

Goodbye Librarians, Hello Information Ninjas

Sarah Folkes, MLIS

Rebecca Soper, MLIS

Systemscope



Systemscope, Inc

Ottawa-based strategic consulting firm with exclusive focus on public sector priorities.

3 Key Practice Areas:

- ✦ **Enterprise Information Management** – ECM, ERM, IM Awareness, IM policy and guidance, Web 2.0, classification strategies, information design (DITA, XML, etc.), enterprise information architecture, metadata repositories, info mapping etc.
- ✦ **Government Service Excellence** – Service Transformation, Service Inventories, Web Channel Management (maturity assessments, IA, findability, Web analytics/performance measurement etc.)
- ✦ **Strategic Business Consulting** – governance, organizational redesign, etc.



✧ Some examples of what we do...

✧ Enterprise Information Management

- ✧ Strategic planning and facilitation for library renewal
- ✧ Enterprise information classification scheme
- ✧ IM Framework and maturity assessment

✧ Government Service Excellence

- ✧ IA for large federal department
- ✧ Self-contained specialty site
- ✧ Web archival policy



A little about us...

- ✦ University of Western Ontario Master of Library and Information Studies program graduates
- ✦ Co-op experiences
- ✦ Applying knowledge and skills in an unexpected field





✧ Information Ninjas?

✧ It started as a joke, but it's kind of true...





✧ Changing information landscape

- ✧ Decreasing dependence on paper
- ✧ Mobility
- ✧ Collaboration
- ✧ Powerful data discovery tools
- ✧ Adoption of open standards to describe information (metadata) and structure information (international data standards, XML etc.)
- ✧ Decreasing budgets for information and library management



