

CAIS 2001

BEYOND THE WEB: Technologies, Knowledge and People

When information professionals meet Web information systems

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Acknowledgements:

This project benefits from a Social Sciences and Humanities Research Council (SSHRC) grant.

C. Dufour is supported by doctoral scholarships from SSHRC (2000-2002) and FCAR (1998-2000).

Context

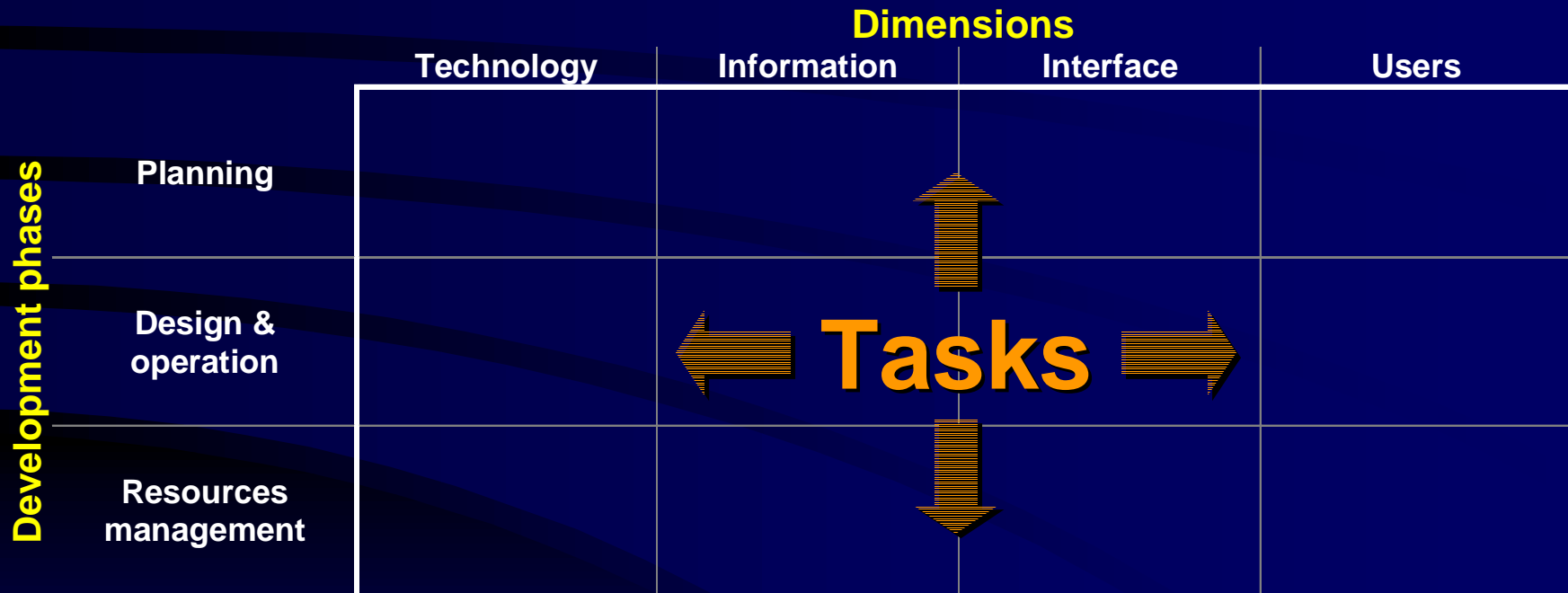
- **Increase in the adoption rate** of Web information systems (WIS) by organizations
 - Web sites
 - Intranets
 - Extranets
 - E-commerce systems
- **No model** exists for describing the WIS in term of :
 - Organizational structure
 - Players
 - Tasks

Presentation objectives

- Examine the **tasks involved** in designing, operating and managing a **WIS**
- Examine the role of the **information professional** in a WIS

Literature review

WIS model



Literature review

WIS

- **Diversity** and **complexity** of the WIS world
- **Numerous competencies** implied in WIS design, operation and management
- Information functions' work changed by WIS
 - Computer scientists
 - Communication experts
 - **Information professionals**
 - Etc.

