

DIRECTORS REPORT TO SCHOOL COUNCIL
SUBMITTED BY SANDRA TOZE, DIRECTOR
May 2018

EXECUTIVE SUMMARY

This past year the School of Information Management (SIM) had continued to focus on the ways we can lead in Information Management education. This report will highlight activities related to the following priorities: 1) Updating SIM's Mission and Strategic Priorities; 2) Program evolution 3) Research Impact; 4) Recruitment and Marketing; 5) Partnerships; 6) Enriching the student experience and 7) Engaging our alumni.

SIM is excited to share our new Mission and Strategic Priorities which will help us to grow and respond to the exciting opportunities within our field. We are continuing to review and evolve our programs, focusing on our history and strengths, and taking advantage of our unique position within a Faculty of Management. We are preparing for our comprehensive review of our MLIS degree in 2019, as part of our continual accreditation with ALA. This past year we submitted our Biennial Narrative Report, as well as our Statistical Report to ALA. Both were accepted as submitted. As our Master of Information (MIM) degree turns 10 this year, we have initiated a review. The first phase of the changes to the Bachelor of Management Program are underway, and we are beginning to see upper year students from the Bachelor of Applied Computer Science (BACS) in our courses. We are investigating the best way of supporting graduate level Spatial Analytics.

Research highlights during the past year for SIM include Dr. Vivian Howard's role as part of a team of Faculty of Management (FoM) researchers which included SIM MLIS student Tyler Lightfoot as a Research Assistant, that conducted a national survey of perceptions of social license in various sectors (food retail, clothing retail, transportation, government departments and services). Dr. Louise Spiteri is finishing the editing of her 2nd book, while Dr. Bertrum MacDonald's EIUI team is publishing and presenting broadly. Dr. Mike Smit received additional grant money to support his data management research, and Dr. Sandra Toze will be working, along with Dr.'s Roy and Sharaput (School of Public Administration) on a needs analysis for digital capacity with the federal government. Once again SIM hosted a successful Research Day where 12 students of SIM presented their work, and the MIM Capstone poster event showcased the work of 14 MIM students.

Similar to most ALA accredited, SIM continues to see a rebound in application and interest in our programs. The number of total MLIS application to SIM increased by 30% over last year, and we have 20% more accepted applicants than last year at this time, and last year was a significant increase over the previous year. We are also happy to note an increase in diversity within the class. We have had an increase in 50% in accepted MIM students this past year, while there is still room for more growth.

Highlighting SIM's connections to our communities, Dr. Louise Spiteri received a Service Award from ALISE (Association for Library & Information Science Education) recognizing her "regular and sustained service to ALISE through the holding of various offices and positions within the organization or fulfilling specific responsibilities for the organizations." Louise was President of ALISE in 2016, and previously held roles including Director, External Affairs, 2010-2013 and Chair, ALISE Award for Teaching Excellence Committee, 2007. Louise received her award at the Annual Conference in Colorado.

1) Update of SIM’s Mission and Strategic Priorities

Recognizing the rapid changes within our discipline, SIM has been actively involved in strategic planning processes. We have had six Strategic Planning meetings since 2016 to systematically look at our Vision, Mission, and Strategic Priorities. These meetings have been informed by the work of other Schools and Faculties in the field (e.g. University of Maryland’s report - Re-Envisioning the MLS). In addition to our internal discussions, our systematic scans of the external environment, and the discussions of the MLIS Curriculum committee, we have also held MLIS *All Student’s* meetings annually since 2016 to discuss proposed plans and solicit feedback. We have met with our SIM Associated Alumni during Annual Meetings to provide updates and gain feedback, and had ongoing conversations with alumni at events and meetings. We have met with our MIM students during their face to face intensives, and met with leaders in the information professions.

As a result of these processes we are presenting our new Mission and Strategic Priorities at School Council this May. I have included the current drafts below. We will provide an update on our strategic priorities annually.

