



Workshop on **New Perspectives**
to **Personal Collections and**
Personal Information
Management

Isto Huvila, Nadja Duffner, Jon Eriksen,
Eva-Maria Häusner and Ina-Maria Jansson
Department of ALM | Uppsala University

Agenda

- Introduction to the workshop
- PIM 101
- Four perspectives to PIM
- Q&A
- New directions
- Discussion

Introduction



PIM 101 or what you
have always wanted to
know about PIM but not
dared to ask

"Personal information management (PIM) refers to the practice and the study of the activities a person performs in order to acquire or create, store, organize, maintain, retrieve, use, and distribute the information needed to meet life's many goals and to fulfill life's many roles and responsibilities."

Jones 2010

"Special emphasis on the organization and maintenance of personal information collections (PICs)"

Jones 2010

Why PIM?



Information overload

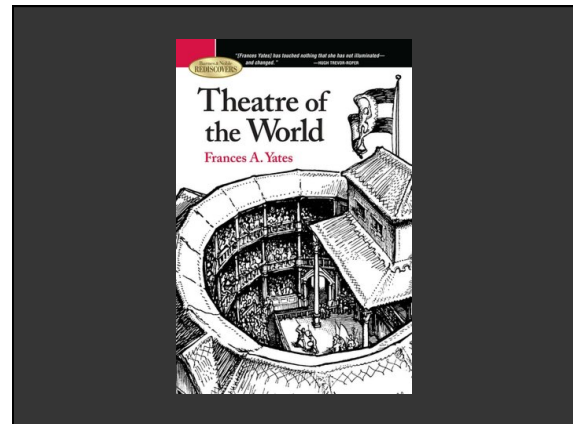
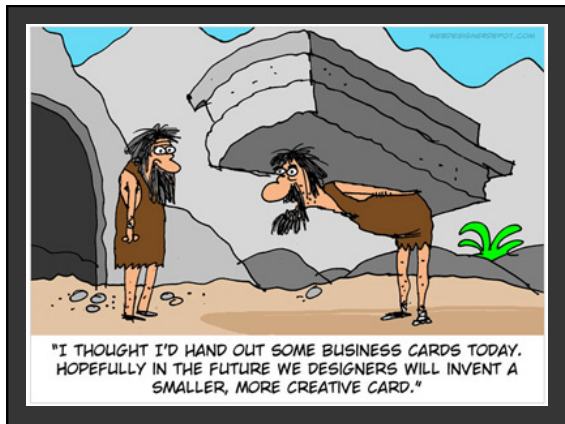


Information fragmentation



Information environment

History of PIM



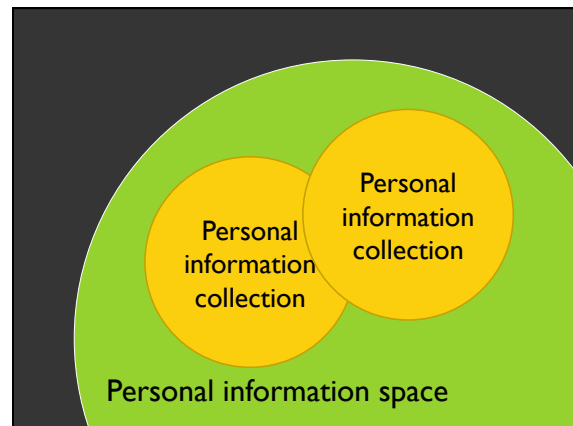
1940s As we may think
1960s Hypertext
1980s term "PIM"
2000s PIM research

The
Premises of
PIM

Information items
Information forms

"Personal" information?

