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Continued communication...

Research aim:

Enabling organisations to maximise information potential within [computer mediated] communications taking into account the impact of the individual
Tools of choice

➢ Blackboard discussions
➢ Blackboard learning materials
➢ Email - listserv dedicated to the course
➢ Hardcopy learning materials
➢ Text books
➢ Podcasts
➢ Telephone - one-to-one
➢ Chats, through online tools e.g. Ning
➢ Skype
➢ Wikis
➢ Other
Tools of choice

➢ Blackboard discussions
➢ Email/listservs
➢ Telephone

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Continued communication...

- Current communication practices
  - Complexity
  - Purpose
  - Business
  - Audience
  - Platform
Continued communication...

➢ Outputs

Where’s my stuff! – Leanne Bridges

➢ Best practice communication papers
Co-operative inquiry

➢ Future backwards – Cognitive Edge

Ron Donaldson
➢ Questionnaires- Prof Laurence Moseley
The place of ‘Chat’

- synchronous, text-based chat
- real time engagement with power to build rapport

- Offline - Moodle
- Online - Ning
Chat

Xenia - What are we waiting for?

Fred - Let’s get talking then!

Sam - Hi – I am looking forward to this chat!
13:07 David: I agree with Sarah's point - the locus of power really matters; but we mostly can't choose where we sit or what power we have anyway.

13:07 Jon Shepherd has just entered this chat

13:08 Jon: Good afternoon all.

13:08 Susan: I think it definitely should be a function within its own right - it is not a subset but a complementery activity, that looks at information in a slightly different way to, for example, IT, or custodians or those like Libraries who primarily facilitate access.

13:08 James Lappin has left this chat

13:09 Jon: Hi David

13:09 Samantha: Certainly in an organisation with a committee based governance structure, it helps to have a committee where the focus is to discuss information management/compliance/risk/intellectual property issues - no matter where the hierarchical units/departments are.

13:09 Martin: I have always thought that it is more important what RM do rather than where they fit in the organisation and this will eventually determine their location.

13:09 James Lappin has just entered this chat

13:09 Admin: The original emphasis of the debate was the role RM has in alliance with other activities/roles is RM a unique function or should we now be information managers as part of wider information management functions?

13:09 Sarah: My project at the London museums Hub is trying to bring together info management as a tool and to include RM under that umbrella as a support to the larger info architecture goals...I agree with Samantha that cross-representational committees are helpful.

13:10 James Lappin has left this chat

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13:10 Sarah: Although a 'high placement' of RM (such as under Legal) communicates to senior management the importance of the RM function (and can act as a compliance 'stick')

13:10 Jon: Just the existence of a committee with the necessary contacts doesn't always bring influence.
Moodle vs. Ning

- Ning refresh requirement
- Presence of participants
- Later reflection – Moodle reorders comments
Continued communication

Big Bucket retention theory
Added by Elizabeth Lomas

Event Details
Time: March 13, 2009 from 12pm to 1pm
Location: Online
Contact Info: 0794 6614832
Event Type: online, discussion
Organized By: Elizabeth Lomas
Latest Activity: 9 minutes ago

Event Description
A discussion of the benefits and risks posed by the implementation of a big bucket retention approach

Admin Options
★ Feature
✎ Edit Event
✉ Send Message to Guests
✘ Delete Event

Your RSVP
You are attending.
Change RSVP

Attending (1)

View All
The Challenge of ‘Chat’

➢ Timing/invitations
➢ Lack of sequencing in comments
➢ Presence of participants
➢ No's attending (4-8)
➢ Expectations
➢ Language and typing skills
➢ Management
➢ Design
The Potential of ‘Chat’

- Quick to learn
- No time lag
- No Accent
- Rapport
- Participation
- Clarification
- Brainstorming – ideas and feedback
- Management - direction
Ning protocol

1. Post a photograph and say who you are.
2. Announce your arrival when joining or leaving a discussion.
3. Conduct all discussions in a courteous manner, even when you are disagreeing.
4. Post your comments in small chunks
Ning protocol

5. When responding to a preceding comment, quote the person's first name and identify the topic thread.

6. ‘MC’ – more coming

7. Seek clarification

8. Explain acronyms LOL

9. Use and explain emoticons ☺

10. Citations and publications
Ning tips

➢ Refresh/ F5
➢ Copy, check chat and then paste
Longer term

- Captured
- Reflection/longer term building
- Recorded