SIM Mission (Draft 2018)

To lead in advancing Information Management knowledge, research, and expertise.

Information Management contributes to the economic and societal success of organizations and plays a vital role in creating and translating knowledge, and in making evidence-based decisions.

To provide students, researchers, and professional communities with opportunities and tools to investigate and apply Information Management, we are committed to:

- engaging and relevant research
- people-centric services and community engagement
- entrepreneurship and innovation
- the role of multiple literacies in ensuring a well-informed citizenry
- experiential learning
- ethical representation and use of information
- preservation and curation of information resources
- the enduring importance of cultural and heritage institutions

SIM Strategic Priorities

Draft 2018-2023

1. Grow Programs and Advance Information Management Education

Priority	Measurement
1.1. Achieve enrolment targets in all programs	<ul style="list-style-type: none"> • 30-40 new MLIS students per year • 20 MIM new students per year • Grow the number of students declaring revised Bachelor of Management IM major by 10% per year • 3-4 IDPhD candidates supervised by SIM in any given year

1.2. Explore options for new IM credit offerings (majors, minors, graduate/undergraduate certificates)	<ul style="list-style-type: none"> • Complete a market analysis (first year) • Based on the analysis, pursue academic partnerships, combined degrees, certificate programs • Explore international opportunities
1.3. Create and deliver non-credit revenue generating programs	<ul style="list-style-type: none"> • Develop a business plan (first year) • Based on the plan, develop workshops and certificates (year 2 to 5) • Increase revenues by 10%
1.4. Advance Information Management education	<ul style="list-style-type: none"> • Champion experiential learning initiatives within the Faculty and University • Participate in teaching communities of practice • Increase blended learning opportunities • Increase the use of digital technologies • Engage in scholarship relating to education in Information Management
1.5. Increase scholarship funding	<ul style="list-style-type: none"> • Identify new scholarship opportunities • Increase the number of scholarships by 20% over 5 years • Increase the number of students supported by scholarships by 20% over five years

2. Strengthen Research Impact

Priority	Measurement
2.1. Increase research capacity	<ul style="list-style-type: none"> • Attract strong candidates for all open positions • Attract strong post-doctoral candidates • Increase our grants/contracts • Increase opportunities for student research
2.2. Increase scholarly output and impact	<ul style="list-style-type: none"> • Increase the number of publications by SIM faculty by 10% per year • Increase the % of publications in highly ranked journals • Demonstrate impact through bibliometrics and altmetrics • Develop additional measures of impact

3. Engage with Community

Priority	Measurement
3.1. Broaden work experience opportunities for students	<ul style="list-style-type: none"> • Expand the scope of 100-hour placements • Identify and develop internships
3.2. Increase our community engagement	<ul style="list-style-type: none"> • Identify and engage in community events • Create opportunities for engagement

4. Increase Diversity and Inclusion

Priority	Measurement
4.1. Increase the diversity of prospective students	<ul style="list-style-type: none"> • Examine enrolment trends and statistics • Expand our marketing and recruiting strategies • Increase international enrolment
4.2. Increase diversity of faculty and staff	<ul style="list-style-type: none"> • Explore funding opportunities such as the Dalhousie Diversity Faculty Award • Explore designated hires for staff
4.3. Embed diversity and inclusion across the curricula	<ul style="list-style-type: none"> • Consult with educational developer for diversity and inclusion at CLT • Implement recommended changes in curriculum • Encourage faculty and staff to take IDI workshops • Create a response to the Truth and Reconciliation Commission Findings and Call for Action

2) Program Evolution

Master of Library and Information Studies (MLIS)

Through the process of consultation and review noted above, SIM has reaffirmed that it is committed to providing a broad and general degree, that would ensure our students are well suited for roles across the information professions. Plans are moving forward for the creation of a series of certificates, to allow students to focus on areas of interest. The proposed certificates include: Archives, Data Management, Information Governance, Human Centred Design and Librarianship. Given the current content of the program SIM faculty feel the time is right to move forward with a name change for this degree. We feel that Master of Information more accurately represents our degree and will provide us scope to evolve further.

