



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

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 - 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
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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?
 - 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 ZW 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.

```
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
x  LOCATION          CALL No.          STATUS          x
x1 > MAIN             JS100.E43 K56 1985  NOT CHECKD OUT  x
x2 > MAIN             JS100.E43 K56 1985 c.2  NOT CHECKD OUT  x
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
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)
```

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