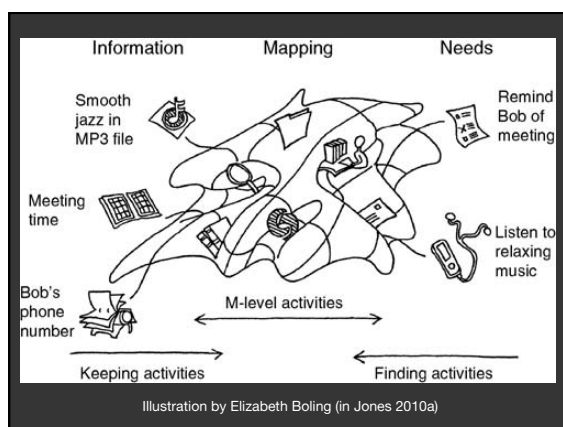
1. Controlled by, owned by me
2. About me
3. Directed toward me
4. Sent (posted, provided) by me
5. (Already) experienced by me
6. Relevant (useful) to me



"many of the issues involved in the automation of [personal] information management are essentially psychological in nature".

Lansdale, M.
The psychology of personal information management.
Applied Ergonomics, 1988, 19 (1), 55 - 66.

Management perspective



Current PIM research

Focus areas of research

- **Use of tools** (email, tagging, computer file system, calendars)
 - Boardman, Sasse, Whittaker
- **Design** of tools
 - Jones, Bondarenko,
- **PIM practices**
 - Whittamore, Whittaker, Jones, Zhang, Jones
- **Organisation of PICs**
 - Henderson

Contexts of interest

- Office and computer work
 - E.g. Jones et al., Malone/Researchers
 - E.g. Olander, Fourie,
- Social media tools
 - E.g. Dale, Jiang, Razmerita
- Health
 - E.g. Pratt et al. 2006

Challenges

- Privacy
- Personal nature of PIM: general and particular
 - E.g. Lansdale, Copeland,
- Personal information archiving and preservation
 - E.g. Marshall, Sinn
- Underpinnings of PIM – why to PIM consequences of PIM
- PIM and personal information curation
 - Whittaker
- PIM and skills
 - A more complete information literacy

Expanding the horizon of PIM

Four case studies

- PIM and personal archives
- Personal information collections of artists
- Reference information management of master's students
- PIM perspective to social media



PIM in the Digital Born Personal Archives

Ina-Maria Jansson

The last decades development*

Archives

- Professionalisation
- New interest in perspective of the individual

PIM

- New possibilities to create, copy and store information
- Information is spread out

From: Lee, Christopher A. (2011), *I, Digital*. Society of American Archivists, Chicago.

Problems emerging...

- Too many places to look for you digital stuff
- If you don't know where it is – how can you save it?
- Digital material (today) needs constant backup – the shoebox under the bed has stopped working!
- EVERYTHING is saved
- Traditional ways of curating personal archives is not enough

My purpose

- How could archivists help citizens to manage their collections and what recommendations should they give to people who want to leave their collection to an archive?

Issues

- *What* problems can we see in the contemporary personal digital archives?
- *Why* do archivists have to help ordinary citizens to manage their collections?
- *How* should this be done?

Sources

- The main focus of my investigation are the personal digital archives themselves.
- Interviews with archive staff involved in curation of digital archives. What do they think?
- Existing policy documents and recommendations.

My contributions to PIM

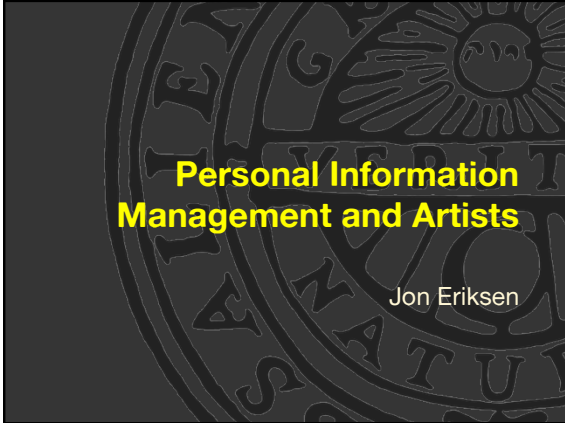
- Show new ways to connect PIM with archival research
- Point out why PIM-research is important for archival science and how archivists could implement results from PIM

Discussion background

- One of the biggest differences to physical collections is the quantity of the material.
- Material can be stored on many different kinds of media, it can be impossible to remember them all. Hard drives, USBs, DVDs, mailaccounts, cloud services, Flickr, Twitter, Blogs, Facebook and many more places...