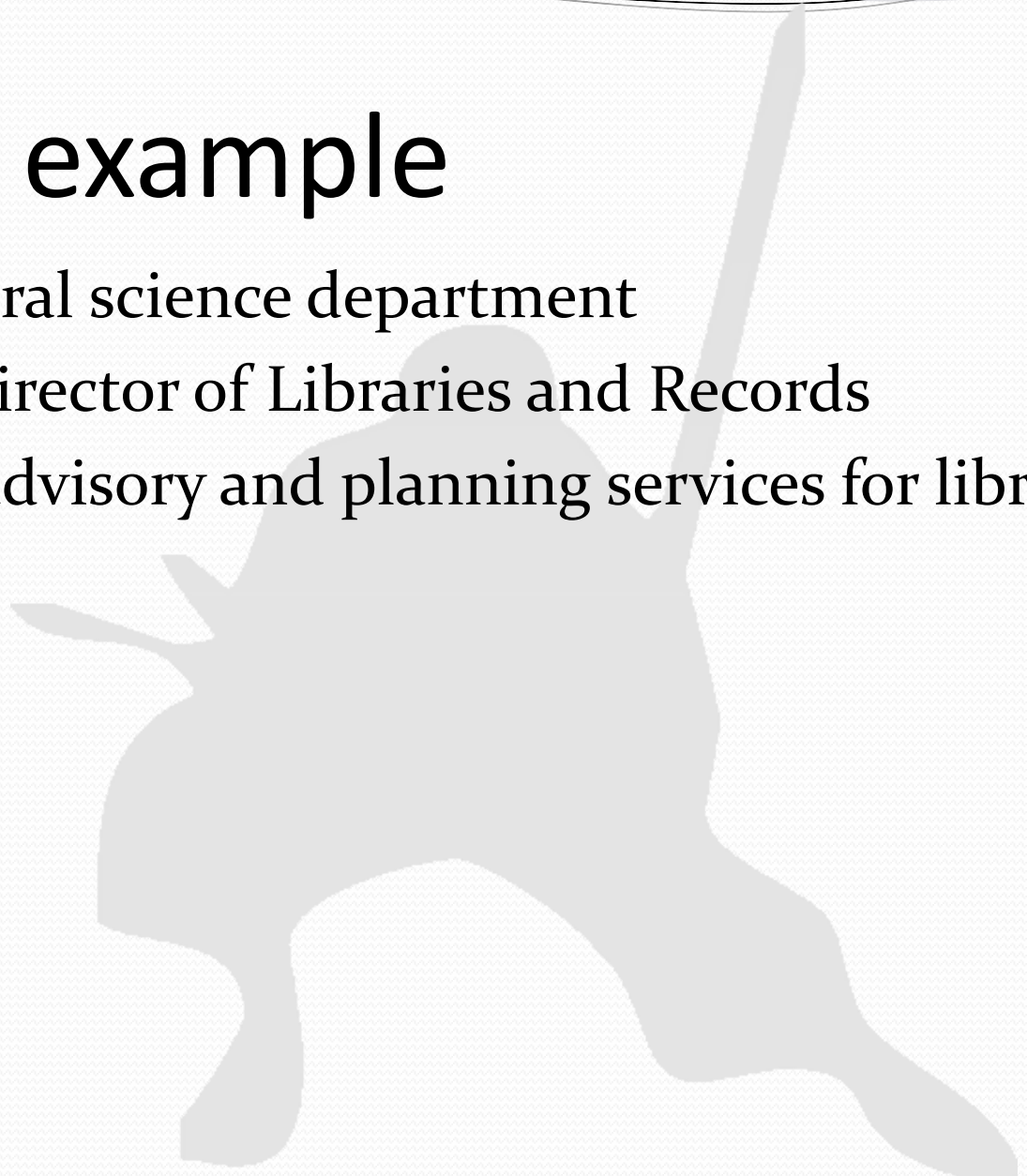
Profile of GC IM Services

Information Architecture Services	Information Architecture Services are undertaken to achieve the efficient and effective development of business solutions to ensure the effective use of information resources in the delivery of programs and services.
Records and Document Management Services	Records and Document Management Services are undertaken to achieve efficient and effective records and document management by an organisation or person for business purposes, legal obligations, or both.
Library Services	Library Services are undertaken to achieve the efficient and effective management of published material.
Data Management Services	Data Management Services are undertaken to achieve the efficient and effective management of data used by systems for government operations and administration.
Web Content Management Services	Web Content Management Services are undertaken to achieve the efficient and effective management of Web content in support of government program/service delivery.
Archival Services	Archival Services are undertaken to achieve the efficient and effective management of information resources having legal or historical long-term value.
Business Intelligence and Decision Support Services	Business Intelligence & Decision Support Services are undertaken to achieve the efficient and effective management of information used to support proactive decision-making, priority setting, the meeting of reporting requirements, and anticipating actions.
Access to Information and Privacy Services	Access to Information & Privacy Services are undertaken to achieve the efficient and effective management of practices and procedures that ensure authorized access to government records and the protection of personal information.



One example

- * Large federal science department
- * Client – Director of Libraries and Records
- * Strategic advisory and planning services for library renewal





Great Challenge of the Digital Age

- ✦ Finding the right information has not necessarily become easier
 - as knowledge resources increase on a daily basis, the success rate for searches is decreasing (40% of searches are unsuccessful according to a recent study)
 - cost of unproductive searches a year per employee is about \$6000 (Delphi Group)
- ✦ Preserving access to these digital assets - **digital curation** - is one of the great challenges of the digital age
- ✦ We have the skills and knowledge to do it



Converging Roles

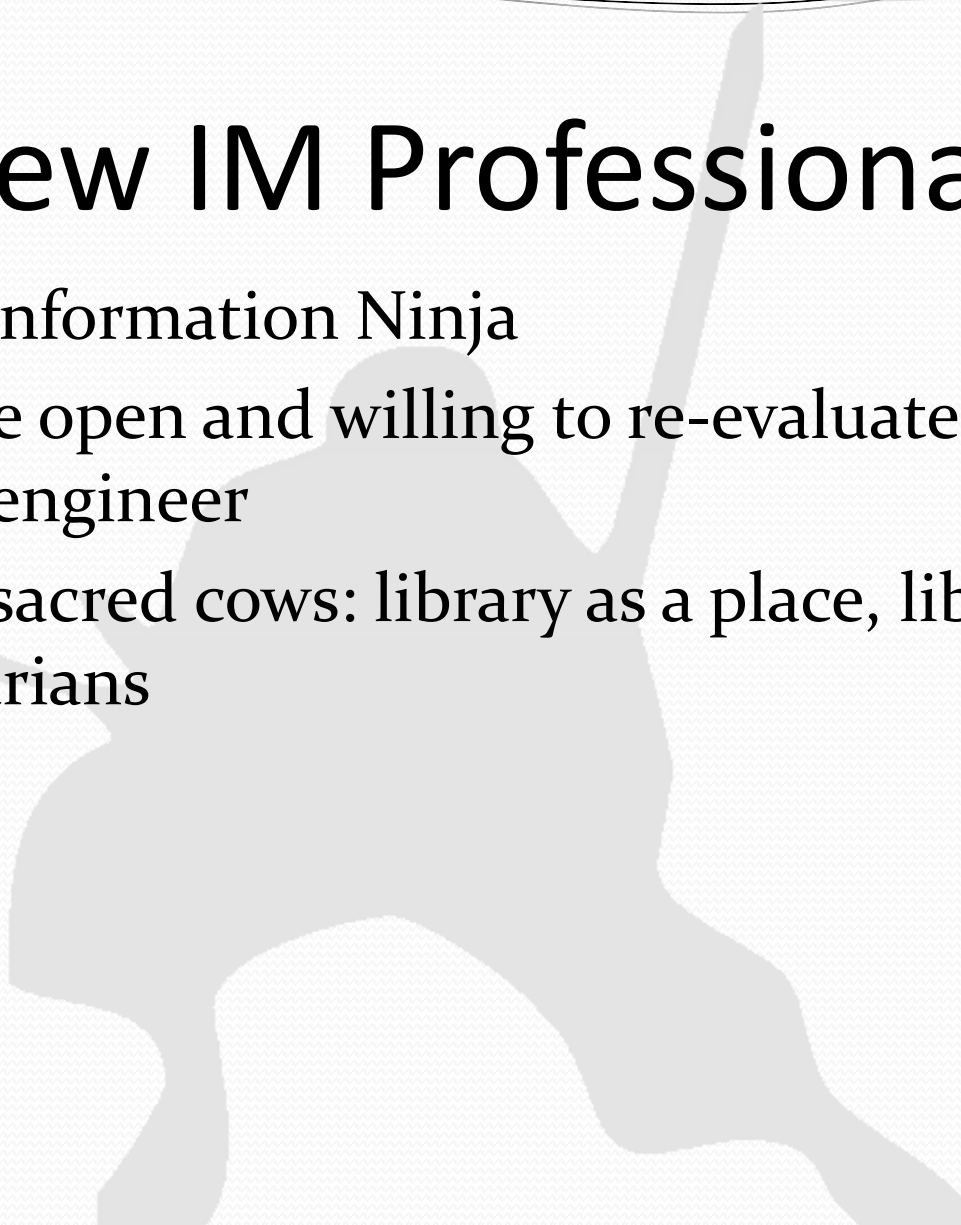
- * Librarians, information managers, records managers, data stewards, preservation / archivists

