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

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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

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.”

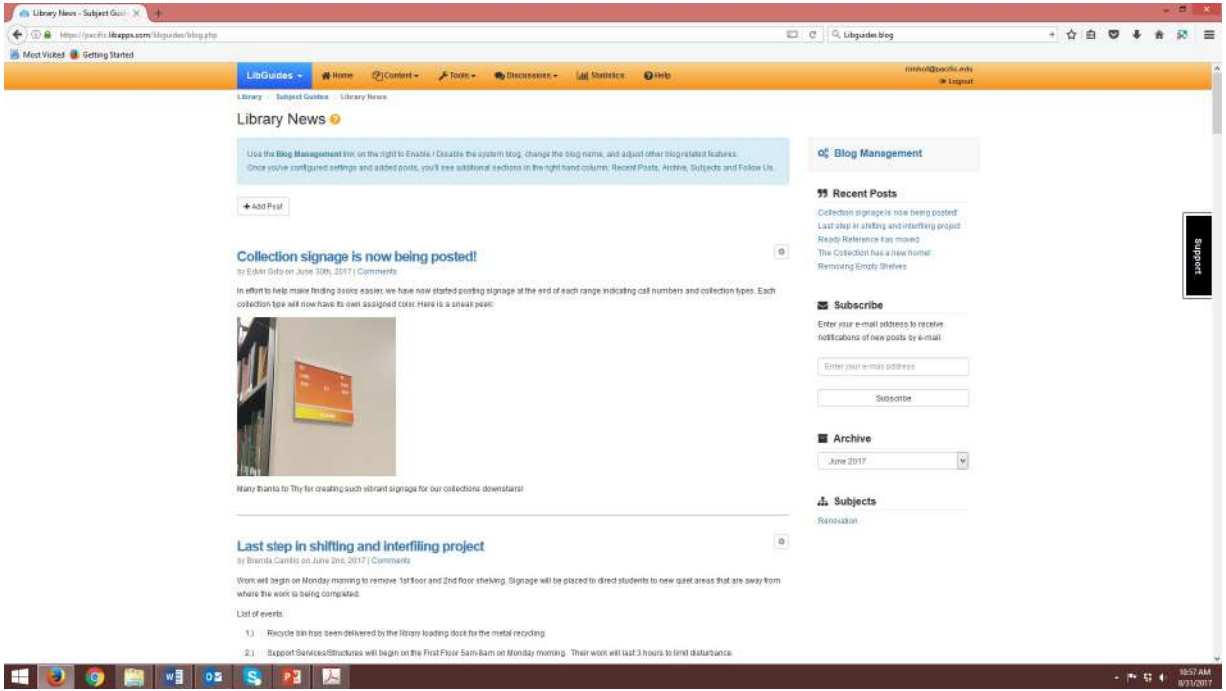
Example in stories of using category 7: Professional Wisdom

What did the coding reveal?

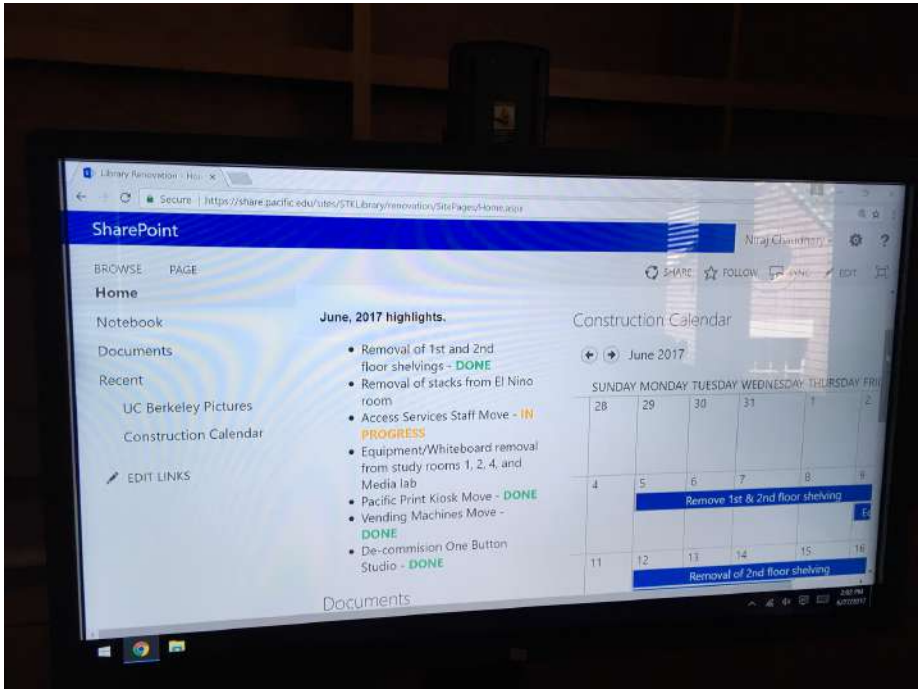
- Mostly scored in the 1-4 range
- Mostly recounted individual, rather than collective learning
- Mostly focused on tools of information (technology, source, processes, control
- Categories 6-7 (information sharing and knowledge creation) were largely absent

