INL 310 Theme 1

A circle divided into four quadrants:
- Top-left (labeled ¾ 4): what types of organizational information is generated?
- Top-right (labeled 1): How would you define data?
- Bottom-left (labeled 3): How would you define information
- Bottom-right (labeled 2): what types of organizational data is generated?
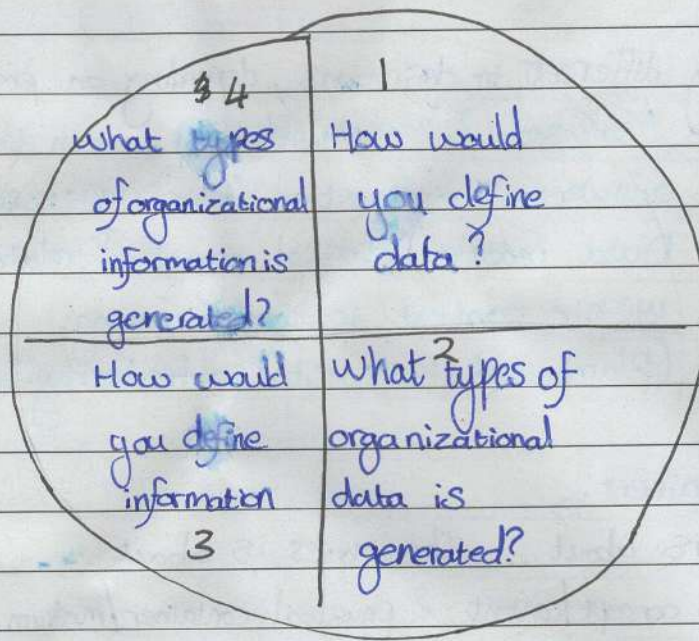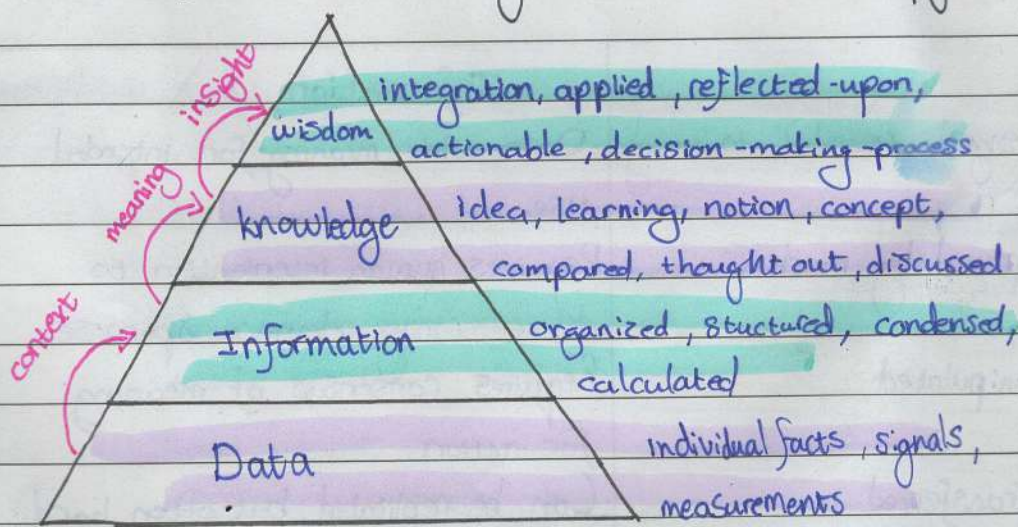
Definition of Data & information.

Data: are symbolic representation of observable properties of various items/objects/events of the world
has no meaning out of context & interpretation
No sustainable basis for action.

Data Information Knowledge Wisdom (DIKW) pyramid.

A triangle diagram with levels from bottom to top:

- **Data** — individual facts, signals, measurements
- **Information** — organized, structured, condensed, calculated
- **knowledge** — idea, learning, notion, concept, compared, thought out, discussed
- **Wisdom** — integration, applied, reflected-upon, actionable, decision-making-process

Arrows on the left side labeled (bottom to top): context → meaning → insight

Typo

information:

many different in definitions, depending on pov, discipline.

1.) Analysed & structured data with the intention of answering a question (Boon, 1990:320)

2.) Data recorded, clasified, organized, related or interpreted within context to convey meaning.
(Blumenthal, 1969, cited in Foo. Feeny & Grieves, 1994:11)

Content VS Container:

- · The document is about ... the movies is about ...
- · information as concept/content & physical container/medium, format or technology.
- · format/container can be text, non-text (eg. artefact) or multimedia information
- · Document: " a purposeful and self-contained collection of information "
- · organized or structured data, which has been proccessed in such a way that the information now has relevance for a specific purpose or context, and is therefore meaningful & , valuable, useful and relevant
(Rowley & Hartley. 2006:6)

Relationship between data & information.

Data	Information
Artificial signals intended to convey meaning	Data with meaning for intended use
Easily captured by machines	Requires human intervention to define meaning, relevance & purpose.
Easily manipulated	Requires consensus of meaning for action
Easily & Transferred	Can be replicated, but often hard to tranfer accuratly.
in form suitable for quantification	Can be stored, but often difficult to recall economically
Easily stored.	

