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Sustainable Digital Communities

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Preface

As we pass into the third decade of the 20th century, in the age of big data, fake news, disinformation, information overload, and information divides, it is obvious that information scholars face broader challenges than ever before. At the same time, the iField has never been more relevant. During the 2020s we can expect an escalation of existing information technologies such as the Internet of Things (IoT), blockchains, 3D printing, and artificial intelligence (AI). Simultaneously, in this very decade mankind must attend to the 17 Sustainable Development Goals of United Nations Agenda 2030.

When the iSchool Community gathered for its 15th annual conference in Borås, Sweden, it was against this backdrop that we found it pertinent to pinpoint the theme of this year's iConference in terms of Digital Sustainable Communities. Here, in Scandinavia, we are part of the cold rush (server farms at the northern extremes of the globe) experiencing new ways in which the management of information generates a steadily increasing ecological footprint. With this theme we welcomed a broad range of contributions that help in understanding the seemingly limitless expansion of production, processing, and storage of information that we already have, and which can be expected to escalate immensely during the 2020s.

The 2020 conference was jointly organized by the iSchools at the University of Borås, Sweden, and Oslo Metropolitan University, Norway. Both of these schools have collaborated in various ways for several decades. Hosting the 2020 conference further strengthened the long-standing interplay between Scandinavian iSchools. This year the conference attracted a total of 402 contributions; including 88 full research papers, 93 short research papers, and 119 posters. Each paper was reviewed by two or three reviewers and each poster by two, both through a double-blind review process. Finally, 27 full research papers, 48 short research papers, and 76 posters were selected for the conference. The quality of the accepted papers was ensured by the high level of competition and rigorous review process resulting in acceptance rates of 30% for full research papers and 50% for short research papers. In addition, there was a total of 102 further submissions for the other, refereed conference tracks: the Visions papers, the Doctoral Colloquium, the Sessions for Interaction and Engagement, the Workshops, and the Student Symposium. A total of 469 recognized experts from around the world took part in the review process.

For the third time, the papers are published by Springer in their *Lecture Notes in Computer Science* (LNCS) series. These proceedings comprise complete versions of the full and short papers presented at the conference. This year the papers are organized into 14 thematic categories that represent the broad range of scholarship shared at the conference: sustainable communities, social media, information behavior, information literacy, user experience, inclusion, education, public libraries, archives and records, future of work, open data, scientometrics, AI and machine learning, and methodological innovation. Additionally, keynotes/keynote abstracts, posters, and

visions papers are available in IDEALS – the Illinois Digital Environment for Access to Learning and Scholarship.

We want to sincerely thank all the reviewers who generously shared their knowledge as well as the 26 track chairs without whose expertise and hard work the conference never would have come to light. In this context we especially wish to make known our gratitude to the full and short papers chairs: Toine Bogers from Aalborg University, Jannica Heinström from Oslo Metropolitan University, and Geoff Walton and Frances Johnson both from Manchester Metropolitan University.

The iConference 2020 pushes the boundaries of information studies, explores core concepts and ideas, and creates new technological and conceptual configurations. The goal of the iConference series and these proceedings is to inspire conversation, encourage further research, and inform diverse audiences about today's critical information needs.

February 2020

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Abstracts of Keynotes

Co-creating Digital Cultural Heritage: Unlocking Historic Archives and Records Through New Approaches to Digitisation

Lorna M. Hughes

School of Humanities, University of Glasgow, UK

Abstract. Mass digitisation of historic collections in archives, museums, libraries and universities has created a considerable volume of data for research across the disciplines, and opened up new lines of enquiry. Increasingly, community generated digital content can amplify and augment the 'official' digital collections, and open up previously hidden histories and encourage greater public engagement with the past. These collections have been developed through processes of co-creation, and they demonstrate how digitisation can enable our archives to expand beyond the physical boundaries of the repository, dissolving the physical boundaries which previously marked official from non-official, and creator from user. This approach highlights a fundamental shift in the material nature and location of the archive that is facilitated by the digital environment. This presentation will discuss examples of co-creation, and the digital affordances that enable it.

Civic Participation in the Datafied Society

Lina Dencik

Data Justice Lab, School of Journalism, Media and Culture,
Cardiff University, UK

Abstract. The use of data and algorithmic processes for decision-making is now a growing part of social life and helps determine decisions that are central to our ability to participate in society, such as welfare, education, crime, work, and if we can cross borders. Citizens are increasingly assessed, profiled, categorized and 'scored' according to data assemblages, their future behavior is predicted through data processing, and services are allocated accordingly. In a datafied society, state-citizen relations become quasi-automated and dependent on digital infrastructures. This raises significant challenges for democratic processes, active citizenship and public engagement. In this talk I will engage with the question of advancing civic participation in a context of rapid technological and social transformation, considering also experiments in new democratic practices to ensure legitimacy, transparency, accountability and intervention in relation to data-driven governance. In so doing, I will outline emerging terrains for developing civic agency in a datafied society.

Information Access for Evolving Media Usage

Jussi Karlgren

Spotify

Abstract. The media usage habits of the population at large change, which has effects for the educational system, for memory institutions, for the media industry, and therefore for those of us who develop technology for information access. Many of the current changes are easy to observe through introspection or through observing how people in our vicinity consume media and information: people read text on screens; watch lectures and educational material in video clips; listen to literary material and to short written texts superimposed on brief video clips to their near and dear; and stream music and movies instead of purchasing physical objects to place in shelves in their homes. There are very obvious challenges for technology having to do with how we make documents and their content accessible for search and exploration across media types, and we do not quite know what effects today's changes have on tomorrow's media usage. This talk will give some examples, and discuss one of the less obvious challenges: how to evaluate and validate new technology solutions. We know how to measure quality for systems designed to fulfil expressly formulated known information needs, but how can we measure quality of a system designed to entertain and delight? How can we assess the usefulness of systems for digital scholars? And what are the underlying assumptions that have governed the make-up of the experimental benchmarking of today's information systems?

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