Meet the Information Curation and Knowledge Management Team

Libguides blog for easy information sharing

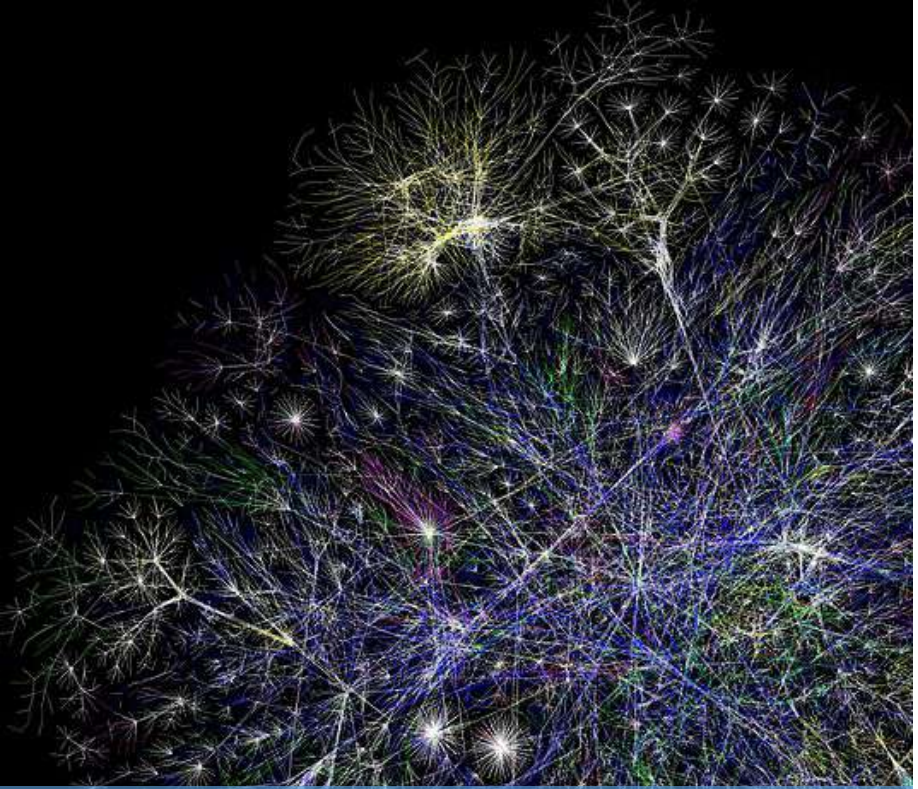


Sharepoint for larger files and organizational repository



how

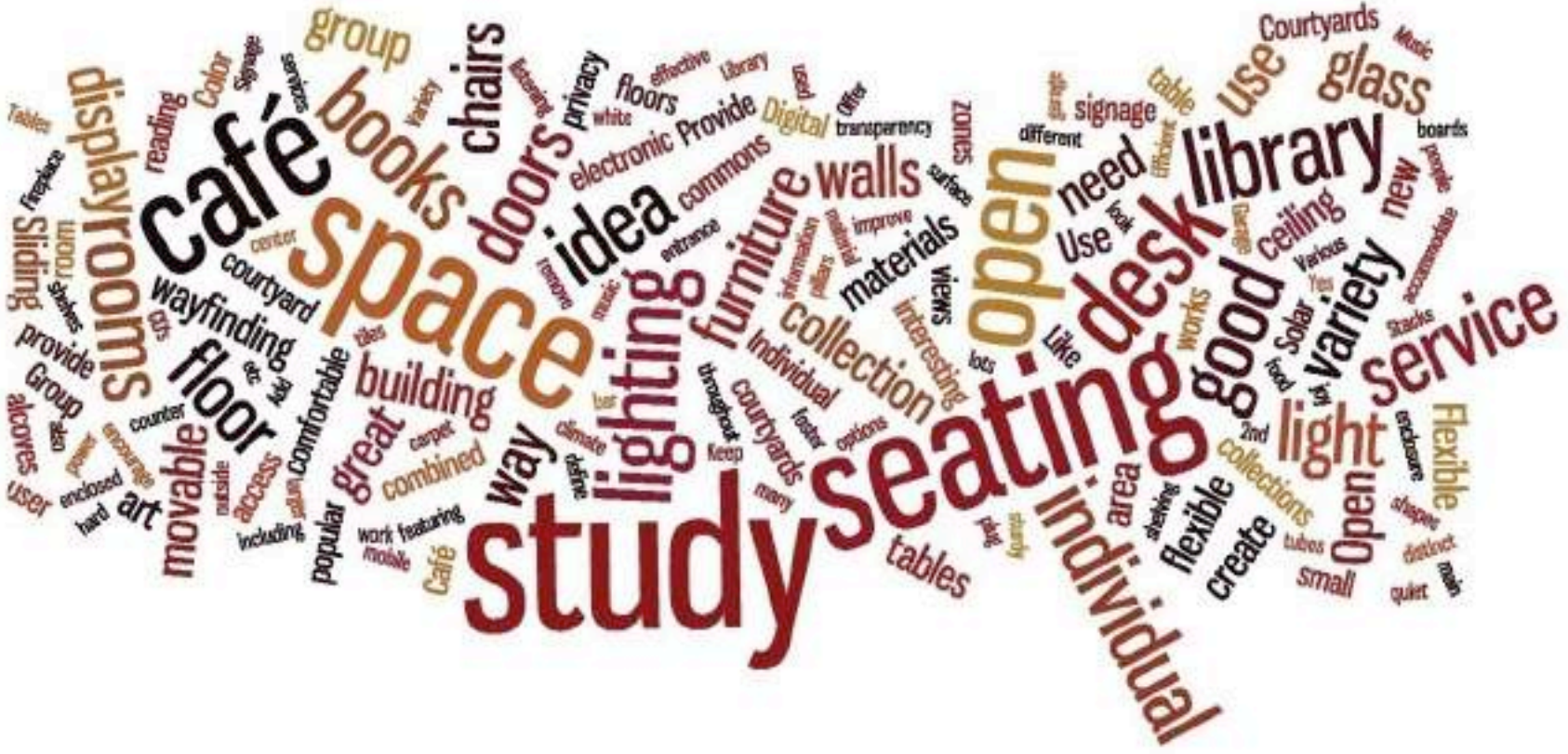
did we do it?



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)


study
space
seating
café
open
library
desk
individual
lighting
displayrooms
books
chairs
doors
idea
furniture
walls
floor
movable
service
good
variety
light
glass
use
Courtyards
group
Sliding
wayfinding
building
great
combined
way
tables
flexible
create
Open
small
Flexible
collection
materials
lighting
Digital
electronic
Provide
privacy
floors
commons
signage
need
Use
ceiling
new
library
Like
Solar
works
Individual
courtyards
collections
area
Group
provide
alcoves
art
access
comfortable
popular
work
Café
Color
reading
displayrooms
courtyard
room
Sliding
fireplace
Signage
services
variety
Library
effective
white
Provide
Digital
transparency
zones
surface
different
table
boards
Music
Courtyards
use
glass
people
accommodate
Various
Yes
stacks
Ceiling
Use
look
Like
lots
views
interesting
Individual
courtyards
throughout
keep
many
options
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2nd
collections
enclosure
shapes
distinct
quiet
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Sliding
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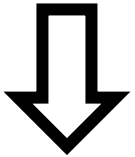
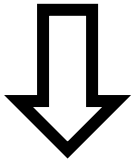
Group
provide
comfortable

