



9-19-2017

Workplace information literacy: Co- designed information experience- centered systems and practices

Mary M. Somerville

University of the Pacific, msomerville@pacific.edu

Robin Imhof

University of the Pacific, rimhof@pacific.edu

Christine S. Bruce

Queensland University of Technology, c.bruce@qut.edu.au

Elham Sayyad Abdi

Queensland University of Technology, e.sayyaddabdi@qut.edu.au

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Recommended Citation

Somerville, M. M., Imhof, R., Bruce, C. S., & Sayyad Abdi, E. (2017). Workplace information literacy: Co- designed information experience- centered systems and practices. Paper presented at European Conference on Information Literacy (ECIL 2017) in Saint-Malo, France.

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Workplace information literacy: Co-designed information experience-centered systems and practices

Mary M. Somerville & Robin Imhof
University of the Pacific, USA

Christine S. Bruce & Elham Sayyad Abdi
Queensland University of Technology, Australia


European Conference on Information Literacy (ECIL 2017)

Presentation Purpose

Tell the story of local application of information literacy theory and systems design methodology to foster inquiry based workplace culture and professional practices



ORGANIZATIONAL CONTEXT



ANTECEDENT THEORIES AND METHODS

Making sense of ‘messy’ situations,
through systems design processes
and tools

(Checkland, Soft Systems Methodology)

Using information and technology
to learn, to advance understanding
within context

(Bruce, Informed Learning)

Designing organizational systems
and associated practices, to foster
information exchange and
knowledge creation

(Somerville, Informed Systems)



CONTEMPORARY WORKPLACE CAPABILITIES

- ICT technologies evaluation and proficiency
- Information sources identification and evaluation
- Information exchange and knowledge generation
- Knowledge curation and management capabilities
- Professional practices and workplace learning

(Bruce, Informed Learning)

what
did we do?

1st thing? Get help from an expert!



1st day: “What is your best experience of using information to learn at work?”

- 19 participant stories shared through brief spoken summaries
- Participants then gathered in small groups for further discussion and reflection
- Written versions were collected at the end of the session for additional analysis

2nd day: Initial analysis of the stories

- Questions that helped guide us:
 - a. What is valued?
 - b. How does informed learning happen
 - c. Where does it happen?

3rd day: What we learned from the stories

- Internet important
- Dominant mode of workplace learning was self-learning
- The importance of technology to aid in our learning

A sunset over the ocean with the text "SEVEN ELEMENTS OF INFORMED LEARNING" overlaid. The sky transitions from dark blue at the top to orange and yellow near the horizon, with the dark blue of the ocean visible at the bottom.

SEVEN ELEMENTS OF
INFORMED LEARNING

Informed Learning Story Coding Categories

1. Information and communication technologies
2. Information sources
3. Information and knowledge generation processes
4. Information curation and knowledge management
5. Knowledge construction and worldview transformation
6. Collegial sharing and knowledge extension
7. Professional wisdom and workplace learning

(adapted from Bruce, Hughes, & Somerville, 2012)

Examples in stories of using category 1: Information and Communication Technologies (paraphrased)

- “Building working relationships with employees from other departments as well as within the library”
- “For communicating with students, I like them to text me. They can text about schedules, questions when they are in the stacks, want confirmation about something, etc.”

Examples in stories of using category 2: Sources

- “I didn’t know if I could use Adobe or Photoshop so I looked for an answer on Google”
- “I YouTube it”
- “Lynda.com is useful”

Example in stories of using category 3: Processes

- “I had to rely on historical information from paper files and the early stages of electronic filings in the shared (local) drive to piece together information to be able to understand current information”

Example in stories of using category 4: Information Curation and Knowledge Management

“ An electronic day log was created to communicate information (such as the day’s events, changes to procedures, issues reported) amongst employees working at different times of the day and at different locations.”

Example in stories of using category 5: Knowledge Construction

- “With the implementation of (the new ILS) the University hosted a workshop, made available a learning guide, and a test version of the program for independent evaluation ... Afterward we were emailed a copy of the guide to use the more extensive help functionality in the system ... I was grateful to have the chance to apply myself to solo practice at my own speed.”

Example in stories of using category 6: Collegial Sharing and Knowledge Extension

- “My best learning experiences have come from face-to-face interactions and collaboration. I have entered into meetings not knowing what the subject is about, then emerged fully informed. Meetings have been the key to getting things done and clarifying sticking points.”

Example in stories of using category 7:
Professional Wisdom

What did the coding reveal?

