

Doctoral Workshop Proposal for ISIC 2016, Zadar, Croatia

The Information Behaviour of South Asian Immigrants in Canada

My name is Nafiz Zaman Shuva, and I am a second year Ph.D. student in the Faculty of Information and Media Studies, The University of Western Ontario, Canada. I am currently preparing for my comprehensive exam which I will write and orally defend this term. My comprehensive exams constitute a full review of the published research on information behaviour as it intersects with selected literature on immigration and settlement. My thesis proposal will be derived from my examination writing, and I plan to submit my proposal by the end of June 2016. My submission to the Doctoral Workshop is based on my recent pilot study and proposed doctoral research.

Research Statement and Work Plan

Several studies (e.g., Caidi, Allard and Quirke, 2010; Caidi and Allard, 2005; Esses and Medianu, 2012) recognise the dearth of literature on immigrants' information needs, information seeking behaviour, important information sources as well as their interaction with existing information sources. My proposed study will fill some gaps in research on immigrants and contribute to our understanding of the everyday life information contexts and practices of newcomers to Canada, featuring South Asian immigrants. Existing research (e.g., Caidi, Allard & Quirke, 2010; Esses & Meadianu, 2012) has shown us that newcomers to Canada can experience information poverty due to the lack of needed information and bureaucratic, social and personal barriers to information. My preliminary research conducted as a pilot study in 2015, shows that immigrants from South Asia have similar experiences. In my study on the information behaviour of twenty-two Bangladeshi immigrant women, findings show that participants experienced persistent challenges due to lack of timely information before and after their arrival. These challenges had consequences not only for their settlement in Canada but also for their health and well-being. The pilot study has made clear the importance of need-based information services for newcomers. Given the diversity of immigrants to Canada, and the difficulty of designing generic information services, the importance of research-based needs assessments of various populations continues to be of the utmost importance.

Building on my pilot study, my proposed doctoral research will examine the information behaviour of South Asian immigrants living in different metropolitan cities in Canada. Two overarching sets of questions guide my research, one focussed on the immediate needs for information around immigration, and the other exploring longer term everyday life information practices.

- i) What are South Asian immigrants' pre- and post-immigration immediate needs for information? To what extent are these needs met, how are they met and through which channels and with what consequences?
- ii) What are the everyday life information practices of members of the South Asian immigrant communities upon arrival in Canada and over time as they engage with new lives in Canada?

Michel de Certeau's (1984) framework for everyday life practices informs my understanding of the everyday life information behaviour of South Asian immigrants (see Rothbauer 2005; 2010). Following from de Certeau, I plan to investigate to what extent do South Asian immigrants rely

on established institutional forms of information and information services (e.g., public libraries, government and settlement agencies, social services, etc.) and what is the place of informal, personal, serendipitous, and perhaps, unsanctioned information sources (e.g., personal networks of friends, family and other individuals)? I am particularly interested in the function of misinformation, cognitive authority and role of unmet expectations about life in Canada in everyday information practices of South Asian immigrants.

I am also informed by Chatman's theory of "information poverty" (1996). I will explore how certain aspects of privilege and marginalization among South Asian immigrants affects access to and sharing of information in everyday life. I also plan to use Chatman's (1999) concept of "small world" in the theory of "life in the round," to examine whether South Asian immigrants create their own small world and satisfy their everyday information needs and day to day activities with the help of the people in their small world. With this study, I will also test the validity of Pettigrew's (1999) concept of "information ground" (i.e., the phenomenon by which people congregate for one reason but end up serendipitously sharing information).

I plan to use surveys (both online and print), semi-structured interviews, photovoice, and focus group discussions to gather an in-depth understanding of the South Asian immigrants' settlement and everyday life information practices. The potential respondents of my study will be recruited through a mixture of convenience and snowball sampling technique.

The results of this study have the potential to inform our understanding of the information needs of other immigrant groups (such as Syrian refugees) and how to best meet these needs. Its findings will have consequences for social and information policy, and for the provision of information services.

Summary of Research Problems for Discussion at the Workshop

I am interested to discuss and receive feedback on the following areas:

1. Designing a research study with South Asian immigrants that allows for a holistic understanding of information processes and at the same time allows for specific focus on their immediate needs and uses of information. How to telescope between these two models of information behaviour?
2. Dealing with research bias as an "insider" member of the group being studied.
3. How could we gather responses from hard to reach groups (for example, immigrants) that are generalizable (when there is no sampling framework available to randomly select participants)?
4. Information poverty framework based on my pilot study and my involvement with various groups, e.g., fishermen, maids, garment workers, victims of human smuggling, etc.
5. How to formulate serious policy recommendations based on human information behaviour research.