Literature review

Information professionals' tasks in WIS

	Dimensions	Components	Tasks
Web site	Information	Content	Management
			Creation
			Updating
			Selection
			Creation of intellectual access mechanisms
	Users	Training	Users training
Other			Internet utilisation
			Project management
Intranet	Information	Content	Management
			Creation
			Updating
			Selection and evaluation
			Organisation
			Analysis
			Processing
			Information needs definition and evaluation
	Technology	Search engine	Selection and evaluation
			Search engine configuration
			Performance evaluation
	Users	Training	Users training
			Search help
Other			Management of the organisation intranet
			Management of the library intranet
			Member of the intranet committee
Extranet	Information	Content	Information management
			Information needs definition
			Information products creation

Literature review

Information professionals - Conclusion

- Information professionals' intervention in WIS
 - **Informational** dimension
 - Planning, design & operation and management phases
 - Content creation, selection, organisation and management
 - **Technological** dimension
 - Design & operation phase
 - Search engines selection and configuration
 - **Users** dimension
 - Design & operation phase
 - Training and users' needs definition

Job postings analysis

Methodology - Data

- **Job postings** related to WIS
- **Sources** : Three online job postings services
 - *CIO Web Professional Wanted*
 - *SLA Career Services*
 - *Workopolis*
- 192 job postings

Service	First selection	Total number	Filtered number	Notes
CIO Web Professional Wanted	All job postings present on march 12, 2001	93	71	
SLA Career Services	All job postings present on march 12, 2001	38	21	
Workopolis	All job postings in the Internet/WWW category on march 14, 2001	463	403	Random selection of 100 job postings

Job postings analysis

Results

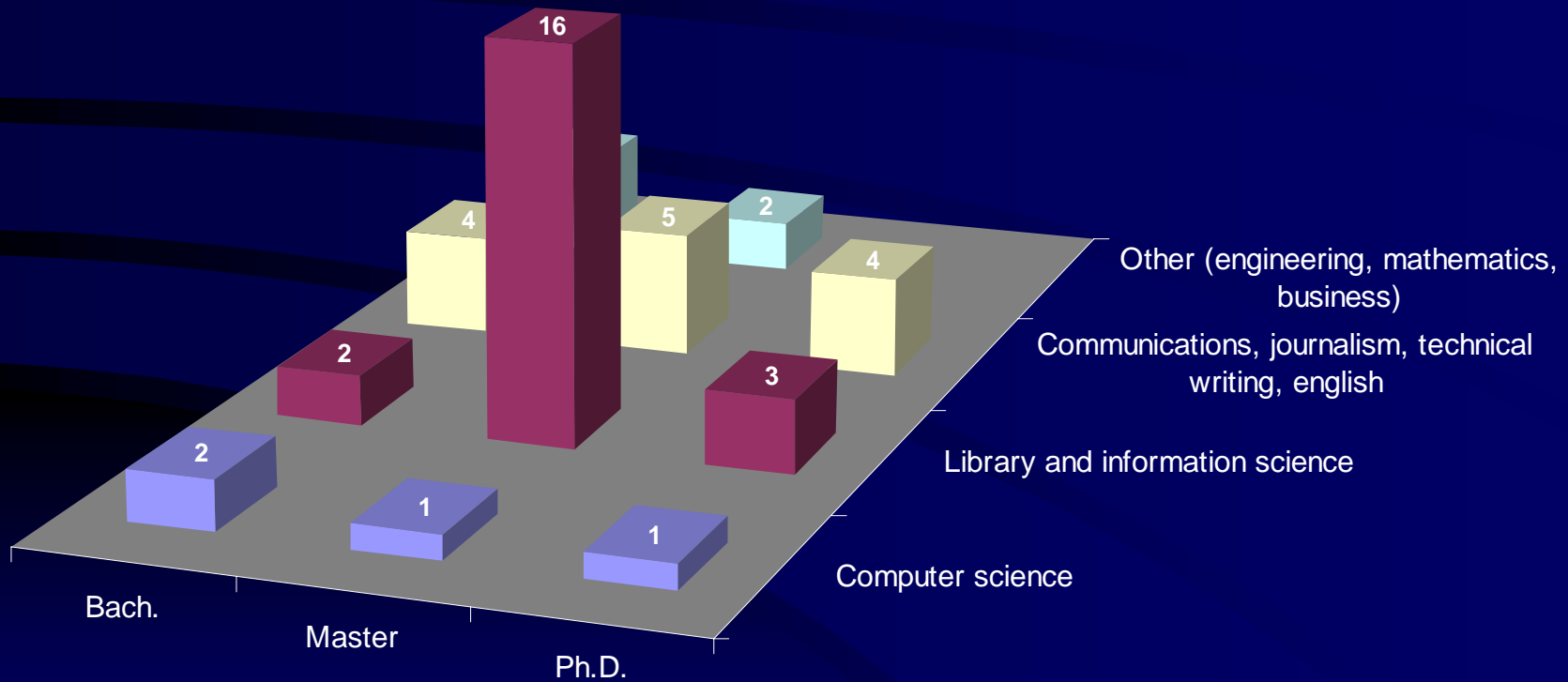
Metadata on the job postings (N=17)