- Mostly scored in the 1-4 range
- Mostly recounted individual, rather than collective learning
- Mostly focused on tools of information (technology, source, processes, control)
- Categories 6-7 (information sharing and knowledge creation) were largely absent

Meet the Information Curation and Knowledge Management Team



Libguides blog for easy information sharing

The screenshot displays a web browser window with the URL <https://pacific.libapps.com/libguides/blog.php>. The page features a navigation bar with 'LibGuides' and various menu items like 'Home', 'Content', 'Tools', 'Discussions', 'Statistics', and 'Help'. The main content area is titled 'Library News' and includes a 'Blog Management' section with an 'Add Post' button. The featured post is 'Collection signage is now being posted!' by Edwin Soto, dated June 30th, 2017. It includes a photograph of a library shelf with a colorful sign that reads '1st floor' and '2nd floor'. The post text explains that signage is being placed at the end of each range to indicate call numbers and collection types. A second post, 'Last step in shifting and interfilling project' by Brenda Carrillo, dated June 2nd, 2017, is also visible. The right sidebar contains sections for 'Recent Posts', 'Subscribe', 'Archive', and 'Subjects'. The Windows taskbar at the bottom shows the date and time as 10:57 AM on 8/31/2017.

Library News


Use the **Blog Management** link on the right to Enable / Disable the system blog, change the blog name, and adjust other blog related features. Once you've configured settings and added posts, you'll see additional sections in the right hand column: Recent Posts, Archive, Subjects and Follow Us.

+ Add Post

Collection signage is now being posted!

by Edwin Soto on June 30th, 2017 | Comments

In effort to help make finding books easier, we have now started posting signage at the end of each range indicating call numbers and collection types. Each collection type will now have its own assigned color. Here is a sneak peek:



Many thanks to Thy for creating such vibrant signage for our collections downstairs!

Last step in shifting and interfilling project

by Brenda Carrillo on June 2nd, 2017 | Comments

Work will begin on Monday morning to remove 1st floor and 2nd floor shelving. Signage will be placed to direct students to new quiet areas that are away from where the work is being completed.

List of events:

- 1) Recycle bin has been delivered by the library loading dock for the metal recycling.
- 2) Support Services/Structures will begin on the First Floor 5am-8am on Monday morning. Their work will last 3 hours to limit disturbance.

Blog Management

Recent Posts

- Collection signage is now being posted!
- Last step in shifting and interfilling project
- Ready Reference has moved
- The Collection has a new home!
- Removing Empty Shelves

Subscribe

Enter your e-mail address to receive notifications of new posts by e-mail.

