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INTEGRATED INFORMATION

International Conference on Integrated Information

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All papers have been peer-reviewed



Piraeus, Greece, 2011

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Preface: Proceedings of the International Conference on Integrated Information (IC-ININFO 2011)

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Aims and Scope of the Conference

The International Conference on Integrated Information 2011 took place in Kos Island, Greece, between September, 29 and October, 3, 2011. IC-ININFO is an international interdisciplinary conference covering research and development in the field of information management and integration.

The conference aims at creating a forum for further discussion for an Integrated Information Field incorporating a series of issues and/or related organizations that manage information in their everyday operations. Therefore, the call for papers is addressed to scholars and/ or professionals of the fields of Library and Archives Science (including digital libraries and electronic archives), Museum and Gallery Studies, Information Science, Documentation, Information Management, Records Management, Knowledge Management, Data management and Copyright experts the latter with an emphasis on Electronic Publications. Furthermore, papers focusing on issues of Cultural Heritage Management and Conservation Management are also be welcomed along with papers regarding the Management of Nonprofit Organizations such as libraries, archives and museums.

One of the primary objectives of the IC-ININFO will be the investigation of information-based managerial change in organizations. Driven by the fast-paced advances in the Information field, this change is characterized in terms of its impact on organizations that manage information in their everyday operations.

Grouping emerging technologies in the Information field together in a close examination of practices, problems and trends, IC-ININFO and its emphases on integration and management will present the state of the art in the field. Addressed jointly to the academic and practitioner, it will provide a forum for a number of perspectives based on either theoretical analyses or empirical case studies that will foster dialogue and exchange of ideas.

Topics of general Interest

Library Science, Archives Science, Museum and Gallery Studies, Information Science, Documentation, Digital Libraries, Electronic Archives, Information Management, Records / Document Management, Knowledge Management, Data Management, Copyright, Electronic Publications, Cultural Heritage Management, Conservation Management, Management of Nonprofit Organizations, History of Information, History of Collections, Health Information

Symposia

The Conference offered a number of sessions under its patronage, providing a concise overview of the most current issues and hands-on experience in information-related fields.

- Symposium on Integrated information: Theory, Policies, Tools
- 4th Symposium on Business and Management and Dynamic Simulation Models supporting management strategies

- Session on Open Access Repositories: Self-archiving, Metadata, Content policies, Usage
- Session on Evidence-Based Information in Clinical Practice
- Session on Business Management and Communication Strategies supporting Decision Making Process in Tourism Sector
- Session on Electronic Publishing: A Developing Landscape
- Session on Information and Knowledge Management
- Session on Information Content Preservation as Outcome of Conservation of Cultural Heritage: Ethics, Methodology and Tools
- Session on Advances Information for Strategic Management
- Session on Information History: Perspectives, Methods and Current Topics
- Session on Divergence and Convergence: Information Work in Digital Cultural Memory Institutions
- Session on Contemporary issues in Management: Organisational Behaviour, Information Technology, Education & Hospital leadership.

The wide range of aspects that the sessions covered, highlighted future trends in the Information Science.

Paper Peer Review

More than 300 papers had been submitted for consideration in IC-ININFO 2011. From them, 91 were selected for presentation, after peer review in a double blind review process. The accepted papers were presented at IC-ININFO 2011.

Thanks

We would like to thank all members that participated in any way in the IC-ININFO 2011 Conference and especially:

- The famous publishing house Emerald for its communication sponsorship.
- The co-organizing Universities and Institutes for their support and development of a high-quality Conference scientific level and profile.
- The members of the Scientific Committee that honored the Conference with their presence and provided a significant contribution to the review of papers as well as for their indications for the improvement of the Conference.
- All members of the Organizing Committee for their help, support and spirit participation before, during and after the Conference.
- The Session Organizers for their willing to organize sessions of high importance and for their editorial work, contributing in the development of valued services to the Conference.
- PhDC Marina Terzi for her excellent editorial work, contributing in the production of the Conference proceedings.

CONFERENCE DETAILS

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Dionysis Kokkinos, National Technical University of Athens

KEYNOTE SPEAKER



Professor Amanda Spink

Professor Amanda Spink has published over 340 scholarly journal articles, refereed conference papers and book chapters, and 6 books. Many of her journal articles are published in the Journal of the American Society for Information Science and Technology, Information Processing and Management, and the Journal of Documentation. She is Editor of the Emerald journal Aslib Proceedings. Amanda's research has been published at many conferences including ASIST, IEEE ITCC, CAIS, Internet Computing, ACM SIGIR, and ISIC Conferences. Her recent books include Information Behavior: An Evolutionary Instinct and Web Search: Multidisciplinary Perspectives, both published by Springer. Amanda's research focuses on theoretical and empirical studies of information behavior, including the evolutionary and developmental foundations. The National Science Foundation, the American Library Association, Andrew R. Mellon Foundation, Amazon.com, Vivisimo. Com, Infospace.com, NEC, IBM, Excite.com, AlltheWeb.com, AltaVista.com, FAST, and Lockheed Martin have sponsored her research. In 2008 Professor Spink had the second highest H-index citation score in her field from 1998 to 2008 [Norris, M. (2008)]. Ranking Fellow Scholars and their H-Index: Preliminary Survey Results. Loughborough University, Dept of Information Science Report].