Common interests / outcomes:

- * collection of verifiable, reliable resources
- * certification of the trustworthiness and integrity of the content of the resources
- * organization and “classification” of resources for findability and use
- * availability in appropriate forms for the designated communities
- * storage in preservable formats for current and future use
- * preservation and extension of semantic and ontological linkages between resources



✧ The New IM Professional

- ✧ Librarian → Information Ninja
 - ✧ We need to be open and willing to re-evaluate, re-think and re-engineer
 - ✧ There are no sacred cows: library as a place, library services, librarians
- 



What it's all about...

- ✦ Figuring out the best ways to manage and access digital resources
- ✦ Moving away from traditional records file classifications and library cataloguing standards
- ✦ Focusing on establishing common digital curation practices and standards
- ✦ Recognizing and building the necessary skills



The Path Forward

- ✦ Do away with streams – focus on skills
- ✦ Teach the tools
- ✦ Change the story
- ✦ Training opportunities

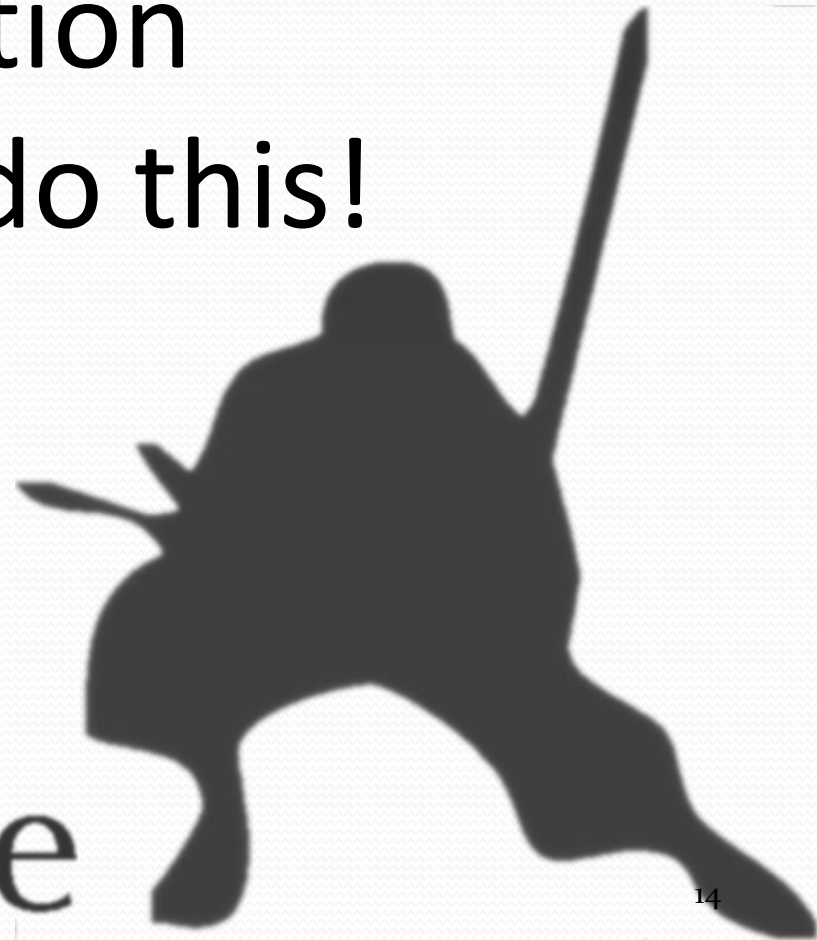




 We are Information
Ninjas. We can do this!

(QUESTIONS?)

Systemscope



Sarah Folkes

Consultant, Government Service Excellence

folkes@systemslope.com

Rebecca Soper

Consultant, Information Management

soper@systemslope.com

Systemscope





IM Internal Services Framework

IM Service Groupings and Lifecycle Practices

