

ICS 132: Organizational Information Systems

Analysing Social Settings - II

where are we?

- last time
 - started looking at how to learn about organisations
 - ethnographic fieldwork techniques
- this time
 - how to focus data and begin analysis
 - the project -- applying the ideas

focussing data

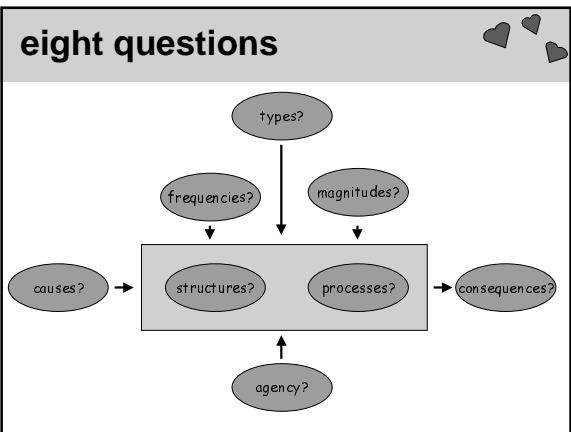
- three steps
 - gather: observing, collecting field materials
 - focus: structuring material, guiding observation
 - analyze: developing conceptual analysis
- focussing
 - beginning to ask questions
 - *concurrently* with data gathering
 - getting a handle on the data you're collecting
 - finding the holes

units, aspects, topics

- units
 - it's a question of scale
 - formal and informal
 - not just groups, but actions too (processes, practices)
 - e.g. Conversation Analysis; Marxist economics
 - aspects
 - apply independent of scale
 - meaning; structure; power; ...
- topics
 - topics combine aspects and units
 - organisational factors affecting application adoption

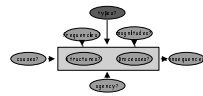
units, aspects and topics

- Example
 - Penny Eckert's study of social categories in High School
 - units?
 - individuals, classes, clubs, schools, social backgrounds...
 - *Jocks and Burnouts*
 - aspects
 - markers of social identity
 - cohesion
 - process over time
 - topics
 - how do people choose and display social categories?
 - how do their affiliations extend beyond High School?



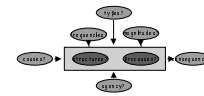
eight questions

- types
 - e.g. the total institution
 - the rule of mutual exclusiveness
 - the rule of exhaustiveness



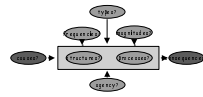
eight questions

- structures
 - related to types, but:
 - what are the internal features of the type?
 - what is the relationship between different types?
 - example: bureaucracies
- processes
 - we've already encountered these...
 - but now, more broadly (and less formal)
 - cycles, spirals, sequences



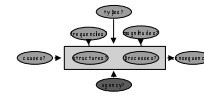
eight questions

- causes
 - not simple cause and effect
 - cumulative causes... think of the processes through which situations come about
 - *situational* versus *dispositional* causes
- consequences
 - functional approach
 - what functions are served?
 - what role do they play?
 - nonfunctional approach
 - what ends are served?
 - what are the products?



eight questions

- agency
 - the other questions illustrate the *passive* model
 - brute facts and the machinations of the social world
 - people are active entities!
 - coping, acting, scheming, evading, cajoling, maneuvering
 - the issue of agency:
 - whose action brings about the situation?
 - how does this action come about?
 - structure/agency dyad
 - it's a cycle!



project

- applying these ideas to a specific instance
 - three goals
 - develop some practical skills in uncovering and understanding organisational work
 - get some practice putting these ideas into practice
 - prepare for the more rigorous application of these ideas in ICS 135
 - “the journey is the reward”
 - want to see both the results and how you got there

the library problem

- anyone can put books on a shelf
 - the trick is to find them again
- libraries are more useful with more books...
 - but retrieval problems become larger headache
 - library of congress: 24 million titles
 - harvard library: 12 million titles
 - UC Berkeley libraries: 8 million titles
 - UCLA libraries: 6 million titles
 - UCI libraries: 2.5 million titles
 - UC libraries: > 25 million volumes

some solutions

- two key concepts
 - indexing
 - a system of consistently ordered pointers to geographical locations
 - Dewey decimal system
 - Library of Congress system
 - vertical filing
 - a way of arranging an index accessibly
- card catalog
 - constructing an index with
 - individual entries
 - allowing easy updating

many information problems

- lots of information to keep track of
 - author/title catalog
 - subject catalogs
 - shelf lists
 - loan records
 - orders
- generally kept independently
 - this worked fine... for 100 years or so

the situation today

- what *is* a library?
 - archive of publications and activities
 - active database of knowledge
 - place where knowledge seekers hang out
- library must be accessible
 - but budgets are flat or shrinking
 - more and more people to be served

information

- more material being created than ever before
 - 3 million books in print in the US
 - 250,000/year (~1% of Library of Congress!)
 - 165,000 serials issued internationally
 - 7000 in digital form (online, CDROM)
 - about 310000 publishers in main trade (ISBN)
- an inevitable collision
 - more and more information
 - more and more information seeking
 - information is more valuable everyday
 - physical and financial limits on collections