Subscribe

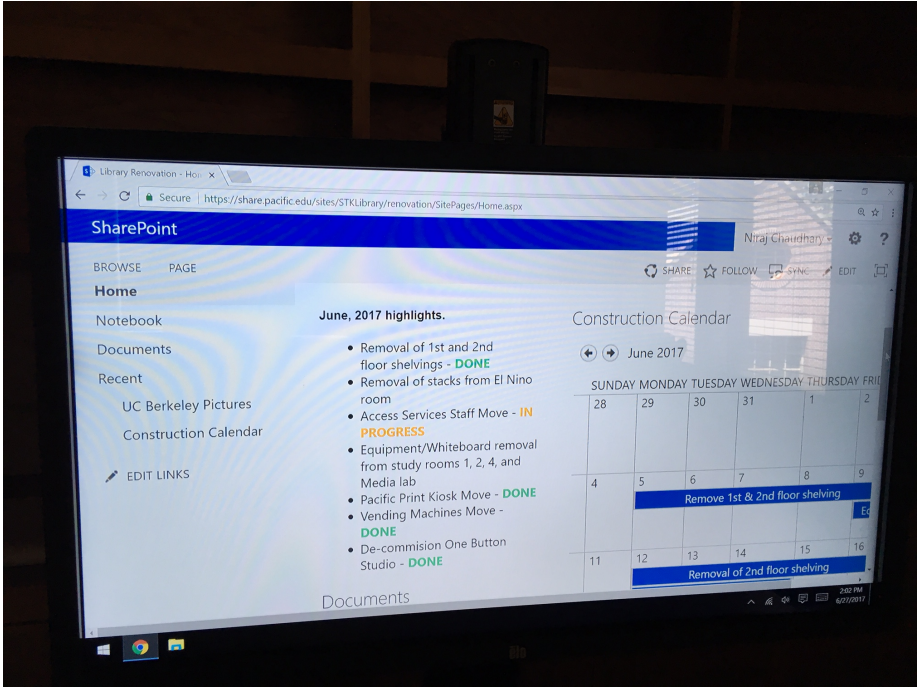
Archive

June 2017

Subjects

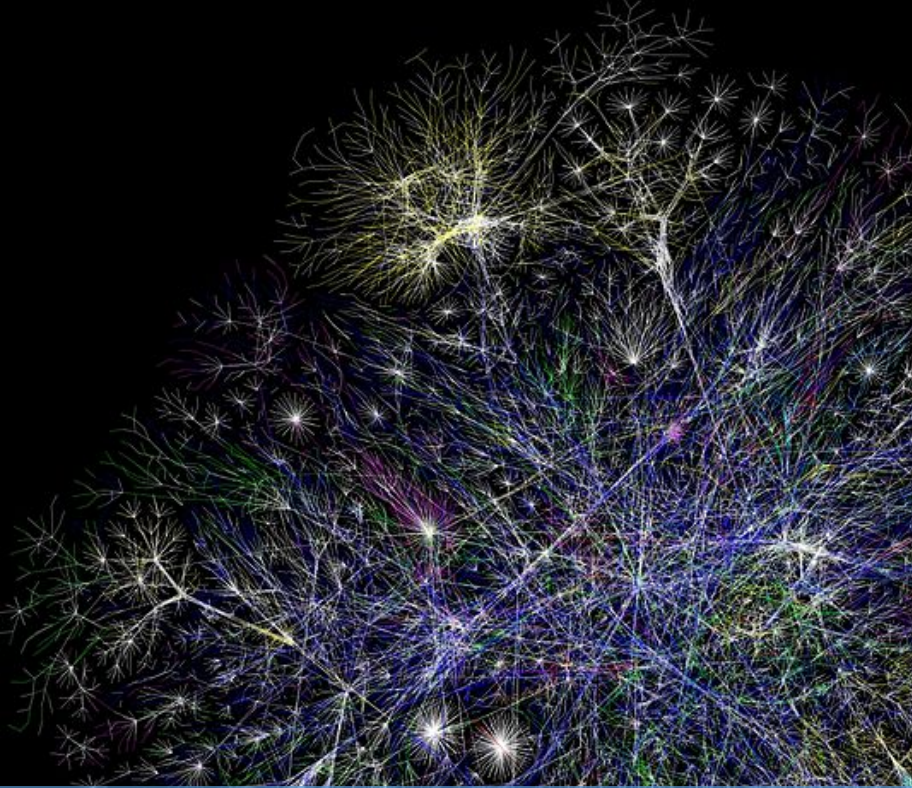
Renovation

Sharepoint for larger files and organizational repository



how

did we do it?



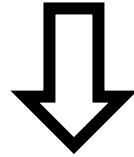
RESEARCH TO PRACTICE

“Being aware of the kinds of information we are using, how we are using information and how different kinds of information come together to inform and transform our work.”

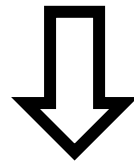
(Bruce, Hughes, & Somerville, 2012, 8-9)