Qualities of information.

- information is contained in physical objects, but is intangible itself.
- info is human. exists only in human perception & assessment.
- information is self-multiplicative, the exchange of it does not result in its loss or redistribution.
- information is expandable, increasing with use.
- information is comprehensible.
- information can substitute for other resources, replacing physical resources.
- information is transportable instantaneously virtually.
- information is diffusive, difficult to contain or control.

Information Seeking

people search to find information that lets them make better decisions or act more effectively:

- Decision making
- Problem Solving
- Communication & interpersonal relationships
- Entertainment & leisure
- Citizenship
- Enhancing business & profesional effectiveness, performance & success

How people search depends what they are searching for & where they are searching for it

- Sometimes they are searching for a specific answer
- Sometimes they don't know what they are looking for.
- They refine thier qeustions & strategy on the basis of what they find.
- Thier actions are strongly shaped by the way the information resources are structured & how what they find is represented.

Typo

Four modes of seeking information (Spencer, 2006)
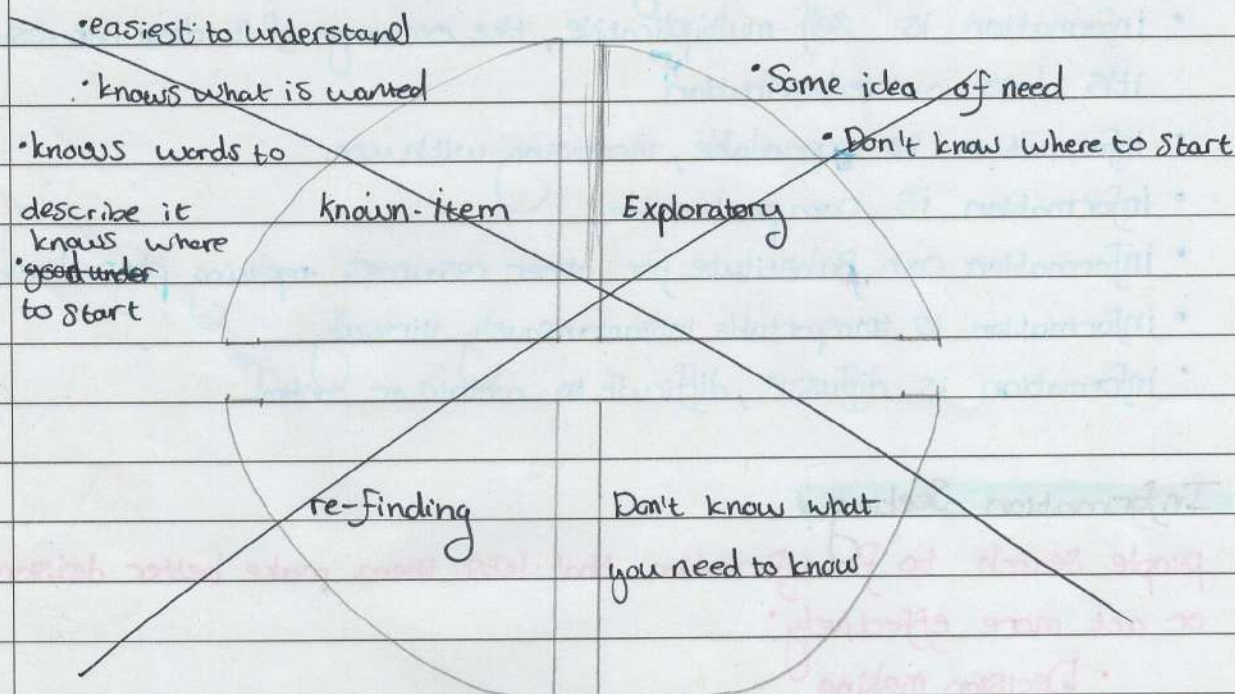
- easiest to understand
  - knows what is wanted
- knows words to
  describe it
  knows where
  good under
  to start

known-item | Exploratory

- Some idea of need
  - Don't know where to start

re-finding | Don't know what
you need to know

Known - item
- easiets to understand
- knows what is wanted
- knows words to describe it
- good understanding of
  where to start

Exproratory
- Some idea of need
- Maybe not able to articulate
- May not know where to start
- recogonises right answer when found
- information need may change
  with information discovery.

Refinding
- looking for something you've already
  seen
- May remember exact location
- or website it was on
- or have little idea of its
  whereabouts

Don't know what you need to know.
- might think you need one thing, but
  actually another
- May look at info with no goal.

Organising information

What is an organisation system?

To organize is to create capabilities by intentionally imposing order & structure

Organisation System: an intentionally aranged collection of resources and the interactions they support.

The purpose of an information organisation system.

To facilitate retrieval

- **Location:** Finding out where an object is physically located.
- **Collocation:** Bringing together of records and/or information objects that are related in some way
- **Selection:** Choosing an object that meets the users need & distinguishing between similar documents
- **inventory:** know what you have.

To facilitate access to, and use of, the information system by arranging and retrieving information objects as well as surrogate records.

