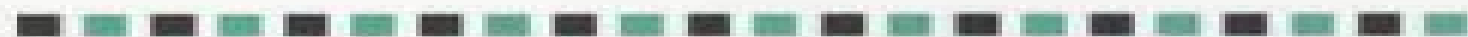


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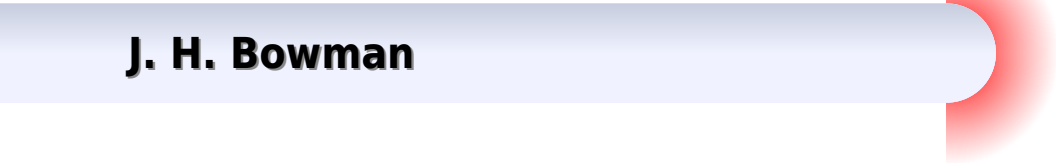
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satisfied customers satisfied management and a library or information unit that is central to the needs of your parent organization However paradoxically user needs and levels of expectation including those of remote users are often not fully explored This accessible text goes back to the basics and investigates the following key issues Why this book Defining your users Understanding users the what why where when how and who What is the current knowledge of user behaviour and needs is it really predictable Great expectations how LIS professionals can manage and train users Using information about past user behaviour Making the most of knowing your users Keeping track of changes in what users want Tracking the future electronic and social networking Future perfect Readership This book will help any library or information professional anywhere to take a fresh look at this important area and to tackle it in their organization so as to ensure that their users will always obtain exactly what they want Webmasters and knowledge managers will also find much to interest them

Managing Information ,2002 *British Librarianship and Information Work 1991-2000* J. H. Bowman,2006-01-01 This important reference volume covers developments in almost every aspect of British library and information work during the ten year period 1991 2000 The book provides a comprehensive record of what took place in library and information management during a decade of considerable change and challenges *Journal of Information Science* ,2001 Principles practice *Complete Guide to CISM Certification* Thomas R. Peltier,Justin Peltier,2016-04-19 The Certified Information Security Manager CISM certification program was developed by the Information Systems Audit and Controls Association ISACA It has been designed specifically for experienced information security managers and those who have information security management responsibilities The Complete

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