UC's problem

- 2nd largest collection (after Lib of Congress)
 - in the 1970s, building five miles of shelf space/year
 - governor and legislature intervene
 - no more library buildings until UC has a plan to manage growth
 - solution: rationalisation and consolidation
 - two large warehouses serving all campus archival needs
 - politics: how to get faculty buy-in?
 - guarantee access and delivery
 - computerised "Union Catalog"
 - "One University, One Library"

how it worked

- NRLF and SRLF as inventory warehouses
- elaborate protocols and procedures for loans
 - guaranteed 48 hour delivery to point of needs
- computerised, online, union, public-access catalog
 - holdings
 - locations
- where do you find online union catalog in 1975?
 - you don't
- MELVYL
 - integrate holdings catalog with delivery service

melvyl

Search request: F TW DYNAMICS OF COMPUTING
Search result: 11 records at all libraries

Type HELP for other display options.

CAT-> d 5

5. King, John Leslie.
The dynamics of computing / John Leslie King and Kenneth L. Kraemer. New York : Columbia University Press, 1985.
UCB EnvDesign JS100.E43 K561 1985
UCD Shields JS100.E43 K56 1985
UCI Main Lib JS100.E43 K56 1985
UCLA URL JS 100 E43 K56 1985
UCLA YRL JS100.E43 K56 1985 Stacks URLSTAX-STAX
UCR Rivera JS100.E43 K56 1985
UCSB Main Lib JS100.E43 K56 1985
UCSC McHenry JS100.E43K56 1985
UCSD SSH JS100.E43 K56 1985

life in computerland

- melvyl
 - big and clunky IBM mainframe legacy system
 - not tied to campus library needs
 - managing inventory (circulation control)
 - book ordering
 - local ILL management
- doesn't do the job... what do you do?
 - Berkeley: GLADIS
 - UCLA: Orion

life in computerland

- the poor have to wait
- private sector developments
 - many libraries need these sorts of facilities
 - minicomputer-based off-the-shelf packages
- Innovative Solutions develops InnoPAC
 - UCI buys in 1990, loads database
 - launches in 1991 as ANTPAC
 - only handles documents in the UCI libraries
 - more information
 - integrated with other library functions

ANTPAC

Welcome to ANTPAC U of CA - Irvine
ANTeaters Public Access Catalog
You may SEARCH for library materials by any of the following:

I > INFORMATION/HELP
A > AUTHOR
T > TITLE
B > AUTHOR/TITLE SEARCH
S > SUBJECT
W > KEYWORDS
C > CALL NO
E > STANDARD NO
P > Repeat PREVIOUS Search
R > RESERVE Lists
L > Inter-Library LOAN requests
D > CONNECT to MELVYL(R) for Interlibrary Loan
V > VIEW your Circulation record
F > DISCONNECT
Choose one (I,A,T,B,S,W,C,E,P,R,L,D,V,F)

ANTPAC

You searched for the TITLE: dynamics of computing U of CA - Irvine

AUTHOR King, John Leslie.
TITLE The dynamics of computing / John Leslie King and Kenneth L. Kraemer.
IMPRINT New York : Columbia University Press, 1985.
DESCRIPTION xii, 283 p. : ill. ; 24 cm.
SUBJ-LCSH Municipal government -- Data processing.
ADD AUTHOR Kraemer, Kenneth L.
NOTE(S) Includes index.
Bibliography: p. 265-277.
ISBN 0231054327 : \$35.00.

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XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
x  LOCATION          CALL NO.          STATUS          x
x1 > MAIN            JS100.E43 K56 1985    NOT CHCKD OUT   x
x2 > MAIN            JS100.E43 K56 1985 c.2  NOT CHCKD OUT   x
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
R > Browse Nearby Entries          S > SHOW SIMILAR items
N > NEW Search                     G > Request Item
A > ANOTHER Search by TITLE
Z > Show Items Nearby on Shelf
Choose one (R,N,A,Z,S,G)
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the project

- you're going to do some fieldwork
 - focus on OnLine Public Access Catalogs: OPACs
- mission 1
 - become a user of these systems
- mission 2
 - interview three people about their experiences with these systems
- details
 - fuller information on the web site
 - project report is due **MONDAY MARCH 5**

parameters



- your interview subjects can be anyone
 - ... except other students in the class
 - you decide (and explain) the selection criteria
- keep field notes
 - keep notes on research and interviews
 - you'll use these to write your report
 - you'll also be required to hand them in
- don't underestimate the time this takes

next time



- monday's a holiday
- on wednesday:
 - networks and telecomms
 - Alter chapter 10
- meantime
 - midterm grading basically done
 - grades should be posted tomorrow