References

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- Rothbauer, P. (2005). Practice of everyday life. In K.E. Fisher, S. Erdelez, & L.(E.F.) McKechnie (Eds.), *Theories of Information Behaviour* (pp. 284-288). Medford, NJ: Information Today.

Curriculum Vitae

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PERSONAL DETAILS

Date of Birth: January 01, 1983
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EDUCATION

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| 2014 August to date | Ph.D. Student, Faculty of Information and Media Studies, The University of Western Ontario, London, Ontario, Canada |
| 2009-2011 | International Master in Digital Library Learning (DILL)
Oslo and Akershus University College of Applied Sciences, Oslo, Norway;
Tallinn University, Estonia & Parma University Italy
<i>Thesis Title: Digital Library Education in Europe</i>
Supervisor: Professor Ragnar Andreas Audunson |
| 2006-2007 | MA in Information Science and Library Management
Department of Information Science and Library Management, University of Dhaka
<i>Thesis Title: Library and Information Science Literature in Bangladesh: A Bibliometric Analysis</i>
Supervisor: Professor S.M. Zabed Ahmed
First Class (First Position) |
| 2000-2005 | BA (Honors) in Information Science and Library Management
Department of Information Science and Library Management,
University of Dhaka
Result: First Class (First Position) |
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WORK EXPERIENCE

January 04, 2016 to April 30, 2016	Graduate Student Teaching Assistant (GTA) at the Faculty of Information and Media Studies, The University of Western Ontario, London, Canada [LIS 9003].
September 01, 2014 to April 30, 2015	Graduate Student Teaching Assistant (GTA) at the Faculty of Information and Media Studies, The University of Western Ontario, London, Canada [LIS 9003].
January 14, 2012, to August 21, 2014	Assistant Professor, Department of Information Science & Library Management, University of Dhaka, Dhaka-1000, Bangladesh.
November 23, 2008, to January 13, 2012	Lecturer, Department of Information Science & Library Management, University of Dhaka, Dhaka-1000, Bangladesh.
August 18, 2007, to November 22, 2008	Lecturer & Course Coordinator, Department of Library & Information Science, DarulIhsan University, Dhanmondi, Dhaka, Bangladesh.
January 10, 2013, to December 31, 2013	Resource person for Teachers' Training of School Libraries Program, Room to Read Bangladesh.

SCHOLARSHIPS/AWARDS/GRANTS (SELECTED)

2015	Manjunath and Roja Pendakur South Asian Student Scholarship in Library and Information Science, Faculty of Information and Media Studies, The University of Western Ontario (CAD\$ 1125).
2014	Western Graduate Research Scholarship, CAD\$ 10,000 (per year)
2011	Travel Grant to attend PKP Conference-2011 in Berlin, Germany by the INASP, United Kingdom
2011	Travel Grant to attend BOBCATSSS-2011 in Hungary
2010	Travel Grant to attend BOBCATSSS-2010 in Parma, Italy
2009	Erasmus Mundus Scholarship for Masters Study in International Master in Digital Library Learning from 2009-2011. (Norway, Estonia, Italy) (€42000)
2008	The University of Dhaka Scholarship for MA Result

CONFERENCES/SEMINARS ATTENDED (SELECTED)

October 04, 2014	FIMS Con-2014, Faculty of Information and Media Studies, University of Western Ontario, London, Canada.
January, 31 to February 2, 2011	BOBCATSSS-2011--European Conference of Library and Information Science, Szombathely, Hungary.
April 14-16, 2010	Transforming Culture in the Digital Age, International Conference in Tartu, Estonia
February 1-3, 2010	Electronic Resources and Libraries conference-2010 in Austin, Texas, USA
January 25-27, 2010	BOBCATSSS-2010 on Bridging digital divide: libraries providing access for all at Parma University, Parma, Italy
June 23-24, 2009	m-libraries 2009 on Information on the move at University of British Columbia, Vancouver, Canada
May 25- 27, 2007	CIVICUS World Assembly -2007 on Acting Together for a Just World at Loch Suite – Glasgow Secc, Scotland

KEYNOTE SPEAKER/SPEAKER/MODERATOR (SELECTED)

Speaker at the FIMS Con-2014 on ‘New Trends in Information Practices’ held on October 04, 2014 at the Faculty of Information and Media Studies, University of Western Ontario, London, Canada.

