Hélène Carrier, Associate University Librarian, continued in her role as Interim Director of ESIS for 2018-2019. She was also appointed Vice-President/President Elect of the Association des bibliothèques de l'Ontario-Franco (ABO-Franco), a division of the Ontario Library Association.

Dr. Inge Alberts was granted tenure and promoted to the rank of Associate Professor as of May 1, 2019.

Dr. Mary Cavanagh is Co-Chair of the Ontario School Library Impact Project, investigating the impact of school libraries on the development of key information literacy skills in students entering post-secondary education.

Professor Lynne Bowker has been appointed Concordia University Library’s Researcher-in-Residence for 2019. Dr. Bowker was also awarded the Association for Information Science & Technology (ASIS&T) 2018 Bob Williams History Fund Research Grant Award.

Ms. Leslie Weir, Cross-Appointed Professor and former University Librarian of the University of Ottawa, has been named Librarian and Archivist of Canada.

Dr. Jada Watson was appointed as an Adjunct Professor for a five-year term beginning July 1, 2019. Dr. Watson is a graduate of the ÉSIS MIS program and has taught several courses in ÉSIS.

Dr. Pierre Desrochers was appointed as an Adjunct Professor for a five-year term beginning July 1, 2019. Dr. Desrochers is currently the Director, Corporate Information Management, Crown Indigenous Relations and Northern Affairs Canada.

ÉSIS will host Mr. Ross Gordon as Public Servant in Residence for one year beginning August 1, 2019. Mr. Gordon is currently Director of Records and Information Management at Environment and Climate Change Canada.
Our Team

Faculty and administration

During 2018-2019, the teaching faculty comprised the interim director, four regular ÉSIS professors, and five sessional lecturers. In addition to those teaching, the full faculty includes one other regular professor, eight cross-appointed professors, and five adjunct professors.

ÉSIS faculty

Left to right: André Vellino (Associate Professor), Stefanie Haustein (Assistant Professor), Hélène Carrier (Interim Director), Tom Delsey (Adjunct Professor), Mary Cavanagh (Associate Professor), Tony Horava (Associate University Librarian and Cross-appointed Professor).

Interim Director re-appointed

Hélène Carrier, Associate University Librarian, continued in her role as Interim Director of ESIS for 2018-2019. She was also appointed Vice-President/President Elect of the Association des bibliothèques de l’Ontario-Franco (ABO-Franco), a division of the Ontario Library Association.

Promotion and tenure

Dr. Inge Alberts was granted tenure and promoted to the rank of Associate Professor as of May 1, 2019.

Adjunct Professor appointments

Dr. Jada Watson was appointed as an Adjunct Professor for a five-year term beginning July 1, 2019, Professor Watson is a graduate of the ÉSIS MIS program and has taught several courses in ÉSIS, including Cultural Heritage Resources and The Publishing Business: Transformation and Opportunities. Dr. Watson has also taught in the Digital Humanities program, and serves as an Adjunct Professor at the School of Music. In 2018 Dr. Watson was also awarded both an Insight Grant and an Insight Development Grant from the Social Sciences and Humanities Research Council for her research on country music.
**Dr. Pierre Desrochers** was appointed as an Adjunct Professor for a five-year term beginning July 1st, 2019. Professor Desrochers is the Director, Corporate Information Management, Crown Indigenous Relations and Northern Affairs Canada. Prior to that position, he held various positions and functions within Public Services and Procurement Canada (PSPC) and Library and Archives Canada. He holds a Ph.D. from the University of Montreal in applied human sciences within the interdisciplinary fields of information science and public administration. He was recently appointed as a Canada School of Public Service Digital Academy Fellow in artificial intelligence. He is a frequent lecturer at the University of Ottawa School of Information Studies and École nationale d'administration publique (Outaouais campus).

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Public Servant in Residence

ÉSIS will host **Mr. Ross Gordon** as a Public Servant in Residence for one year beginning August 1, 2019. Mr. Gordon is currently Director of Records and Information Management at Environment and Climate Change Canada. His term as Public Servant in Residence will increase and strengthen the links the Public Service of Canada and the University of Ottawa.

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**Student body**

Twenty-four new students enrolled in the Master of Information Studies (MIS) program for 2018-2019, joining another twenty continuing students, for a total enrolment of forty-four in the program.