- Job postings **sources**
 - *SLA Career Services* (n=15)
 - *CIO Web Professional Wanted* (n=1)
 - *Workopolis* (n=1)
- Exemples of **job titles**
 - Web developer, Senior Web Application Developer
 - Business Information Specialist/Reference Librarian
 - Information Analyst
 - Industry Knowledge Analyst
- **Localisation** : US
- **Organizations**
 - Universities, private companies
 - often within the information service unit

Job postings analysis

Results

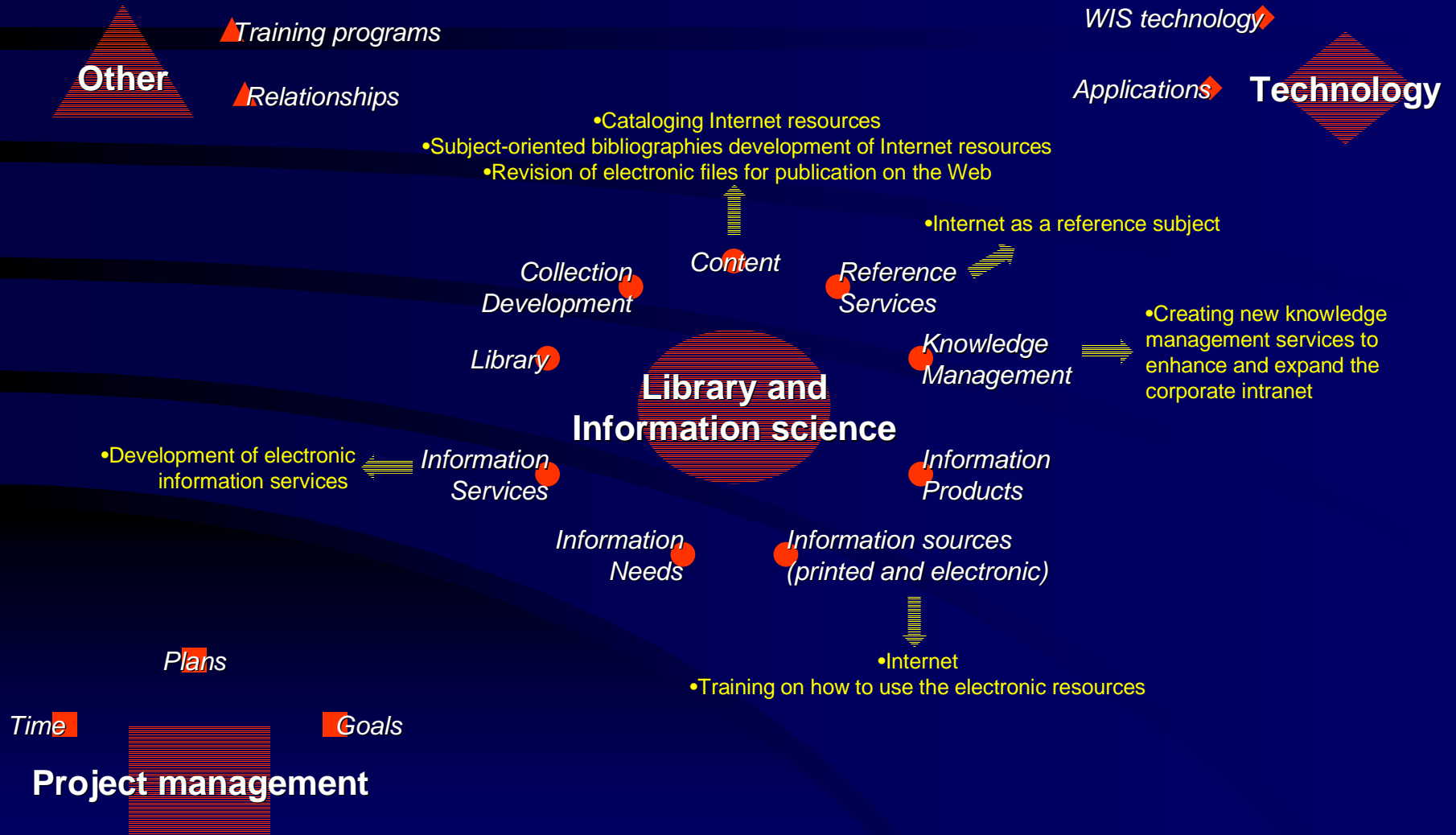
Education level and discipline (N=49)



