

Human information behaviour
SYLLABUS

Study Program	Graduate study		
Course	Human information behaviour		
	Compulsory Structure: 1 Lecture + 2 Seminar + E-learning		
Year	First	Semester	Summer (second)
ECTS	6		
Professor and assistants	Ivanka Stričević, PhD, Full Professor istricev@unizd.hr Assistants: Mate Juric, PhD mjuric@unizd.hr Alica Kolarić, PhD akolaric20@unizd.hr		
Learning outcomes	<p>Students will be able to:</p> <ul style="list-style-type: none"> - Recognise concepts and approaches in users' information needs and behavior theories and studies - Use scholarly works in the field and interpret it to identify, describe and explain some models in human information behavior field - Describe mayor theories of information behavior and identify leading authors - Explain information needs and behavior related to particular context of information usage - Recognise and explain characteristics of systems and services based on the concept „meeting user needs“ - Apply knowledge on HIB to the needs of potentially disadvantaged users - Describe and compare information behavior connected to information institutions with information seeking for everyday life purposes - Apply appropriate methodology in user needs and behavior studies - Create and apply research instruments for pilot user studies 		
Prerequisites	none		
Contents	<p>The content of this course includes:</p> <ul style="list-style-type: none"> - Terminology, approaches and models in Human Information Behavior (HIB) field - Theoretical framework for understanding of user information needs in various contexts - Typology of information users - Information needs of individuals and groups - Special user needs and information needs and behavior related to particular contexts - The research results and methodology used in HIB research - Implications of HIB on information services and institutions - Possible application of theories and research results in practice - Participation in group discussions about the HIB related issues - Presentation of students' drafts of pilot research studies 		

<p>Required readings</p>	<ol style="list-style-type: none"> 1. Bawden, D. Users, user studies and human information behaviour: A three-decade perspective on Tom Wilson's "On user studies and information needs".// Journal of Documentation: 60 years of the best in information research. 2008. Str. 187-195. Emerald. 2. Case, Donald O. Looking for Information: A Survey of Research on Information Seeking, Needs and Behavior. Emerald Group Publishing, 2012. (Chapters 1.1 - Introduction; 4. – Needs; 6. – Models; 9. – Methods) 3. Creaser, C. One size does not fit all: user surveys in academic libraries. // Performance Measurement and Metrics, 7, 3(2006), 153-162. 4. Information behaviour of the researcher of the future: A CIBER briefing paper. 2008. URL: www.jisc.ac.uk/media/documents/programmes/reppres/gg_final_keynote_11012008.pdf . 5. Kuhlthau, C. Inside the search process: information seeking from the user's perspective. // Journal of the American Society for Information Science, 42, 5(1991), 361-371.
<p>Additional readings</p>	<ol style="list-style-type: none"> 1. Allen, B. L. Information tasks: toward a user-centered approach to information systems. San Diego: Academic Press, 1996. (Chapter 3 „Information needs“ and Chapter 9 „Information Services from the User's Perspective“) 2. Canadian Guidelines on Library and Information Services for Older Adults. 2002. URL: http://cla.ca/wp-content/uploads/Library-and-Information-Services-for-Older-Adults-Nov-2007.pdf 3. Devadason, F. J.; Pratap Lingam, P. A Methodology for the Identification of Information Needs of Users. 62nd IFLA General Conference - Conference Proceedings - August 25-31, 1996. URL: http://archive.ifla.org/IV/ifla62/62-devf.htm 4. Druin, Allison. What children can teach us: developing digital libraries for children with children, 2005. URL: http://hcil.cs.umd.edu/trs/2003-39/2003-39.pdf 5. Library Services to People with Special Needs Section Glossary of Terms and Definitions. / Compiled by Nancy Mary Panella. The Hague: IFLA Headquarters, 2009. URL: http://www.ifla.org/files/hq/publications/professional-report/117.pdf 6. Linley, R. Public libraries, older people and social exclusion. E-prints in Library and Information Science, 2000. URL: https://core.ac.uk/download/files/418/11879339.pdf 7. Rowley, J.; Urquhart, C. Understanding Student Information Behavior in Relation to Electronic Information Services: Lessons From Longitudinal Monitoring and Evaluation, Part I. // Journal of the American society for information science and technology, 58, 8(2007), 1162-1194. URL: http://cadair.aber.ac.uk/dspace/bitstream/handle/2160/397/jiscjasistPart1finalrevisedJun06.pdf?sequence=3 8. Urquhart, C.; Rowley, J. Understanding Student Information Behavior in Relation to Electronic Information Services: Lessons From Longitudinal Monitoring and Evaluation, Part II. // Journal of the American society for information science and technology, 58, 8(2007), 1188-1197. URL: http://late-dpedago.urv.cat/site_media/papers/20562_ft.pdf 9. Vogt, Hannelore. Putting the Customer First! Managing Customer Satisfaction. Gütersloh, 2004. URL: http://www.public-libraries.net/html/x_media/pdf/customer%20satisfaction_040220.pdf 10. White, D. S.; Connaway, L.S. Visitors and residents: What motivates engagement with the digital information environment. Funded by JISC, OCLC, and Oxford University, 2011-2012. URL: http://www.asis.org/asist2011/proceedings/submissions/129_FINAL_SUBMISSION.pdf 11. Wilson, T.D. Human Information Behavior. Informing Science 3, 2(2000), 49-55. http://inform.nu/Articles/Vol3/v3n2p49-56.pdf

