ICS 132: Organizational Information Systems

Project Introduction

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...
  – administer a survey
  – tend to find only what we’re looking for
  • if we knew, we wouldn’t be looking in the first place

so our strategy is to go and look
  – draw techniques from social science
<table>
<thead>
<tr>
<th>bronislaw malinowski</th>
<th>the Chicago School</th>
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</table>
| ![Malinowski](image) | - 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 |

<table>
<thead>
<tr>
<th>project</th>
<th>the library problem</th>
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| - 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 | - 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 |

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<th>some solutions</th>
<th>many information problems</th>
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| - 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 | - 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
  - 7,000 in digital form (online, CDROM)
  - about 310,000 publishers in main trade (ISBN)
- an inevitable collision
  - more and more information
  - more and more information seeking
- information is more valuable every day
  - 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 need
- 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

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

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
- mission 2
  - interview four people about their experiences with these systems

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

details

- more details on the web page
  - http://www.ics.uci.edu/~jpd/classes/ics132w04
- the project is due THURSDAY MARCH 18
next time

- tuesday
  - how to construct an interview guide
  - how to conduct interviews
- thursday
  - how to analyze and focus your data
  - guest lecture, Danyel Fisher
- next tuesday
  - back to boring-old-me again