Speaker at the Library to Change the World Round Table at the Digital World held on December 08, 2012 at Bangabandhu International Conference Centre (BICC), Dhaka, Bangladesh.

Keynote speaker at the International Seminar on ‘Digital Libraries for Digital Nation’ held on October 17-18, 2012 at the Bangabandhu International Conference Centre (BICC), Dhaka, Bangladesh

Keynote speaker at the seminar on ‘Digital Libraries for Building Digital Bangladesh’ held on August 11, 2010, at the Senate Bhaban, University of Dhaka.

Speaker at the Electronic Resources and Libraries conference-2010 held on February 1-3 2010 in Austin, Texas, USA.

Speaker at the m-libraries Conference-2009 held on June 23-24 at University of British

Columbia, Vancouver, Canada.

Moderated sessions of BOBCATSSS-European Conference of Library and Information Science in 2011 and 2012.

PUBLICATIONS (SELECTED)

Journal Articles:

Shuva, N.Z., & Taisir, R. (2016). Faculty members' perceptions and use of open access journals: Bangladesh perspective. *IFLA Journal*, 42(1), 36-48. doi: 10.1177/0340035216628879

Audunson, R.A. & Shuva, N.Z. (2016). Digital library education in Europe. A Survey. *Sage Open*, January-March, 1-17. doi:10.1177/2158244015622538.
<http://sgo.sagepub.com/content/spsgo/6/1/2158244015622538.full.pdf>

Shuva, N.Z. (2014). Are university libraries in Bangladesh ready to be digital? *OCLC System and Services*, 30(2), 108-131.

Shuva, N.Z. (2012) Building digital libraries in Bangladesh: A developing country perspective, *International Information and Library Review*, 44(3), 132-146.
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Shuva, N.Z. & Akter, R. (2012).Status of non-government public libraries in Bangladesh. *The Eastern Librarian*, 23(1), 91-104. doi: <http://dx.doi.org/10.3329/el.v23i1.12119>

Shuva, N.Z., Akter, R. (2011). Internet usage by the students of Faculty of Arts, University of Dhaka (Bangladesh). *PEARL - A Journal of Library and Information Science*, 5 (1),14-22.

Shuva, N.Z. & Akter, R. (2011), Bridging digital divide through public, school and college libraries: A case study of Bangladesh. *Journal of the Bangladesh Association of Young Researchers (JBAYR)*, 1 (1),49-79.

Islam, M.S. & Shuva, N.Z. (2010). Barcode technology and its use and applications: A study of selected libraries of Bangladesh. *International Information and Library Review*, 42(1), 1-7.

Shuva, N.Z. (2005). Implementing information and communication technology in public libraries of Bangladesh, *International Information & Library Review*, 37(3), 159-168.

Conference Papers:

Shuva, N.Z. (2010). *Integrating ICT into university curriculum: a proposal for the Faculty of Arts, University of Dhaka*, Bangladesh. In Proceedings of Informing Science & IT Education Conference (InSITE) 2010, 487-502.

Available at <http://proceedings.informingscience.org/InSITE2010/InSITE10p487-502Shuva843.pdf>

Shuva, N.Z., Consonni, C. & Lee, H.J. (2010). *Implementing instant messaging reference service in libraries and information centres* In Proceedings of the ETTLLIS-2010, India.

Shuva, N. (2010). *Internationalization of library and information science curriculum: Case study of Bangladesh*. In Cooperation and Collaboration in Teaching and Research: Trends in Library and Information Studies Education.

Retrieved from <http://conf.euclid-lis.eu/index.php/IFLA2010/IFLA2010/paper/view/14>

Shuva, N.Z. (2009). *Creating and managing digital collection at the National Archives of Bangladesh: A Developing Country Perspective*. In Conference Proceedings of Archiving-2009 Conference, Arlington, VA, USA, May 2009, Vol. 6, pp. 192-196.

ONGOING RESEARCH WORKS

The Information Behaviour of Bangladeshi Immigrant Women in Canada

The Information Behaviour of the Victims of Human Trafficking in Bangladesh

The Information Behaviour of the Fishermen in the Bay of Bengal, Bangladesh

Right to Information Act of 2009 in Bangladesh: An Analysis

Reduction of Corruption through Information: A Case Study of Bangladesh

So, information is the solution: An analysis of how information could save thousands of lives in Garments industry in Bangladesh.

REFERENCES

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