BOBCATSSS 2010 @ Parma, Italy

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Bridging the digital divide:
libraries providing access for all?

"Access for all and for how long? "

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Presentation type

- paper, (would also consider doing a workshop on this topic)

Purpose of this paper & Background

The emergence of Web 2.0 technologies into the digital age offers increased opportunities for information dissemination and self-expression. However, capture and use of such information as a scholarly resource has not been addressed in library or archive contexts.

For pivotal events such as the French Revolution, the interested public can still access original documents kept in libraries and archives for hundreds of years. Regarding events that happened 20 years ago in Central and Eastern Europe, some archives have stored the paper and video documents. For the world-changing event of 9/11, the Library of Congress also archived static internet pages in its Web archive. Can we say that, in the case of events that have global coverage and thus global impact nowadays, in twenty years from now, our institutions (whatever structure they will have then) will be able to provide the public with raw data and materials?

Methods used for the study & Findings

The paper presents a case study of the "Twitter Revolution" that took place in Moldova in April 2009. The fight for democracy in a small country with a totalitarian history received global attention also because it was portrayed as an event in which Web 2.0 tools were empowering the citizens. Online commentary through Twitter posts (that included video recordings and images of the protests) were made in tandem with the onsite events. Blogs and youtube.com provided additional venues for commentary and access for individuals following the events. However, there is no process or device to effectively gather the rich contextual information generated by these online sources in a structural way and save it for future research use. Many of the electronic documents that

circulated, such as some video recordings from the events and thousands of twitter messages, cannot be accessed online anymore.

Importance and interest of the study & Value of the paper
Given the complexities surrounding the capture of these online informational resources, further challenges are presented to LIS and archives professionals in developing the services to ensure access for all the views on a particular event into the stored collections for future inquiry. This paper will discuss why libraries and archives should be interested in collecting and saving this type of electronic data and what services should be provided to promote and deliver access. As digital technologies continue to evolve, the tools needed for storage and preservation of digital data will also advance, making it inevitable that we seriously consider the collection of user-generated online data for future research and   discovery.

Theme area
preservation, collection development, digital archive, e-research, future of library services, information storage, web 2.0

Curriculum Vitae

Claudia Serbanuta

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Publications
″Romania in Andrei Codrescu's library". Familia romana (to appear 2009). In Romanian.
"Deconstruction of the National Library″ (with Marin Pruteanu). Cuvantul, March 2009. In Romanian.
"Do Romanian Libraries have a Future?" Community Informatics Lab Notes, 9, University of Illinois 2008**.**
″Learning at the Border: How Young People in Informal Settings Use New Media for Community Action and Personal Growth" (with Timnah Card Gretencord, et al.). Prato CIRN Conference, 2007.
Technical report on Slatioara village (with Monica Vasile, et al.) Student Conference Research Award, Faculty of Sociology and Social Work at University of Bucharest, 2004. In Romanian.
Presentations
″Information Spaces in the Community" (with Sara Q. Thompson and Bertram Bruce). Poster presented at *iConference 2009* Chapell Hill, USA, 2009.
″Community Informatics and the New Informational Professional"(with Terry Weech and Sarah Jackman). Workshop organizer at BOBCATSSS, Porto, Portugal. 2009
″Bulgarian and Romanian rural libraries" Poster presented at *Globalization and the Management of Information Resources* Sofia, Bulgaria, 2008.

"Information Spaces in the Community" Workshop organizer for Community Informatics and Mortenson Center, University of Illinois at Urbana-Champaign, 2008
"A librarians' community in search of self on the Web" (with Marin Pruteanu). Presented in the poster session of *IFLA* Québec, Canada, 2008.