There was also one student enrolled in the new Graduate Diploma in Information Management (GDIM) program.
Our Priorities

In 2015-2016, in the context of a program review conducted every eight years under the University of Ottawa’s institutional quality assurance process, ÉSIS completed a comprehensive self-study covering all aspects of its master’s and graduate diploma programs—objectives, curriculum, faculty, students, administration, and resources—and submitted a report to the Graduate Program Evaluation Committee of the Faculty of Graduate and Post-doctoral Studies.

The self-study identified five broad areas of strategic focus:

- the curriculum and the student experience
- research development
- community engagement
- resources and leadership
- marketing and visibility

During 2018-2019, a number of important initiatives were undertaken in each of those areas of focus, as outlined below.

Curriculum and student experience

In September 2018, ÉSIS introduced its new Graduate Diploma in Information Management program. The graduate diploma has been re-oriented toward careers in the more specialized area of information management, and is now open to those who have recently completed an undergraduate degree wishing to enter a career in the field of records and information management as well as to those already working in the field who wish to upgrade their qualifications.

In January 2019, ÉSIS received approval to modify the requirements of its Master of Information Studies program. Under the revised requirements, the credits earned for the two work terms that students in the CO-OP option take in the second year of the program will now be additional to the minimum
requirements of the degree, as is the case for all other CO-OP programs university-wide. Students will now earn three credits for each of the two applied research project courses that are taken concurrently with the MIS CO-OP work terms, for a total of six credits applied toward the requirements of the degree. In partial compensation for the net reduction in degree credits associated with the CO-OP option, the total credits required for the degree have been reduced from 48 to 45. The number of compulsory courses required for the degree has also been reduced from eight to seven.

In the 2019 winter semester, ÉSIS opened its course on Digital Asset Management Technologies to fourth-year Faculty of Arts students taking a minor in Digital Humanities.

**Research development**

Dr. Mary Cavanagh, Associate Professor in ÉSIS, was appointed co-chair of the Ontario School Library Impact Project Task Force. The project, an initiative of the Ontario Library Association, is investigating the impact of school libraries on the development of key information literacy skills in students entering post-secondary education.

**Community engagement**

Mr. Ross Gordon will join ÉSIS as Public Servant in Residence for one year beginning August 1, 2019. During this residency, Ross will be teaching a course on information management, conduct research on how emerging technologies can be utilized by the government Information Management (IM) specialists, offer information sessions for students who wish to join the public service, and create linkages between ÉSIS/uOttawa and the public service IM community.

**Resources and leadership**

Hélène Carrier’s appointment as Interim Director of ESIS was extended to cover the 2018-2019 academic year.

**Marketing and visibility**

ÉSIS launched a re-design of its web site in December 2018 and conducted social media campaigns on Facebook and Google in January/February 2019.

**Teaching and Learning**

**CO-OP assignments**

Six students were accepted into the competitive co-operative education option, which includes two four-month full-time work placements in the field. Employers for the May-December 2018 CO-OP placements included:

- Indigenous and Northern Affairs Canada
- Innovation, Science and Economic Development Canada
- Joule Inc. (Canadian Medical Association)
- Justice Canada
- Library of Parliament
- Public Services and Procurement Canada
- Supreme Court of Canada
The employers gave top ratings—exceptional or excellent—to the students’ performance in ten of the twelve CO-OP assignments.

**Student research and teaching assistants**

Leah Droppo and Andrea Lemieux were research assistants for Professor Stefanie Haustein’s project on metrics literacy.

René Duplain was a research assistant for Professor Heather Morrison’s project on open access scholarship.

Sarah Potts was a teaching assistant at the Institute for Indigenous Research and Studies.

**Graduates**

Fifteen students received the Master of Information Studies degree in 2017-2018:

<table>
<thead>
<tr>
<th>Aora Atachi</th>
<th>Abbey Grace Clark</th>
<th>Ellen O’Dair</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eliza Bate</td>
<td>Geneviève Compain-Frigon</td>
<td>Raphael Kahlil Plamondon</td>
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<tr>
<td>Ariane Bercier</td>
<td>Karine Desjardins</td>
<td>Sarah Potts</td>
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<tr>
<td>Ranna Bernard</td>
<td>René Duplain</td>
<td>David Weatherall</td>
</tr>
<tr>
<td>Ravneet Chahal</td>
<td>Brittany Melia</td>
<td>Mary Dominique Wilde</td>
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Convocation, June 2019
## Research

