### ICS 132: Organizational Information Systems

**Analysing Social Settings**

#### administrative matters...
- midterm
- assignments
  - #1 is still in my office
  - #2 will be at the distro center shortly
  - #3 is due today
- I'm away next week
  - lectures by Madhu Reddy
    - conducting qualitative field studies
    - that's what the project's all about!

#### the midterm

#### a change of pace
- so far, looked at various aspects of organizations
  - productivity and competition
  - processes and databases
  - representations
- now, we want a more holistic picture
  - how does it all start to fit together?

#### ways of finding out
- we could ask...
  - people aren't good about being reflective
  - poor way to gather requirements for systems
    - people can't tell you what they want because they don't know what they can ask for
- we could count...
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  – administer a survey
  – tend to find only what we're looking for
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• so our strategy is to go and look
  – draw techniques from social science

bronislaw malinowski

the Chicago School

• the Chicago School of Sociology
  – sociological studies in the 1930s and on
    • originally in Chicago, but the style spread (as people did)
  – applying ethnographic techniques to American cities
    • especially, to subcultures: hobos, alcoholics, drug users, jazz musicians, but also medical students, funeral directors, the police...
      – not just what they do, but how they do it, and what they experience in the doing

project

• applying our 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?
      - guarantees 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
**ANTPAC**

Welcome to ANTPAC

You searched for the TITLE: dynamics of computing

**AUTHOR**
King, John Leslie

**TITLE**
The dynamics of computing / John Leslie King and Kenneth L. Kramer.

**PUBLISHER**

**DESCRIPTION**
xi, 375 p.; ill.; 24 cm.

**END-TO-END**
Municipal government -- Data processing.

**END AUTHOR**
Kramer, Kenneth L.

**RETRIEVED**
Includes index.

**ISBN**
0231054327 ; $35.00.

**TOGGLE**
Library Stacks

Choose one (I.A.T.A.R.C.P.A.L.U.):

### 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

### ANTPAC

- **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

### 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**
  - observe other users
  - interview four people about their experiences with these systems
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| • 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  
| • more details on the web page  
  – http://www.ics.uci.edu/~jpd/classes/ics132w03  
• the project is due **THURSDAY MARCH 6** |

<table>
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| • tuesday  
  – how to conduct interviews  
  – how to construct an interview guide  
• thursday  
  – how to analyze and focus your data  
• next tuesday  
  – back to boring-old-me again |