Research Experience
2008-present Research Assistant with Community Informatics GSLIS and Center for Global Studies, University of Illinois at Urbana-Champaign
2007-2008   Graduate Assistant - Web master for Community Inquiry Labs(iLabs), University of Illinois
2008   Graduate Assistant Slavic, East European and Eurasian Center working on cataloging Codrescu collection and on an inventory of digital projects for Slavic and East European Library, University of Illinois

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Presentations
"Preserving the Present: A Community Perspective". Poster presentation for the Graduate Poster forum. Society of American Archivists Annual Conference. Austin, TX. August 2009.
 "Assessment of an Archive: Photographs from Taipei". Oral presentation for *New Voices in the Profession Panel*: Art Libraries Society of North America 2008 Conference. Denver, CO. May 2008.
 "The Effects of Prenatal Testosterone on Male Sheep Behavior." Chao, T., Roberts, E.K., Lee, T.L. Poster presentation for the Society for Behavioral Neuroendocrinology Conference. Pacific Grove, CA. June 2007.
 "The Effects of Prenatal Testosterone on Male Sheep Behavior." Poster presentation for University of Michigan Psychology Research Forum. Ann Arbor, MI. May 2007.
 "The Effects of Neonatal Soy on the Development of Mice". Oral presentation for Neuroscience and Cognitive Science Research Forum: University of Maryland. College Park, MD. August 2006.
 "Sheep: An Animal Model for Ambiguous Genitalia". Poster presentation for the University of Michigan Undergraduate Research Program Symposium. Ann Arbor, MI. April 2005.

 Research Experience
 Present   Graduate Research Assistant, Center for Informatics Research in Science and Scholarship, University of Illinois at Urbana Champaign
 2007-2009   Graduate Research Assistant, Inter-university Consortium for Political and Social Research*,* Ann Arbor Michigan
 2005- 2008   Research Technician Evanston Northwestern Healthcare Research Institute, Evanston, Illinois
 2004- 2007   Research Assistant, Department of Psychology, University of Michigan

2006   Summer Research Intern Neuroscience & Cognitive Science Program: University of Maryland, College Park, MD

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Publications
"Community Informatics in Japan," (with Williams, K.), *First Monday,* in preparation.
"A Review of Community Agency in Disaster Response and Recovery" (with Williams, K.), *Journal of Community Informatics,* in preparation.
"Book review: Root Shock: How Tearing Up City Neighborhoods Hurts America and What We Can Do About it (Mindy Fullilove, author)," *Journal of Community Informatics*, forthcoming.
"Qualitative Study of SkokieNet: University of Michigan School of Information, Fall 2005." Report presented to Skokie Public Library, Skokie, Illinois, April 2008.
"Using the TOP Data Archive to study human resilience: How community-based organizations used social networks and information technology for hurricane recovery" (with Williams, K. et al.) TOP Bulletin 2, University of Illinois, 2007.
 "Interior System Outsourcing Strategy in North America." Report prepared for Mitsubishi Motors North America, Ann Arbor, Michigan, Fall 2001.

Presentations
"What is Community Informatics in Japan?" (with Kate Williams) poster presented at Graduate School of Library and Information Science Resarch Showcase, University of Illinois at Urbana Champaign, 2009.
 "Sustaining the cyberlife of Chicago's ethnic communities" (panelist in roundtable discussion) at eChicago 2009, Dominican University, Chicago, IL, 2009.
 "Fully Mobile City Government – New Results" (with Scholl, J. H. et al.) poster presented at the 9th Annual International Conference on Digital Government Research, Montreal, Canada, 2008.
"Identifying and understanding the first responders of Hurricane Katrina: A Reconstruction of Community Information Resources," presented at TOP Workshop, Dominican University, Chicago, IL, 2008.

Research Experience
2008-present Graduate Research Assistant**,** Community Informatics Lab, University of Illinois at Urbana Champaign
2007-2008   Graduate Research Assistant, Center for Human Information Interaction, University of Washington Information School 2006
Graduate Research Assistant, "College Students' Credibility Judgment in Information Seeking Process" MacArthur Foundation funding, University of Michigan School of Information
2005   Summer Research Intern Interlect Co. Ltd., Japan. Summer 2005
2002-2003   Infrmation Analyst, Itochu Automobile America, Inc., Detroit, Michigan