Session on Divergence and Convergence: Information Work in Digital Cultural Memory Institutions.

Organizer: Dr Susan Myburgh, *Sue.Myburgh (at) unisa.edu.au*

University of Parma, Digital Library Learning

University of South Australia

Co-organizer: Dr Anna Maria Tamaro

University of Parma

Description: *Cultural institutions, such as libraries, archives and museums, are strongly influenced by their contexts and environments. As elements within their environment change, they respond in various ways, whether it is to modify their collections, facilitate or impede access, or change staffing arrangements. Of all the possible phenomena or entities that have had effects on such enterprises, information and communication technologies (ICTs) have arguably been the most significant. Language and writing were the first communication technologies, followed by printing, the telegraph and telephone, and the media, before the internet became predominant. There is no doubt that each of these has played a prominent role in the creation and expansion of the processes unique to the processes of information work, including selection of documents, describing documents and their contents for physical and intellectual access, organising materials, conservation and preservation, copyright and other intellectual property rights and so on. While there is a considerable body of research which considers such effects on organisations and institutions, there is a corresponding paucity of work which considers how professional work has changed in this field, and the directions in which this might move in the future. Articulating information work, and describing how it is made manifest, is seldom considered, apart perhaps from an emphasis on the technical skills required. While this work is being done in different ways, there now exists the possibility to do quite different work, as ICTs open up opportunities that were impossible in a purely physical analogue world. This seminar will provide a forum for discussion of some of these, including new ways of considering human computer interaction, making meaning from metadata, cross-cultural interpretation and analysis, construction of information users in quite different ways – for example as individuals, rather than communities, and examination of the uses made with the information obtained. Topics may include: # Intercultural semantics and making meaning online # Using digital records and artefacts in teaching and learning (at all levels) # Liaison between the information worker and the knowledge seeker # Collaborative knowledge creation using digital tools and documents # The increasing importance of interdisciplinarity to identify and seek solutions to problems # Extending the reach of the institution # Everywhere but nowhere: how does the general public know what is available, and how can they find it? # Open Access, scholarly communication and education # What information workers can do in the field of Digital Humanities*



DR. SUSAN MYBURGH

Dr Susan Myburgh has been a Senior Lecturer and Program Director at the University of South Australia since 1994, and a Visiting Professor in the Erasmus Mundus Master's Programme in Digital Library Learning since 2008. Previously, she was in the School of Librarianship at the University of Cape Town. Her work and interests in the field of information are many and varied: she has researched, taught and published in the areas of Records Management, Information Retrieval, Strategic Information Management, Bibliographic Description, Organisational Communication, Digital Libraries and Education for Library and Information Science. She is the author of several books, including *The New Information Professional*, *Education for Digital Librarians*, which she co-authored with Anna Maria Tammaro of the University of Parma (both of which are published by Chandos), and she is in the process of writing *The Politics of Information*, which will be published by Emerald later this year. She is an Alumni of the University of Cape Town, the University of South Africa, Simmons College (which she attended as a Fulbright Scholar), and the University of South Australia.

Extending Convergence and Divergence in Cultural Memory Institutions: The Old Slave Lodge in the New South Africa

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Abstract: *This paper discusses collaborative knowledge creation by means of a digital cultural heritage project. Using the concepts of production and consumption, the paper proposes their usefulness to extend convergence and divergence in cultural memory institutions.*

Keywords: *Production, Consumption, Knowledge creation, Cultural memory institutions, South Africa*

I. INTRODUCTION

This paper deals with collaborative knowledge creation using digital tools and documents. For my purposes, 'extending convergence' is about improving cross-sectoral (libraries, archives, museums) collaboration and cross-disciplinary knowledge creation. In brief, it deals with *production* in cultural memory institutions. And 'extending divergence' is about expanding the uses and users of cultural heritage in the new South Africa. In other words, it is about *consumption* in cultural memory institutions. I will demonstrate these processes using the digital cultural heritage project *From Diaspora to Diorama: the Old Slave Lodge in Cape Town*, which focuses on the neglected memory and heritage of slavery in South Africa.

