

Us And Them: So What Do You Want?

2.

The symbiotic relationship: assessing user needs

M. Cummins

Univ. Toronto, Canada

Abstract

Assessing user needs in this era of increasing options and decreasing resources is more important than ever. There are many ways of assessing user needs, from individual conversations through focus groups and surveys. Preparation and follow-through are very important elements of this aspect of planning library services.

3.

User requirements: an astronomer's wishlist

Heinz Andernach

Depto. de Astronomia, IFUG, Univ. Guanajuato, Mexico

Abstract

The author first summarizes his experience made during many years at various research departments which counted neither with an adequately complete astronomy library, nor with a professional astronomy librarian. I review some of the past and current practical methods for literature and information retrieval (or "survival without library and librarian") which I learnt on the way. Finally I present a wish list for improvements for (a) electronic information systems, (b) a user-friendly arrangement of the physical library, and (c) useful tasks for those librarians with time or stimulus left over...