INFORMATION
EXPERIENCE



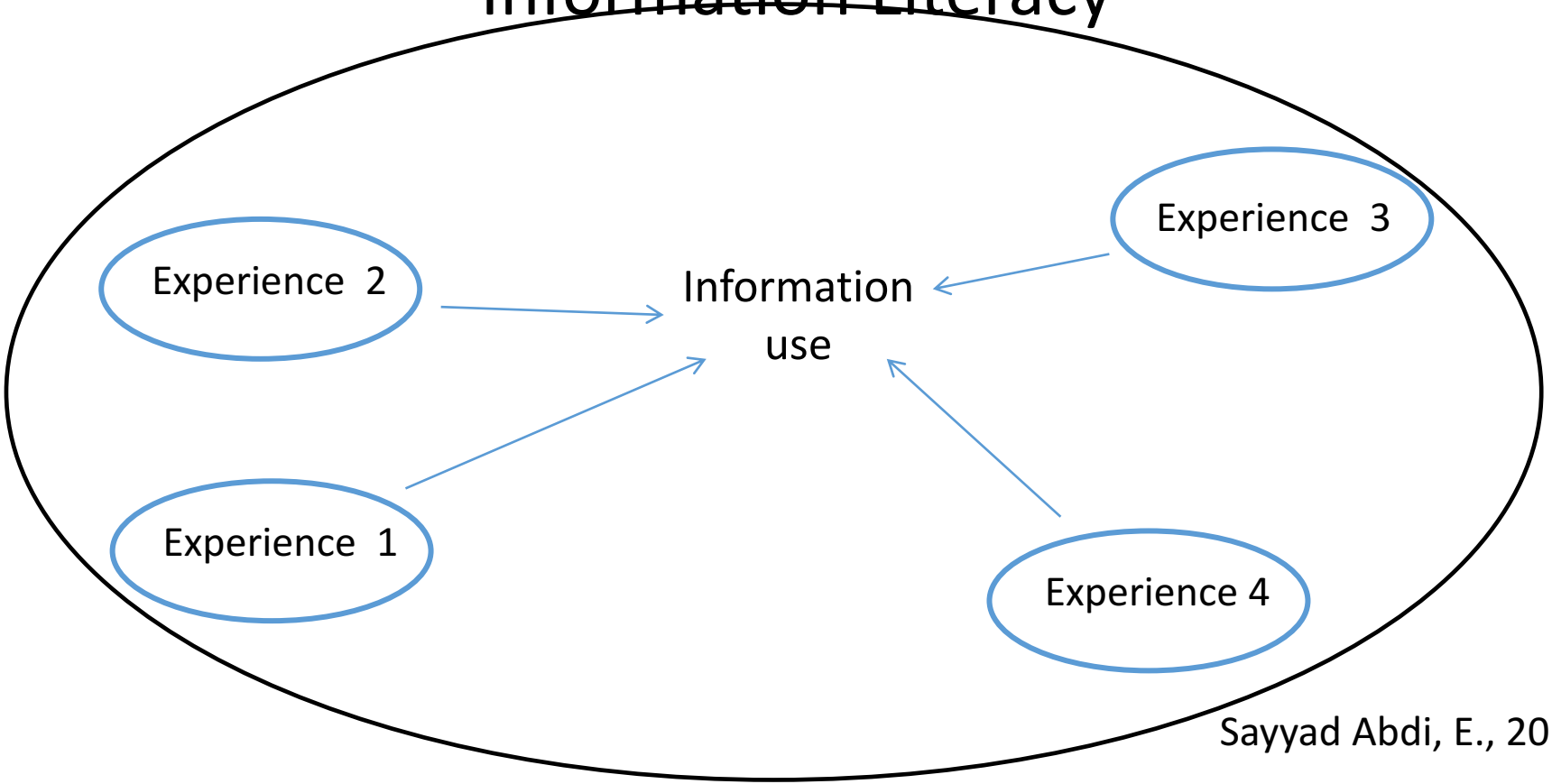
INFORMATION EXPERIENCE DESIGN