### Funding

<table>
<thead>
<tr>
<th>Funding Agency / Program</th>
<th>Research Project</th>
<th>Investigator</th>
<th>Amount (Year)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Association for Library and Information Science Education (ALISE) Research Grant</td>
<td>Developing and Testing a Framework for Speed Training in Library and Information Science</td>
<td>Dr. L. Bowker, Principal Investigator</td>
<td>US$5,000 (2018)</td>
</tr>
<tr>
<td>Law Foundation of Ontario Responsive Grants Program</td>
<td>Mapping the Front End: Legal information seeking practices</td>
<td>Dr. M. Cavanagh, Principal Investigator</td>
<td>$65,000 (2016-2018)</td>
</tr>
<tr>
<td>Social Sciences and Humanities Research Council (SSHRC)</td>
<td>Understanding the Societal Impact of Research Through Social Media</td>
<td>Dr. S. Haustein, Co-investigator</td>
<td>$54,350 (2016-2019)</td>
</tr>
<tr>
<td>Social Sciences and Humanities Research Council (SSHRC) Insight Grants</td>
<td>Sustaining the Knowledge Commons: Open Access Scholarship</td>
<td>Dr. H. Morrison, Principal Investigator</td>
<td>$182,445 (2016-2021)</td>
</tr>
<tr>
<td>Social Sciences and Humanities Research Council (SSHRC) Insight Development Grants</td>
<td>Gender representation in the country music industry, 1944-2016</td>
<td>Dr. J. Watson, Principal Investigitor</td>
<td>$58,870 (2018-2020)</td>
</tr>
<tr>
<td>Social Sciences and Humanities Research Council (SSHRC) Insight Grants</td>
<td>Librarian Involvement in Academic Program Reviews: Investigating the Faculty Perspective Using Corpus-based Methods</td>
<td>Dr. Lynne Bowker, Principal Investigator</td>
<td>$75,186 (2017-2020)</td>
</tr>
<tr>
<td>Social Sciences and Humanities Research Council (SSHRC) Insight Grants</td>
<td>A Data-Driven History of Country Music’s Geo-Cultural Origin</td>
<td>Dr. J. Watson, Principal Investigitor</td>
<td>$78,475 (2018-2021)</td>
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<tr>
<td></td>
<td></td>
<td>Dr. André Vellino Collaborator</td>
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Dr. André Vellino Collaborator
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<tr>
<th>Funding Agency /Program</th>
<th>Research Project</th>
<th>Investigator</th>
<th>Amount (Year)</th>
</tr>
</thead>
<tbody>
<tr>
<td>University of Ottawa Grants for Interdisciplinary Research</td>
<td>Communications and Technology Innovation Labs</td>
<td>Dr I. Alberts, Collaborator</td>
<td>$3,565 (2017-2018)</td>
</tr>
<tr>
<td>University of Ottawa Undergraduate Research Opportunity Program (UROP)</td>
<td>Investigating the Use of Images in User-driven and Professional Terminology Resources</td>
<td>Dr. L. Bowker, Faculty Investigator</td>
<td>$1,500 (2017-2018)</td>
</tr>
</tbody>
</table>

**Publications**

Recently published journal articles, conference proceedings, and book chapters by ÉSIS faculty, students, and alumni:


Community Engagement

Research conversations

Four presentations were given in 2018-2019 as part of the ÉSIS speakers’ series, Research Conversations:


There’s so much collected data in the Government, but is its potential truly used? Of course not! It’s sensitive, isolated, messy, and it’s hard to figure out what to do with it to be truly effective. Thankfully, there are innovation teams whose job it is to come up with new multidisciplinary ways to help Canadians. In his presentation, Nicolas highlighted a few quantitative projects of the Labour program that use data beyond simple sums and linear regression and outlined a few of the problems associated with information retrieval, machine learning, textual data analysis, resource allocation and predictive analytics.

Dr. Mary Cavanagh, Associate Professor, ÉSIS, *Shopping for information: Wireless mobile consumers in the wilds of Canada’s marketplace* (November 7, 2018).

Dr. Cavanagh presented the latest mystery shopper results on the information challenges of wireless mobile consumers navigating a complex and often opaque marketplace. She highlighted the information uncertainties telecom consumers have to navigate, and introduced a telecom ecology where all actors have informational rights and responsibilities.

Robert Berkman, Liaison Librarian, University of Rochester (New York), *Big data and ethics: an emerging role for information professionals* (January 23, 2019).