3 important ~~org~~ information organisation principles.

1. information needs to be organised for communities, Which all information providers need to know thier communities.

2. in designing tools to support the organisation of information, community members. linguistic, semantic & cognitive frame work must be the central consideration

3. Standards & standarization enhances interoperability between systems, whish has benifits for both systems designers & organisations and the communities they serve.

Typo

Theme 1 part 2

Approaches to (physical) document arrangement

Information in nondigital environments

- Books (oversized, rare, Braille)
- Audio (audio books, CDs, cassettes)
- Video (DVDs, VHS video tapes, reels)
- Photos (photo albums, negatives, slides)
- Grey literature/ephemera (brochures, pamphlets, company reports, memoranda, market research reports)
- Objects (surveying equipment, works of art)
- Significant proportions of collections in archives, libraries & museums predate digitisation
- In some instance indexes remain only in card or printed form

Indexes and directories

- Indexes to Books
- Telephone guides

Unlikely to follow one sequence for all types of material

A number of possibilities

- Physical format (oversized books, drawings & maps in A0 –A3 sizes)
- Sequentially according to date added
- Formal detailed classification (e.g. Dewey 658.40388016)
- Formal broad classification (e.g. Dewey 658
- Subject arrangement
- title arrangement (e.g. periodicals and journals)
- Author arrangement (e.g. fiction)
- Nature of use (reference section, quick reference = dictionaries, encyclopaedias)
- Readership level (children's level of reading & emotional development)

Limitations

- Physical documents can only be arranged in one order, and grouped according to one characteristic
- Any given document can only be located in one place in any given sequence
- Collections may be separated or distributed on several floors of a building

Filing order & sequences

- Headings and search terms must be displayed in some order in a static list
- Filing order is important in assisting user in location of specific access point
- Therefore, filing order must be consistent throughout the system
- Predominantly used: Arabic numbers (1, 2, 3 etc.) and letters of the roman (a, b, c etc.) or other alphabets. Filing order for these characters must be defined. Filing methods are generally alphabetic, subject, numeric, geographic
- Maintain a coherent sequence:
    - Set of filing rules
    - Rules & principles must be followed accurately and consistently

Problems & principles of alphabetical filing sequences

- Filing value of spaces & punctuation symbols
    - Word-by-word
    - Letter-by-letter
    - Unit-by-unit
- Hyphenated words
- Acronyms, abbreviations
- Retain the original spelling –do not change the spelling of the word/phrase

Unit-by-unit

- More common
- Spaces and punctuation are given a filing value
- Consider each word letter by letter, starting over after each space or punctuation mark
- If two or more entries begin with the same word, then the second word will determine the order, and so forth
- Keeps entries starting with the same words together (makes conceptual grouping possible)
- Spaces count (nothing before something principle)
- Dashes, hyphens & slashes get same treatment as space character
- Commas, apostrophes & double quotation marks are ignored

Letter-by-letter

- Less common, but sometimes used in dictionaries, and indices for thesauri and almanacs
- Spaces and punctuation are ignored
- Each entry is treated as a continuous string of letters, even if it consist of more than one word

Word by Word	Letter by Letter
San Cristobal	San Cristobal
San Diego	San Diego
San Tomas	Santa Barbara
San Victor	Santa Maria
Santa Barbara	San Tomas ← These come
Santa Maria	San Victor ← after

General filing rules

- Unless otherwise stated, always assume that words/phrases should be arranged alphabetically.
- Case (capitalisation, uppercase, lowercase) does not matter
- Start by looking at the words and the parts of the words
- Then look at the letters that form the beginning of the words –compare the first letters, then the second letters etc. until you reach a point where they differ
- Where do these fit in the order of the alphabet?
- Consider the use of spaces and punctuation –"nothing before something"

Applications of filing to organisations

- Records/documents/files are created when running a business

- Correspondence, financial transactions, minutes of meetings, decisions, policies etc.
- Records form the "memory" of the organisation
- Enable new staff members to know what occurred previously in order to carry on sensibly and purposefully
- Evidence of what was done and how it was done
- Information in files must be accessible –files must be stored using a logical system
- Records classification systems provide a way of having intellectual control over all the records of an office
- Provide a means of knowing what records exist and where they are kept(by creators and users of records). Thus improving access & reducing maintenance costs.
- File plans are dynamic and should be adapted accordingly when the functions of an office change
- File plans should always correlate with the specific activities/functions of an office
- File plans provide the framework for a consistent approach to classifying records across an organisation

Designing, implementing & maintaining records classification systems (National Archives and Records Service of South Africa, 2007)

Functional subject filing systems
- Alphabetical, numerical & chronological methods of filing
- Basic requirements
  - Files should be grouped together. Files that must be read together must be grouped together.
  - Logical & consistent (e.g. policy documents should always form the first file of series)
  - Flexible
  - Keep it as simple as possible
  - Descriptions should be concise & unambiguous (general, various, miscellaneous should be avoided)
  - No duplication or overlapping of subjects (make use of cross-references for related subjects –see and see also)
  - Ephemeral (fleeting) can be separated from important