Job postings analysis

Results

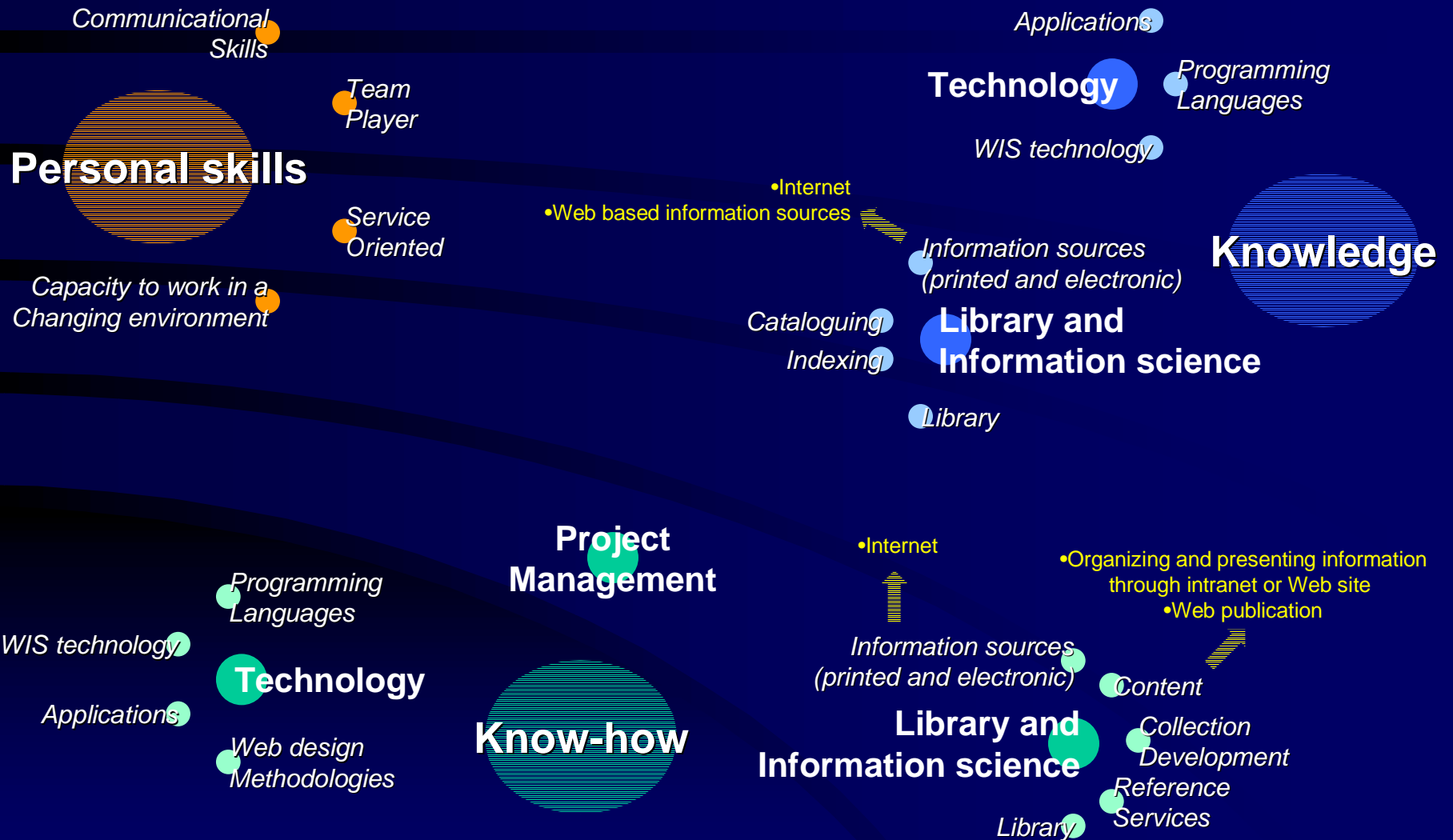
Main tasks



Job postings analysis

Results

Main professional competencies



Discussion

- WIS dimensions
 - Informational dimension
 - **Predominant** dimension both in the literature review and the job postings analysis
 - Technological dimension
 - **Less present** in the job postings analysis than in the literature review
 - Users dimension
 - **Present** both in the literature review and the job postings analysis
 - Interface dimension
 - **Absent** both in the literature review and the job postings analysis
- Tasks related to WIS
 - **Extension of traditional tasks**
 - **Not the main tasks**
- Job postings analysis **limitations**
 - Only 17 job postings
 - Description of a time-specific reality

Conclusion

- **WIS model** composed of three development phases and four dimensions
- **Information professionals'** intervention
 - Essentially in the informational dimension
 - WIS related tasks not the main tasks
- **Additional studies needed**