Discussion

- How many "places" do you use to store your digital information? Count your desk drives, DVDs, USBs, Internet accounts (cloud services, mail, twitter, facebook)!
- Do you have a system to keep track of your information?
- Do you have ideas of how to make your "information universe" more manageable and transparent.



Personal Information Management and Artists

Jon Eriksen

Purpose

- To find out how artists organize and use their Personal Collection from a Personal Information Management perspective, and how that use affect their practice and their art production.
- To articulate the ways that the Personal Information Collection can be used as a tool for the creative user.

Why artists?

The way a person organizes his or her materials will be a closer approximation of that person's thoughts about categories and how that person's labels the things in the world.

Method

- In-depth, semi-structured interviews with five Scandinavian soundartists.

Activity theory will be used as a theoretical framework for the analysis of the separate steps these artists take in order to fulfill different goals or tasks, such as an exhibition, an artwork, or long-time storage.

The study will:

- add useful information about artists' practices, needs, motivations and considerations in their personal information management.
- develop knowledge about the ways the Information Collection can be used as a tool for the creative user.
- The study will have implications for the development of best practices guides and personal information management tools for both artists and a larger group of creative professionals.

Searching scholarly articles. Found them and then...

Eva-Maria Häusner
Department of ALM
Uppsala university, Sweden

The project

- is about what people do with scholarly articles after they have found them;
- which information storage systems people use? Is it more common to save an article or to save a reference to it?
- from a PIM-perspective
- purpose: to detect which methods people use to administer their articles and in which extension

The setup

- quantitative approach
- survey study, questionnaire with ca. 30 questions
- respondents: master's students in different subjects
- pilot study (15 participants) in January 2012
- THE study in February/March (100-200 participants)
- Deadline for master's thesis: May/June 2012



After having found a scholarly article of relevance for a project, how often do you...

...neither save the article nor the reference, knowing that you can search for the article again

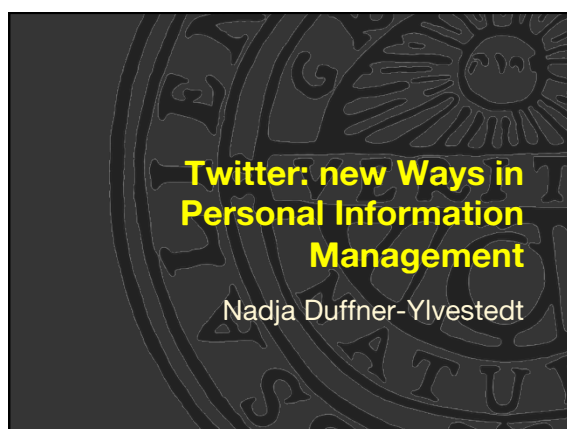
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Never	Very rarely	Rarely	Sometimes	Often	Very often	Always

What's new?

- The combination (PIM and scholarly articles)
- In the past: PIM-research focused on information storage and email
- research in the field of scholarly articles focused on seeking structures and reading patterns.
- No research about "the step between" and no research of "the combination"