II. ARGUMENT

A. Professional constraints

Digitization is not universally accepted by librarians, archivists, museum workers, and scholars in South Africa. There is a view held by some that digitization of documents is a wonderful aid to retrieval, but that it is not a preservation medium (except in so far as it reduces the handling of printed records). This view emphasizes the need to balance the requirements for access to information with the need for appropriate preservation techniques to prevent future gaps in knowledge (Forde 2006: 180). The 'I want it all and I want now' 24/7 demands of a virtual access generation of users put pressure on fragile records, and compromises the obligation to preserve access for future generations.

Also, electronic records in the hands of technical people can be destroyed easily. The advantage of paper records over digital records from a preservation point of view is the different ways that they survive 'benign neglect'. Paper-based records placed on a shelf somewhere behind a locked door will still be there fifty years later. But digital records, if not migrated at least every five years, could be in danger of becoming irretrievable (Coates, 2011).

Peter Coates, a former deputy-national librarian and archivist in South Africa, believes that 'IT practitioners and data preservationists are irreconcilable breeds' (Coates, 2011). He argues that the digital records of today including the 'native digital' records compiled by government departments will almost without exception be purged as a result of negligence, misguidance, or willfulness, and not be migrated to whatever succeeds the personal computer.

He gives an example of a prolific scholar-librarian and former colleague who honourably left all his research behind as library property when he retired. When he later contacted the library for copies of these writings for personal use the IT manager said he needed to reassign that computer to someone else, and so he purged the hard drive. It was only because the retired colleague had also made paper copies of his articles and projects that he was able to retrieve them.

The preservation of digital and printed records, according to Coates, is at greatest risk when they just begin to obsolesce and are not yet demonstrably 'old' or 'valuable' – like last week's or last month's emails or the previous version of a database or web site which get obliterated or simply disappear. On the other hand, there is the *débris* of Web sites which have been abandoned in cyberspace without being refreshed since they were created a decade or two ago (Coates, 2011).

B. Political constraints

This kind of debate may however be irrelevant in cases when digitization can actually help memory institutions and scholars in collaborative knowledge creation to heal a nation. This, I believe, is the case in South Africa today. Remembering apartheid and the liberation struggle understandably grabbed resources and headlines in the late twentieth and early twenty first centuries, obscuring a longer history of oppression in South Africa.

After 1994, remembering its slavery past became a more significant element of heritage in the Western Cape region of South Africa (Worden 2009: 24). Slave heritage had been played down during the anti-apartheid period in order to stress the wider common struggle for liberation. However, movements in the new South Africa lobbying for access to social resources based on slave ancestry were viewed as divisive, and not compatible with the nation-building project of the ANC government.

The official attitude to the Unesco 'Slave Route' project in 1997, which would have promoted South Africa's slave past in museums, archives, education, and

research was therefore ambiguous and unenthusiastic (Worden 2009: 28). This attitude persists today. More worrying was that campaigners in popular movements viewed academic research on slavery with skepticism, arguing that popular memory is as valid as scientific research (Worden 2009: 38).

C. Diaspora to Diorama

Attempting to overcome these digitization and political constraints, a digital cultural heritage project *From Diaspora to Diorama: the Old Slave Lodge in Cape Town* (Shell, 2011), focuses on the neglected memory and heritage of slavery in South Africa and on the building that is a cultural history museum today. It started as a Unesco-sponsored feasibility study on how to memorialize Cape slavery. The third edition contains over 12 000 pages of unearthed eye-witness accounts and secondary material such as sketches, maps, videos, and research articles on this building and its occupants.

There are also appendices and indexes of 6 000 entries of slaves, slave voyages, political exiles, lodge censuses, slave lodge deaths and manumissions, and cargo lists.

It is, in brief, the most extensive single work on any one building and one community in South Africa. It is navigable, making it very easy to move around the thousands of pages, images, and sounds.

D. Extending convergence (production)

There are more than thirty collaborators working on this project, and they include:

- Scholars: slave historians, maritime historians, historical archaeologists, literary and language scholars, genealogists, and statisticians;
- Professionals: active and retired librarians, archivists, museologists, architects, publishers, translators, designers, consultants, jurists, and artists; and
- Public: free-lance and independent writers, community workers, and pastors.

E. Extending divergence (consumption)

The uses and users, both actual and envisaged, include the following:

Uses:

- To prepare the way to make the Slave lodge a world heritage site;
- To create a virtual lodge since the Iziko Museum in South Africa does not seem keen on progress; and
- To enable the descendants of the slave system an affordable means to examine basic documents without having to go to a library or the archives.

Users:

- Learners who can write essays and biographical essays from primary sources and indexes;
- Family historians; and
- Librarians who can load the system onto their computers.

III. CONCLUSIONS

The concepts of production and consumption are useful to understand convergence and divergence in collaborative knowledge creation using digital tools and documents.

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