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Bridging the digital divide: libraries providing access for all?
“Access for all and for how long? ”

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Presentation type

- paper, (would also consider doing a workshop on this topic)

Purpose of this paper & Background
The emergence of Web 2.0 technologies into the digital age offers increased
opportunities for information dissemination and self-expression. However, capture and
use of such information as a scholarly resource has not been addressed in library or
archive contexts.

For pivotal events such as the French Revolution, the interested public can still access
original documents kept in libraries and archives for hundreds of years. Regarding events
that happened 20 years ago in Central and Eastern Europe, some archives have stored the
paper and video documents. For the world-changing event of 9/11, the Library of
Congress also archived static internet pages in its Web archive. Can we say that, in the
case of events that have global coverage and thus global impact nowadays, in twenty
years from now, our institutions (whatever structure they will have then) will be able to
provide the public with raw data and materials?

Methods used for the study & Findings

The paper presents a case study of the “Twitter Revolution” that took place in Moldova
in April 2009. The fight for democracy in a small country with a totalitarian history
received global attention also because it was portrayed as an event in which Web 2.0
tools were empowering the citizens. Online commentary through Twitter posts (that
included video recordings and images of the protests) were made in tandem with the
onsite events. Blogs and youtube.com provided additional venues for commentary and
access for individuals following the events. However, there is no process or device to
effectively gather the rich contextual information generated by these online sources in a
structural way and save it for future research use. Many of the electronic documents that
circulated, such as some video recordings from the events and thousands of twitter messages, cannot be accessed online anymore.

**Importance and interest of the study & Value of the paper**
Given the complexities surrounding the capture of these online informational resources, further challenges are presented to LIS and archives professionals in developing the services to ensure access for all the views on a particular event into the stored collections for future inquiry. This paper will discuss why libraries and archives should be interested in collecting and saving this type of electronic data and what services should be provided to promote and deliver access. As digital technologies continue to evolve, the tools needed for storage and preservation of digital data will also advance, making it inevitable that we seriously consider the collection of user-generated online data for future research and discovery.

**Theme area**
preservation, collection development, digital archive, e-research, future of library services, information storage, web 2.0

**Curriculum Vitae**

**Claudia Serbanuta**

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**Publications**
"Romania in Andrei Codrescu's library". Familia romana (to appear 2009). In Romanian.  
"Do Romanian Libraries have a Future?” Community Informatics Lab Notes, 9, University of Illinois 2008.  
Technical report on Slatioara village (with Monica Vasile, et al.) Student Conference Research Award, Faculty of Sociology and Social Work at University of Bucharest, 2004. In Romanian.

**Presentations**
"Information Spaces in the Community" (with Sara Q. Thompson and Bertram Bruce). Poster presented at iConference 2009 Chapell Hill, USA, 2009.  
"Information Spaces in the Community" Workshop organizer for Community Informatics and Mortenson Center, University of Illinois at Urbana-Champaign, 2008

**Research Experience**
2008-present  Research Assistant with Community Informatics GSLIS and Center for Global Studies, University of Illinois at Urbana-Champaign
2007-2008     Graduate Assistant - Web master for Community Inquiry Labs(iLabs), University of Illinois
2008             Graduate Assistant Slavic, East European and Eurasian Center working on cataloging Codrescu collection and on an inventory of digital projects for Slavic and East European Library, University of Illinois

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**Presentations**

**Research Experience**
Present    Graduate Research Assistant, Center for Informatics Research in Science and Scholarship, University of Illinois at Urbana Champaign
2007-2009  Graduate Research Assistant, Inter-university Consortium for Political and Social Research, Ann Arbor Michigan
2004-2007  Research Assistant, Department of Psychology, University of Michigan
Aiko Takazawa
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Publications
"Book review: Root Shock: How Tearing Up City Neighborhoods Hurts America and What We Can Do About it (Mindy Fullilove, author),“ Journal of Community Informatics, forthcoming.

Presentations
“What is Community Informatics in Japan?” (with Kate Williams) poster presented at Graduate School of Library and Information Science Resarch Showcase, University of Illinois at Urbana Champaign, 2009.
“Sustaining the cyberlife of Chicago’s ethnic communities” (panelist in roundtable discussion) at eChicago 2009, Dominican University, Chicago, IL, 2009.
“Identifying and understanding the first responders of Hurricane Katrina: A Reconstruction of Community Information Resources,” presented at TOP Workshop, Dominican University, Chicago, IL, 2008.

Research Experience
2008-present Graduate Research Assistant, Community Informatics Lab, University of Illinois at Urbana Champaign
2007-2008 Graduate Research Assistant, Center for Human Information Interaction, University of Washington Information School 2006
Graduate Research Assistant, “College Students’ Credibility Judgment in Information Seeking Process” MacArthur Foundation funding, University of Michigan School of Information
2005 Summer Research Intern Interlect Co. Ltd., Japan. Summer 2005
2002-2003 Information Analyst, Itochu Automobile America, Inc., Detroit, Michigan