INFORMATION
EXPERIENCE



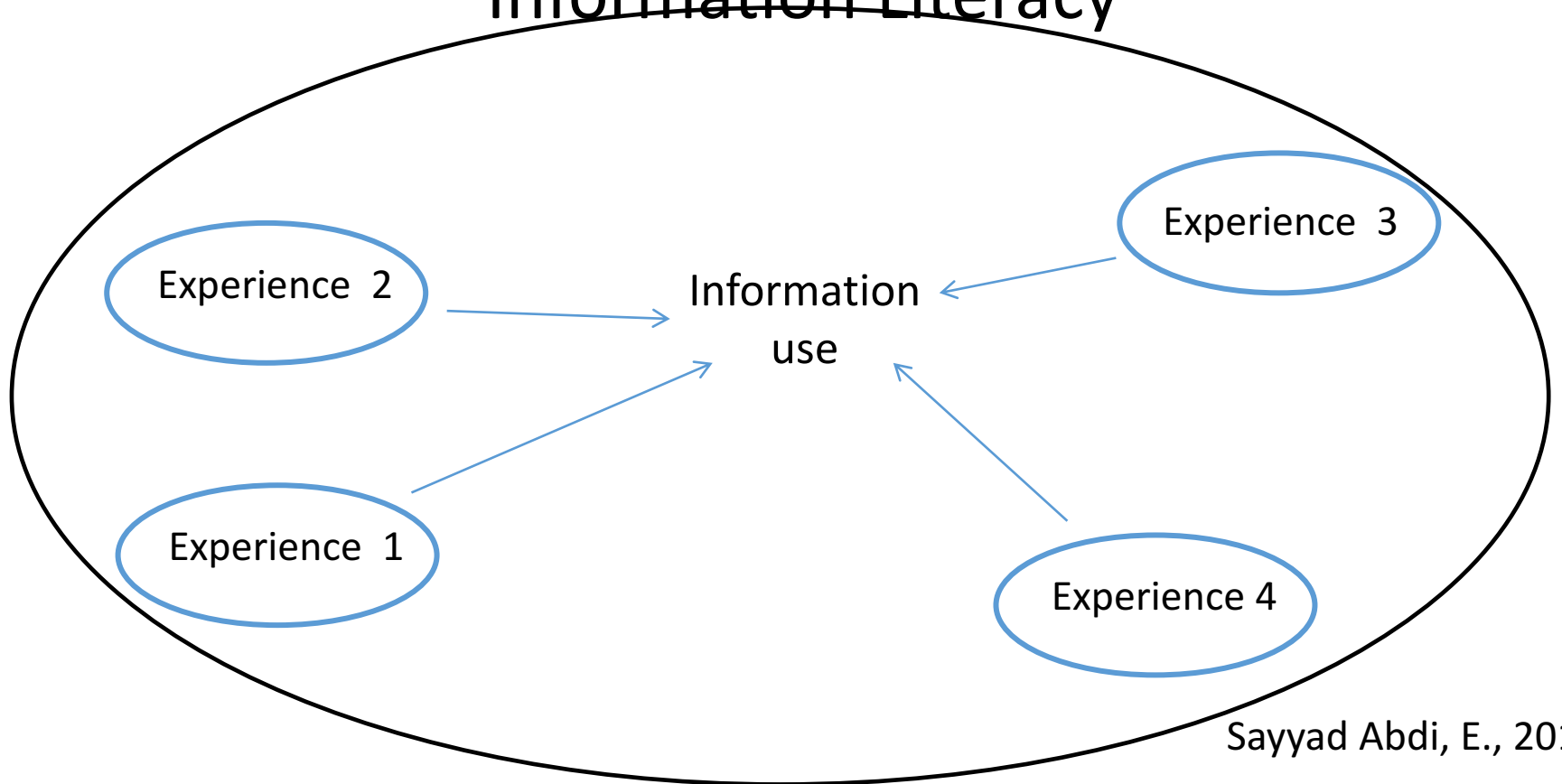
INFORMATION EXPERIENCE DESIGN



INFORMATION
LITERACY

Sayyad Abdi, E. (2017)

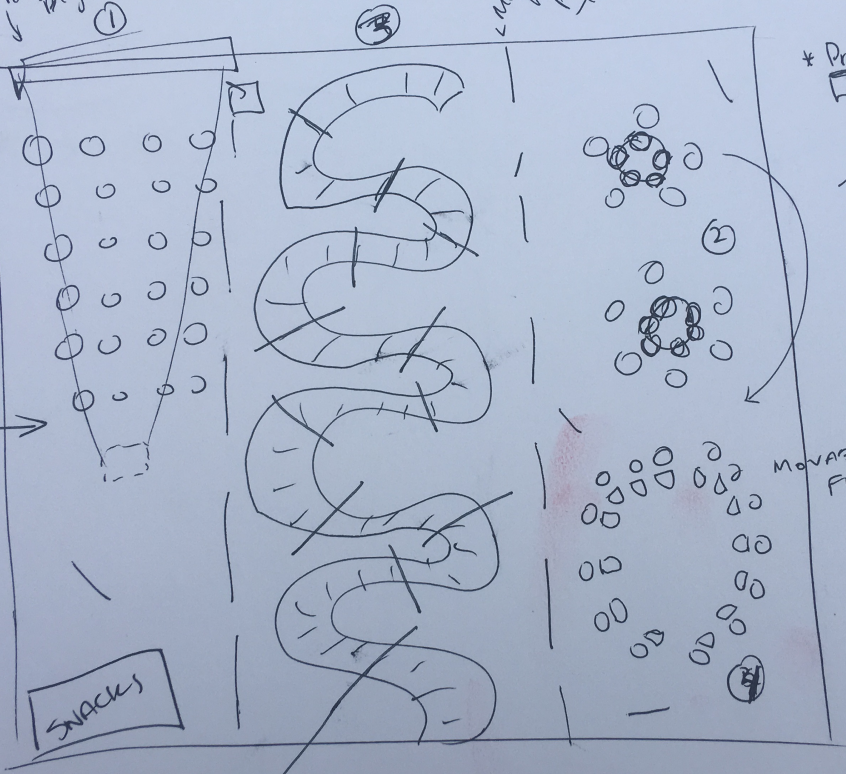
Information Experience Design for Workplace Information Literacy



Wireless headphones so everyone CAN hear the screen but NOT disturb the room

Digital wall? Big screen?

