involves a card sort and interview, to identify librarians' espoused conceptualizations. Librarians in South Africa and the United States sorted 35 statements representing the breadth of approaches to RIS. Preliminary data were analyzed to identify prominent conceptualizations based on like sorts. Results will inform theoretical work and professional education for RIS.

Kwan Yi. **Topic-centered scientific collaborations of scholarly journals in information science: A pilot study of implementation.** This proposal is the extended work in implementation of a framework of topic-centered collaboration network. A goal of this study is to investigate the question of: In which topics and in what extent researchers collaborate with others? Topic-centered collaboration networks for two scholarly journals in the field of information science are constructed using bibliographic datasets for the past five years. This proposal contributes to the areas of both collaboration social network and big metadata.

## Notes