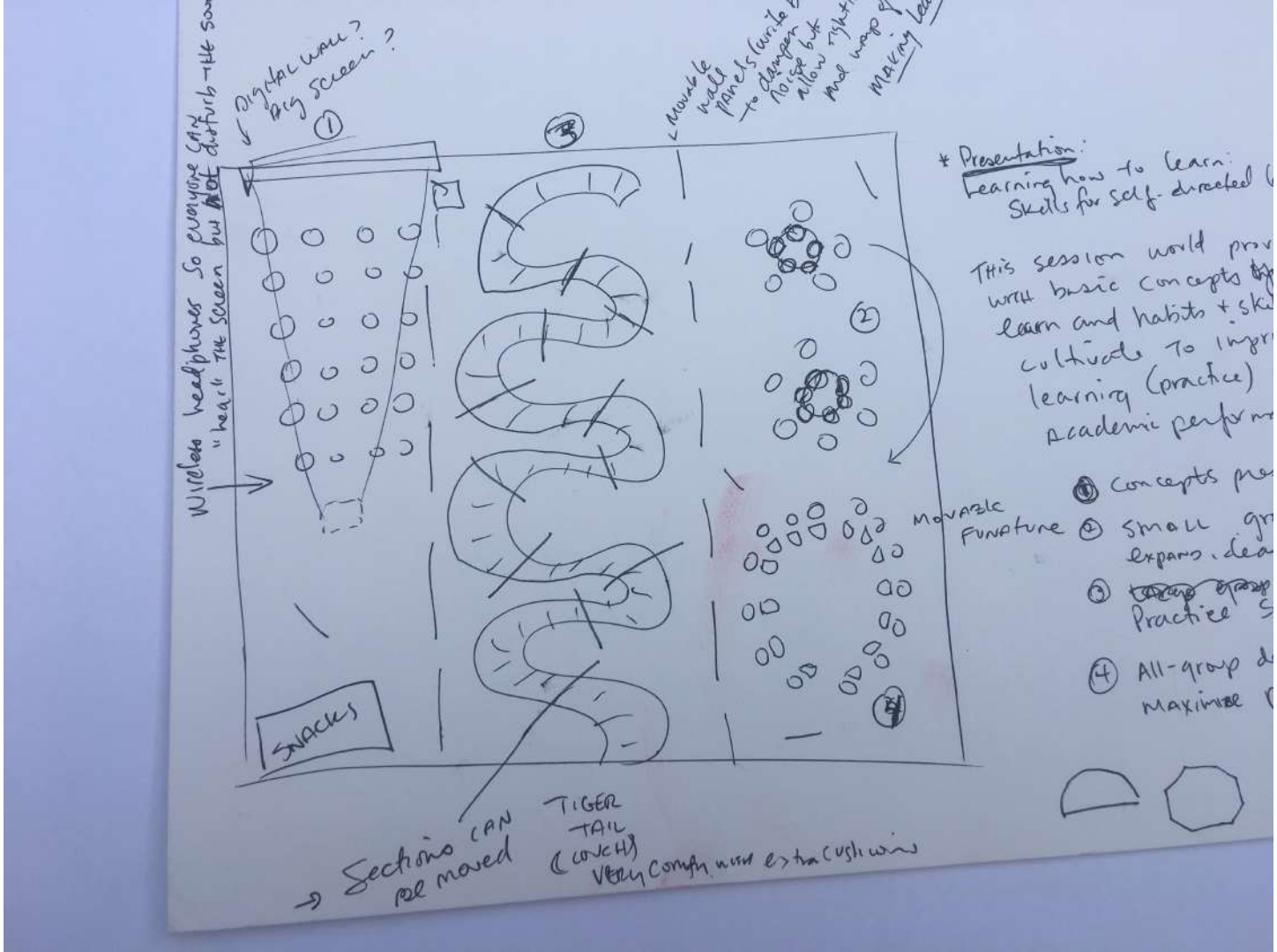
INFORMATION
LITERACY

Sayyad Abdi, E. (2017)