This year was the first year we were able to offer Archives I and II in the Fall and Winter terms, and we were excited by the strong class sizes. Organizational Management & Strategy is working well as a 2nd year course, and students continue to take advantage of our electives in the summer term. This past year we were pleased to launch a course on Research Data Management, and we have significantly revised and updated our Government Information course (INFO 6300).

Master of Information Management (MIM)

As highlighted in the Master of Information Management report for School Council, under the leadership of Dr. Louise Spiteri, we have initiated a comprehensive review of the program curriculum and structure. To date we have conducted a survey with our MIM alumni, worked with a MIM student to survey current MIM students. We are interviewing key IM leaders, and conducting an environmental scan. The MIM advisory board will meet this spring to assess this data, along with examining the current course syllabi and competencies. We will be having a meeting with all MIM teaching faculty, as well as selected CFAME staff, to discuss the MIM curriculum and structure, and to assess the results of the MIM curriculum survey and reviews from the SIM Advisory Board (Summer 2018).

Bachelor of Management (BMgmt)

Professor Paulene Skerrett was hired as a lecturer with SIM and as Assistant Director for the Bachelor of Management Program. She has been working, along with faculty from each school, including Dr. Mike Smit for SIM on the new core courses MGMT 1301 and 1302. Plans are underway to create a new data based major. MGMT 2605 Living and Working with Data will be run for the first time this year as an elective but will then become a core course within SIM's new major. We are excited that we have had three Bachelor of Management students apply to our MLIS degree.

Reengineering the Master of Electronic Commerce (MEC)

Computer Science and FOM are finalizing the plans to transition the MEC to a Master of Digital Innovation (MDI). The revised program will allow for SIM to have a greater role. SIM has also been part of a collaboration considering options for graduate education in Spatial Analytics. We are not investigating how this be a certificate within the new MDI.

3) Research Impact

SIM Faculty have continued to have success in increasing our grant money and publications. For an update on current activities please take a look at our recent blog post <https://blogs.dal.ca/sim/2018/05/04/faculty-research-update-spring-2018/>. We are continuing to monitor our research productivity and are happy to note we have had an increase in publications in top journals. When you are in SIM please take a look at our research on bulletin boards in the hall.

We are happy to continue to have students completing thesis and reading courses and working with SIM faculty as TA's. Many of these students gave presentations on SIM Research Day (see the list below). We were pleased to support three students: Alison Brown, Diana Castillo and Scarlett Kelly to present their research at conferences around the globe.

4) Recruitment and Marketing

This past year SIM is continuing to create a structured approach to recruiting. We held two Open Houses for our MLIS degree, and monthly virtual Information Sessions for our MIM degree. We have been working with CFAME to provide Information Management content for their blog and are keeping content fresh on our Inform blog. We have had our MLIS and MIM students profiled within the Dalhousie press (see for example the feature on Becky Smith <https://www.dal.ca/news/2017/12/11/dual-passions-lead-to-dual-degree.html>) and were thrilled that MLIS student, Nicole Dalrymple, was chosen to representing Graduate Studies on the brand new Dal 200 lamppost banners, installed to commemorate Dal's bicentennial. We are continuing to expand the ways we connect and attract new students.

As part of our examination of recruitment, SIM looked at our admission processes for our MLIS degree and have been successful in formalizing a process to accept students through a Prior Learning Assessment (PLA) process. We had been accepting students in the MIM program through a PLA process and had unofficially been using partial PLA's for well qualified MLIS students. Under our new Admission Guidelines MLIS applicants who do not qualify for admission based on prior academic performance, as described under standard MLIS admission requirements, may be considered for admission to the MLIS program based on the results of a formal PLA. While preference will be given to applicants with an undergraduate degree, a limited number of seats will be awarded, in exceptional cases, to applicants who have a combination of less than 10 university credits within two consecutive years (min 7 years ago), and a completed Library and Technology (LIT) diploma. These candidates will also need to have a

minimum of five (5) years of professional work experience. This new admissions policy was presented to the relevant committees within Graduate Studies and the Senate and was passed. It will go into effect as of September 2019.