	<p>IFLA Guidelines for people with special needs</p> <ol style="list-style-type: none"> 1. Libraries for the blind in the information age: Guidelines for development. URL: http://archive.ifla.org/VII/s31/pub/Profrep86.pdf 2. Multicultural Communities: Guidelines for Library Services, 3rd edition. URL: http://www.ifla.org/files/assets/library-services-to-multicultural-populations/publications/multicultural-communities-en.pdf 3. Guidelines published at: Library Services to People with Special Needs Section. URL: http://www.ifla.org/publications/50 (Prisoners, Persons with dementia, Easy-to-read materials, People with dyslexia, Deaf people, Access to libraries for persons with disabilities – CHECKLIST, Disadvantaged)
Forms of teaching	Lectures, Seminars
Accredited points	<ul style="list-style-type: none"> • Students are obliged to participate in lectures, consultations and discussions based on reading the Required literature (<u>weekly; or at agreed dynamics</u>) and to present their work to other students • Out of 200 points: <ol style="list-style-type: none"> a. Engagement in discussions with teachers and peers during lectures / consultations – max 100 points b. Seminar paper on information needs and behaviour research of one users group – max 100 points <p>Final grade: 180 – 200 points (5-A-excellent); 160 – 179 (4-B-very good); 135-159 (3-D-good); 120 – 134 (2-E-satisfactory); less than 120 (1-F-insufficient)</p>
Language	English
Quality assurance	Students' evaluation

SEMINAR WORK:

Based on the seminar consultations and literature search students should select one user group and write a seminar paper. The topic of the paper is a presentation of one information needs and information behaviour research paper of one user group (disadvantaged, age group or in general) in student's country.

- MS Word, 8-12 pages (1.5 line spacing); proper citations!
- PowerPoint Presentation: in May 2021; date to be agreed
- General structure of the seminar paper:
 1. **Theoretical introduction** with definitions of the key concepts (from the required literature)
 2. **User group and Context** (description of one user group in student's country and explanation of the need for the group information needs and behaviour research)
 3. **The review of one research paper** on information needs and behaviour of the selected user group
 - 3.1 **Methodology** used (in the selected research paper about information needs and behaviour of the selected user group)
 - 3.2 **Results** (about the user needs and behaviour, presented in the selected research paper)
 4. **Conclusion**