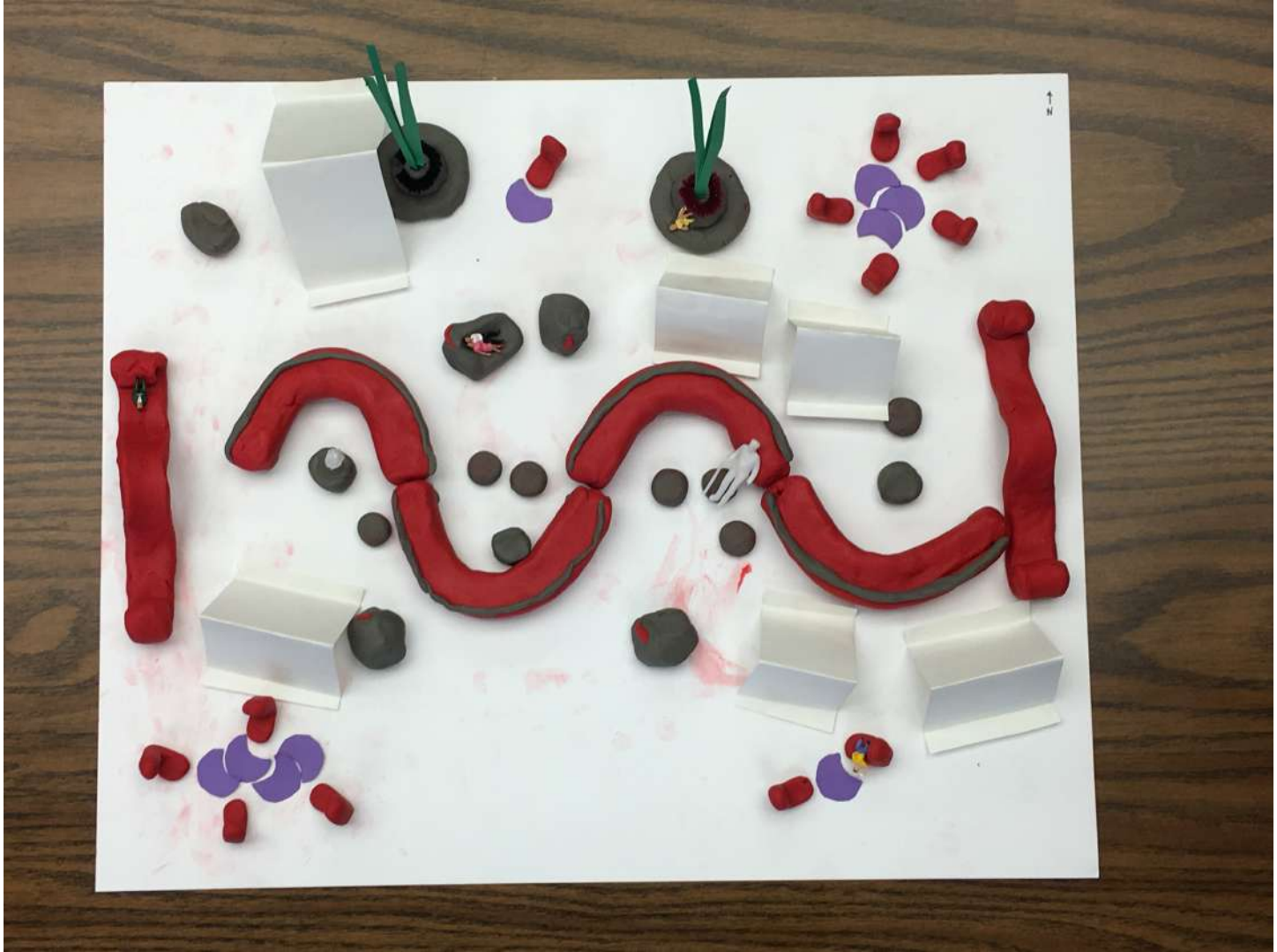
Information Experience Design for Workplace Information Literacy



Sayyad Abdi, E., 2017



Wireless headphones So everyone can "hear" the screen but not disturb the sou
Digital wall? Big screen?
Movable wall panels (write to dampen noise but allow sight and wrap of making lea
SNACKS
Movable Furniture
Sections can be moved
TIGER TAIL (COUCH) very comfy with extra cushions
* Presentation:
Learning how to learn:
Skills for self-directed
This session would prov
with basic concepts
learn and habits + ski
cultivate to impr
learning (practice)
academic perform
① concepts pre
② small gr
expand, dea
③ Practice
④ All-group d
maximize



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?

question box by [f]oxymoron. http://www.flickr.com/photos/f-oxymoron/6877620005/

SELECTED REFERENCES

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Somerville, M. M. (2015). *Informed Systems: Organizational design for learning in action*. Oxford, England: Chandos Publishing, a subsidiary of Elsevier

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