



Information Needs Analysis: Principles and Practice in Information Organizations

By Daniel G. Dorner, G.E. Gorman, Phillip J. Calvert

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If you want to provide an information service that truly fulfils your users' needs, this book is essential reading.

Analysing and assessing the information needs of clients is key to the provision of effective service and appropriate collections in both face-to-face and virtual library services. The importance of information needs analysis is widely recognized by information professionals, but currently there is little substantive, detailed work in the professional literature devoted to this important topic.

This new book is designed to fill that gap, by supporting practitioners in developing an information needs analysis strategy, and offering the necessary professional skills and techniques to do so. It will offer guidance to team leaders and senior managers in all areas of library work, especially those involved in collection management, service provision and web development, and is equally applicable to the needs of academic, public, government, commercial and other more specialized library and information services. The text adopts a hands-on, jargon-free approach, and includes relevant examples, case studies, reader activities and sources of further reading. Key areas covered include:

- what is information needs analysis?
- how is needs analysis conducted?
- what are the varieties of needs analysis?
- how are analyses evaluated and reported?

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Editorial Review

Review

"This very informative book provides an in-depth introduction to the theory and practice of information needs analysis (INA) in library and information organizations...I would recommend this book to all information professionals who conduct information needs analysis." --Library and Information Research

"The style of the book is easy to follow, it is transparent and practical. The application of the presented methods and instruments should not be a complicated matter. For information managers in organizations this book will be very useful. It is also of the kind that most students appreciate very much: it provides unambiguous answers to potential questions and solutions to the problems that are commonly met at everyday work." --Information Research

"The ten chapters are sensibly split into three parts. Chapters 1-4 discuss the theory behind INA. Chapters 5-8 relate to the research methods commonly used to gather data for analyses. Chapters 9-10 outline data analysis methods, and provide suggestions about how to report your INA findings. I liked the logic behind the structure of the book, which meant that I could race through the theory, and linger over the practical advice, thinking about how we can apply it to our library users...Each chapter is summarised by a Review, and further reading is provided, along with extensive references from a diverse array of recent sources." --CILIP Health Libraries Group Newsletter

About the Author

Daniel G. Dorner is Senior Lecturer and G E Gorman, Professor of Library and Information Management, School of Information Management, Victoria University of Wellington, New Zealand.

Users Review

From reader reviews:

Jack Young:

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