5) Partnerships

SIM is excited to continue its partnerships with Library and Archives Canada, the Province of Nova Scotia, Treasury Board of Canada, ARMA, Dalhousie Libraries, our other Academic library partners, Halifax Public Libraries, and Archives Nova Scotia on projects and research. A highlight of the past year was the Right to Know - Balancing Access and Privacy Symposium held on September 28th, hosted by SIM, Dalhousie Libraries and Library and Archives Canada to help celebrate International Right to Know Week. SIM, along with the Province of Nova Scotia hosted our 2nd annual Open Data Contest on March 3rd and 4th, in conjunction with Open Data Day. We look forward to participating more actively with initiatives around Libraries, Archives and Museums Nova Scotia (LAMNS) and similar initiatives across Canada.

6) Enriching the Student Experience

SIM's students continue to be actively involved in the School, the Faculty, the University, and in the information management community, and demonstrate high academic achievement. Recent examples of student and alumni success include:

- Recent graduate Alison Brown was awarded a SSHRC fellowship for her master's thesis
- Scarlett Kelly (MLIS/MPA 2018) was chosen as the 2017 recipient of the "Irving and Jeanne Glovin Award" and was selected for a Mitacs Globalink Research Award

SIMSA the School of Information Management Student Association, continues to provide a forum for the opinion of the student body, promotes communication and cooperation among students and between, and represents members of the student body within the SIM. SIM students continue to host student chapters of professional organizations including: The Association of Canadian Archivists (ACA), the Canadian Association of Professional Academic Librarians (CAPAL), and Librarians without Borders (LWB).

I would like to once again thank our Liaison Librarian Lindsay McNiff who provides a series of monthly workshops for our students. Her Academic Support Series is designed to expand student's knowledge of searching, librarianship, and graduate school. Students find great value in this popular series which extends learning beyond the classroom. Lindsay also works with our MIM students and has provided a guide to assist them with their learning.

MLIS students continue to appreciate their access to Management Career Services, and a set of Personal and Professional Development (PPD) sessions which are designed to provide a competitive edge in the IM job market. We thank Robert Wooden for his work preparing these sessions for our students. JoAnn Watson, SIM's MLIS Program Coordinator continues to extend and expand the Practicum options for our MLIS students to meet their needs and is working to increase options for Internships. Dr. Margie Clow Bowan, Director of the Writing Centre coordinates support and customized sessions for all our SIM students. Through these extra services SIM aims to support and enrich the experience of our students.

The SIMSA annual report provides a comprehensive overview of student led activities, but I would like to highlight the following achievements.

Research Day Presentations 2018

This is the 3rd annual SIM research day, and this year we were excited to have a broad range of students from multiple programs highlighting the breadth of research topics within our field. We look forward to expanding this further next year.

Name	Title
JoAnne Akerboom (MIM)	Parents' awareness of their children's use of social media
Elham Alghamdi (IDPhD)	Entrepreneurship Identity: A Framework of Saudi Women-Run Social Media Based Businesses (SMBBs)
Adrienne Colborne (MLIS)	Queer YA books with happy endings
Adrienne Colborne, Ali McLaughlin (MLIS)	Systematic review of ocean data communication apps
Jen Hill (MLIS)	Librarian involvement with systematic reviews at Dalhousie
Tyler Lightfoot (MLIS)	Consumer Trust Index: Measuring consumer in the national retail industry
Kim Mortimer (MLIS)	Tech electives and research
EIUI Research Group	
Bertrum MacDonald (Research Lead)	"Who Uses Marine Environmental Information? Current Studies by the Environmental Information: Use and Influence Research Team"
Rachael Cadman (MREM)	"How Environmental NGOs Use Information and Relationships to Advance Conservation Decisions"
Diana Castillo (MLIS)	"Investigating Use and Perceptions of the International Aquatic Sciences and Fisheries Abstracts Database"
Kalene Eck (MMM)	"Evaluating the Role of Working Groups in Producing Information for Decision Makers"
Simon Ryder-Burbidge (MMM)	"'I thought the horseshoe crabs were part of my family': A Case Study of Marine Information Resources and Coastal Values"