Librarians and information professionals have always been on the front lines as trusted guardians and neutral experts for matters surrounding ethics and information. Today, the fast moving and high-profile controversies and questions surrounding data ethics represents another area where we can and should be carving out area of information caretaking and guidance to our constituents. In this session, Robert Berkman examined a recent case where librarians at University of Rochester collaborated with the University’s Institute for Data Science.
Paula Kielstra, Michelle Golub, Sheila Ross, and Brenna Denton, Research and Strategic Planning, Library and Archives Canada, *Library and Archives Canada: Strategic research issues* (March 27, 2019).

The presenters shared their research results on two key strategic issues: user experience in GLAMs (Galleries, Libraries, Archives and Museums) and artificial intelligence and machine learning in memory institutions.

**Conference presentations**

Papers and posters by ÉSIS faculty, students, and alumni recently presented at conferences:

**Bailey, J.** (2019, May). *Digitization and access to justice: What do privacy and equality have to do with them (and with each other)?* Keynote address presented at Digitizing Justice: Law, Crime and Order in an Online World, Winnipeg, MB.


**Bercier, A., & Brien-Régimbald, G.** (2019, May). *Comment connectez-vous avec votre clientèle francophone ou francophile?* Presented at the Journée Congrès de l’ABO-Franco, Ottawa, ON.

Blake, A., MacDonald, H., & **Rivard, J.** (2019, May). *Subject Coordinator: A New Role to Support Team-based Research Services.* Presented at the Concordia University Library Research Forum, Montreal, QC.

**Bowker, L.** (2018, June). *Towards better collaboration between librarians and faculty in program reviews: A case study in the health sciences.* Presented at the Canadian Association for Health Libraries 2018 Conference, St. John’s, NL.


**Cavanagh, M.** (2018, May). *It takes a province to save a library system.* Presented at Saskatchewan Library Association Annual Conference, Regina, SK.


Watson, J. (2019, March). ‘Our time has come, your time is up’: The Song Suffragettes’ march for gender equality in country music. Paper presented at the Society for American Music; New Orleans, LA.


Awards and honours

Scholarships

Aora Atachi, Victoria Cole, and Caecilia Geraghty were awarded University of Ottawa Library Bursaries for ÉSIS.

Ariane Bercier was awarded the May Court Club of Ottawa’s Susan Anderson Memorial Scholarship.

Rock Bisson-Picard was awarded a University of Ottawa Graduate Scholarship.

Rock Bisson-Picard, Karine Desjardins, and Rosa Leal were awarded Friends of the Ottawa Public Library Scholarships.

Leigh-Anne Butler, Victoria Cole, Emily Da Silva, Emily Gin, Caralie Heinrichs, and Jean-Philippe Lepage were awarded H.W. Wilson Foundation Scholarships.

Caralie Heinrichs was awarded the Manitoba Library Association’s John Edwin Bissett Scholarship.

Sarah Potts was awarded the Barbara Clabb Scholarship in Information Studies.

Susan Anderson Memorial Scholarship

Ariane Bercier (centre), 2018 recipient of the Susan Anderson Memorial Scholarship, with Hélène Carrier (left), Interim Director of ÉSIS, and Dorothy Scorson (right), President of the May Court Club of Ottawa.

Awards

Dr. Lynne Bowker was awarded the Association for Information Science & Technology (ASIS&T) 2018 Bob Williams History Fund Research Grant Award.

Dr. Channarong Intahchomphoo, a graduate of the ÉSIS MIS program, was one of four recipients of the Facebook Global Literacy and Accessibility Challenge Award, announced in November 2018.
**Student volunteers**

Abbey Grace Clark and Geneviève Compain served as co-presidents of AÉSISSA, the Information Studies Student Association. Raphael Khalil Plamondon served as Financial Officer, Sarah Potts served as Full-time Student Representative and Events Planning Officer and Brittany Melia served as Communication Officer and Webmaster.

Ariane Bercier served as Student Councillor for the Association des bibliothèques de l’Ontario-Franco.

Victoria Cole served as a volunteer on the Steering Committee for the ARMA-NCR Fall IM Days 2018 event held in Ottawa in November 2018.

Sonia Duquette served as a volunteer for Goodreads.

Lina Harper served as a volunteer at the Ottawa Tool Library.

Erica Vanden Bosch served as a member of the 2018-2019 Library and Archives Canada (LAC) Youth Advisory Council.


**ARMA Fall IM Days 2018**

*From left to right: ÉSIS students Victoria Cole, Emilie Michaud, and Caecilia Geraghty attending the ARMA Fall IM Days Conference, November 15-16, 2018.*