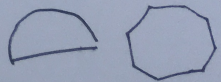
Movable wall panels (write to change noise but allow sight) and wrap of MAKING LEARNING



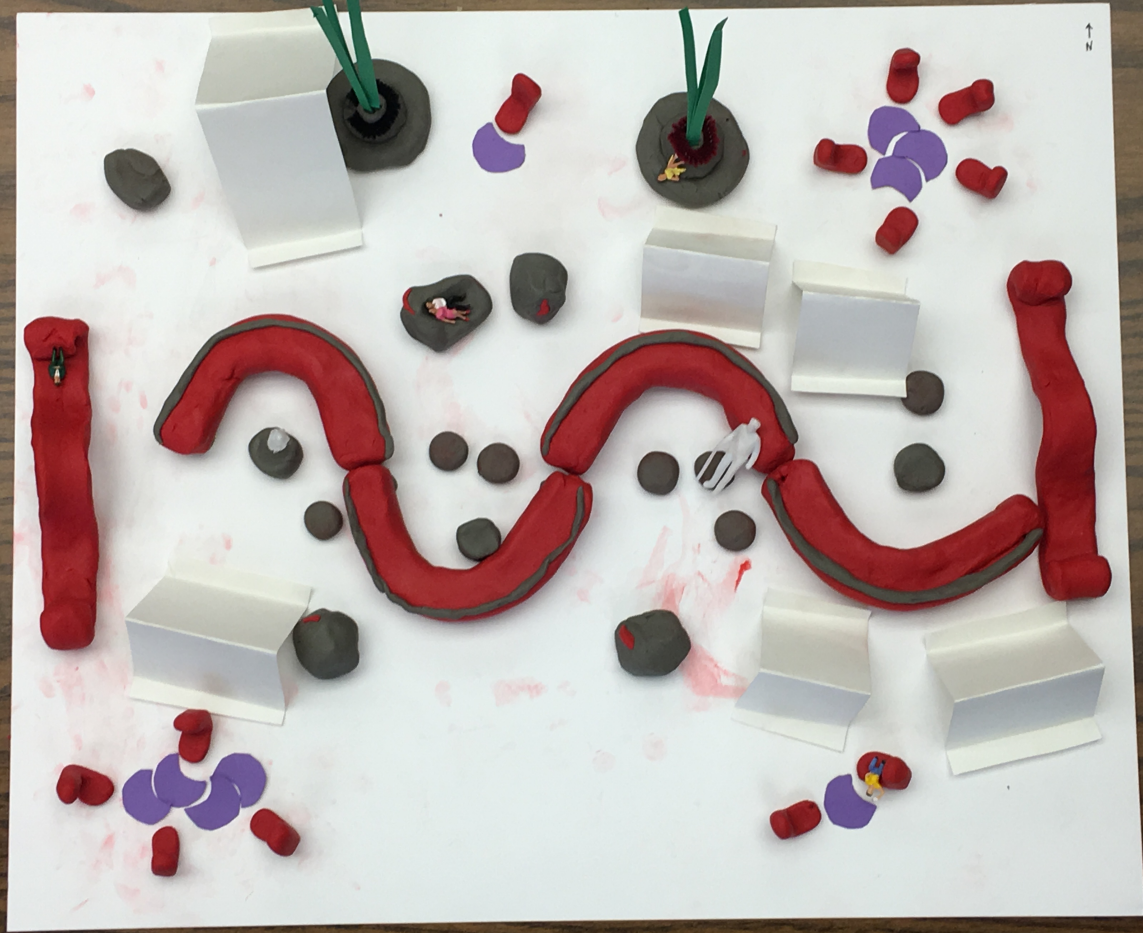
* Presentation: Learning how to learn: Skills for self-directed

This session would provide with basic concepts to learn and habits + skills cultivate to improve learning (practice) Academic performance

- ① Concepts presentation
- ② Small groups expand ideas
- ③ ~~group~~ group practice
- ④ All-group discussion maximize



Sections CAN be moved
TIGER TAIL (COUCH)
Very comfy with extra cushioning



A Pacifican Concept
'Nurtured Learning Communities'
Building Synergy, Caring & Stability in the
Library

“What information...experiences do we want to facilitate or make possible? What information and learning experiences are vital to further our...professional work?” (Bruce, 2013, p. 20)

QUESTIONS OR COMMENTS?



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