MIM Capstone Poster Session 2018

The annual MIM Capstone Poster session is always a great opportunity to showcase the interesting and innovative research our students are able to complete in just one term. Their project often have a real impact in their organizations, and lead to change.

JoAnne Akerboom	Parental Awareness and Interest in their Child's Social Media Use: A Case Study in St. Anthony's School
Sebastien Delisle-Côté	Using a Conversational Bot on a Website: A Case Study
Chris Donnelly	How Can User Experience Improve a Business Intelligence Strategy within the RCMP?
Kathleen Fraser	Formative Evaluation of the Innovation Lab at Science and Economic Development Canada
Jessica Harman	ROCin' the boat: A Case Study on the Defensibility of Traditional Records Management Programs
Sean Hofsetttter	Incentives and Rewards for Information Governance Outcomes
Christien Lefebvre	Value Realization by Enriching the Electronic Medical Patient Record
Doug Marchand	Testing a Pilot Change Management Method: A Case Study in the Registrar's Office at Dalhousie University

Pauline Norris	Accessibility and Web Mapping Services: A Case Study of the Ontario Geoportal Service
Sarah O'Brien	Information Seeking Behaviour of Undergraduates: A Case Study of Science, Computer Science, and Engineering Students in Using Co-op Program-Related Information
Monty Price	Defining the Needs of the Information Warrior
Shirley-Ann Pyefinch	Supporting Open Information in Open Government: Identifying Critical Success Factors in the Implementation of Electronic Document and Records Management Systems
Simran Singh	Evaluation of the Master of Information Management Program
Julia Wong	Building Organizational Identity with Information: A Case Study on Beulah Alliance Church, a Faith-Based, Charitable Organization

Information Without Borders (IWB) 2018

On Tuesday, February 13th, attendees gathered at the McInnes Room in the Dalhousie Student Union Building to hear various talks related to the theme of "Information in Mass Media". The Opening Keynote was given by Dr. Victoria Rubin and explored "The Disinformation Triangle: An Epidemiology of 'Fake News'". Breakout sessions included poetry with El Jones and Janice Cruddas, and fan culture with Jennifer Grek Martin (SIM Lecturer). The Closing Keynote was entitled "Media Manipulation, Misinformation Online, and the Role of Library and Information Professionals" by Dr. Tami Oliphant.

The 2018 IWB Committee included:

Co-Chairs – Diana Castillo & Kim Mortimer
 Programming Chairs – Adrienne Colborne & Laura Little
 Logistics Chairs – Christine Cousins & Ellie Bernard-Wesson
 Web & Communications Chairs – Alicia Whidden & Tobbi Dyer
 Finance & Fundraising Chairs – Crystal Vaughan & JP Pineo
 Registration Chairs – Cassandra Larose & Samantha Adema

Congratulations to the Information Without Borders Conference team for a very successful and educational event. This annual conference has been organized by our MLIS (Master of Library and Information Studies) students for more than 10 years.

Here's to another fascinating conference in 2019!

Dalhousie Journal of Interdisciplinary Management (DJIM)

As always SIM students were very involved in the 2018 edition of the student led peer reviewed DJIM <https://ojs.library.dal.ca/djim/index>. This year a record 6 MLIS student had their articles accepted for publication. Congratulations to all involved.