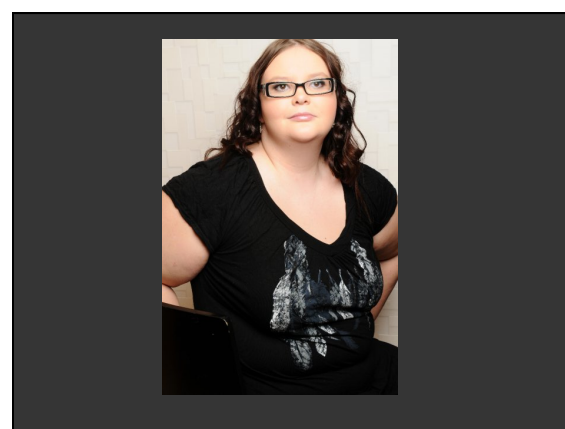
Workshop, the practical part

- Discuss with your neighbour the alternatives of the "tree"
- Discuss your results with the whole audience and suggest ideas which I did not consider yet



Twitter: new Ways in Personal Information Management

Nadja Duffner-Ylvestedt



Outline

- Background
- Results
- A look into the future- why this research?

Background- Problem statement

- People are confronted with information all the time and therefore there is a need to manage the information in some way.
- There are many ways to manage information like different computer programs that keep track of your records on the computer.
- My work is built on the hypothesis that talk to other people about information is one way to manage it.

Background-Motivation

- William Jones notes in many of his articles that the problem of personal information management is the fact that people forget that there is information about a topic that can be retrieved.
- If people don't remember that there is information available, the retrieval process fails.
- My work takes this problem as a motivation to look closer into how people communicate information and will investigate if the communication of information to others can be a first step into information retrieval.

Background-Issues

- The issues of my work are: Is Twitter used for reference management? Twitter offers the possibility to share information with others, can this be considered a part of Personal Information Management? And if this statement is to be proven accurate: what type of information is processed by Twitter and what is the overall aim with the information sharing? And if its to be found that Twitter can be considered as a non-traditional reference management system, what are the consequences for Personal Information Management research?

Background-Methods

- To investigate the issues of my work and to fulfill the purpose of it qualitative content analysis is used.
- 20 people are to be observed on Twitter over a time period of two months. The empiric data is composed of all the tweets of these 20 people
- After the collection period data is analysed to investigate the issues of the work.

Results

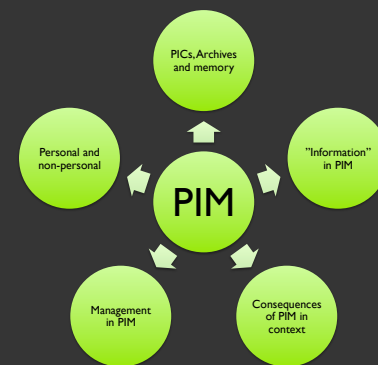
- The research is still ongoing and data is still to be collected, therefore it is not possible to present results
- But there are some assumptions to be made regarding the possible outcome of the study:
- The data that already have been collected show that people use Twitter to share information which is important to them with others
- This information sharing seems to have the aim not only to inform others and share privatlife, but it functions as a way of reminding oneself of important things by sharing these with the silent audience.

A look into the future-why this research?

- Social network sides like facebook and twitter gain new users everyday and their importance for the everyday life of these users grows as well.
- In all the research regarding social media it is pointed out that people are using these sites to meet people but also to share and search information
- This opens up a intressting research field for Personal Information Management and maybe a way to present a partial solution to the problem of forgetting which is stated by William Jones.

Q&A

New perspectives to PIM



Literature

- Jones, W. Personal Information Management (PIM). 406. *Encyclopedia of Library and Information Sciences, Taylor and Francis, 2010*, 4137-4147.
- Jones, W. Personal Information Management. *ARIST, 2007*, 41 (1), 453-504.
- Whittaker, S. Personal information management: From Consumption to Curation. *ARIST, 2011*, 45, 1-42.

Contact

- Isto Huvila
– isto.huvila@abm.uu.se
- Nadja Duffner-Ylvestedt
- Jon Eriksen
– jon.eriksen@gmail.com
- Eva-Maria Häusner
– eva-maria.hausner.0762@student.uu.se
- Ina-Maria Jansson
– inamaria.jansson@gmail.com

Slides @ www.istohuvila.eu/pim -> Workshop