7) Engaging Our Alumni

SIM is fortunate to have strong and engaged alumni across the country. Our SIM Associated Alumni work closely with the school to plan events, and to recruit volunteers. SIM Alumni are a key part of our governance structures, playing key roles in our Admissions, Curriculum, and Appointments, Tenure and Promotion committee. At this time, we would like to both recognize and thank the following members of the SIMAA Executive: Chair – Shelley McKibbon, Vice Chair - Kimberly Senf, Past Chair – Sarah Visintini, Member at Large – Sarah Horrocks, Nominations – Kimberly Senf, Outstanding Alumni Award

Selection – Heather Berringer. We would also like to thank our committee members for the past year, Joyce Thomson our MLIS Admissions representative, and Hannah Steeves and David McDonald our Curriculum Committee members.

In addition, SIM would like to thank all of our Alumni for their tremendous support of our school and our programs. Many of you host our student for practicums, hire our students and are professional partners for our students.

This past year we were pleased to honour Heather Berringer, who was the 2017 Dal SIM Outstanding Alumni Award winner at a Welcome Event hosted by SIMAA on September 27th. Heather's collaborative and inclusive approach to librarianship has led to many successful community partnerships, including the UBC Innovation Library, which is embedded in the Kelowna branch of Okanagan Regional Library, a Leader in Residence Program, and the Okanagan Region Historical Digitization Project.

In addition, I wanted to highlight key events that allow us to showcase Alumni, and create opportunities for learning.

The 2018 Dalhousie-Horrocks National Leadership Lecture & Award Presentation

On February 27th, SIM and Dalhousie Libraries hosted Guy Berthiaume, this year's Lecturer, for his speech - *Fast Times at Library and Archives Canada. Imagine Sisyphus Happy!* In addition, Becky Shaw was awarded the Dalhousie-Horrocks National Leadership Award. We were thrilled to have Sarah Horrocks (MIM 2011) take part in the event.

Information Management Public Lecture Series

With our Lecture series SIM's goal is to showcase the breadth of Information research, and to stimulate discussion and debate. We are happy to work collaboratively with our partners to bring leading researchers to Halifax, and to showcase our regional talent. We are actively planning our lectures for next year, and would love your input. Send us your thoughts to sim@dal.ca.

2017-2018 Lectures

FALL 2017

- The Future of Open Access to Research and Scholarship: Lessons from the Medieval to the Early Modern Era (John Willinsky)
- Group Management and Affective Dialogue in Collaborative Work (Nadia Conroy)
- Demographic Transparency to Combat Data Analytics Discriminatory Recommendations (Sepideh Ebrahimi)
- Using Innovative Information Management and Artificial Intelligence to Increase Information Quality in Citizen Science Crowdsourcing (Roman Lukyanenko)

WINTER 2018

- Fast Times at Library and Archives Canada. Imagine Sisyphus Happy! (Guy Berthiaume)
- Memory, Imagination, and Landscapes: Understanding the Psychology of Real World Place Attachment and Fantasy Film and Literature (Jennifer Grek Martin)

Conferences

SIM Faculty actively connect with Alumni, academics and practitioners at Conferences every year. Here are some of the highlights of the past year, and places you will find us this summer:

- ALISE, Denver, 2018
- IEEE Big Data in Boston
- Research Data Access and Preservation 2018 in Chicago
- American Association of Geographers' Annual Meeting in New Orleans
- BoFEP Bay of Fundy Science Workshop, Truro, 9-12 May 2018
- ARMA May 2018, Vancouver
- CALL May 2018, Halifax
- ARMA June 2018, Fredericton
- International ISKO Conference, July 9-11, Porto, Portugal.

Final Notes

As we approach our 50th Anniversary SIM is excited to continue to expand our programs, our partnerships, our research and our connections to our communities. We are actively looking for your input, thoughts and ideas. We will be reaching out to try and connect to graduates from each year. If you would like to be involved in the planning, or share your ideas let me know. What would you like to see SIM accomplish in the next 50 years?



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