

Focus group tools/methods

2A Card sort topics

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| Target group: | Users of business libraries and information services; adaptable to other types of library users |
| Method: | Card sort activity (see pages 114-119 of the book) |

You can use this list of topics to seek participants' views on the effectiveness of these services (or to get their priorities for service development).

1. Access to electronic journals
2. Access to paper versions of journals (including back issues)
3. Access to books and other publications
4. Access to semi-published reports from a variety of organizations
5. Access to significant research reports (regional, national, overseas, international)
6. Access to images/photographs
7. Desktop access to a wide range of information and library services (e.g. via Information and Library Services pages on intranet)
8. Searches for specific information - carried out by information/library staff
9. Regular press cuttings service: broad and subject-specific
10. Regular parliamentary information service (parliamentary debates, government bills, departmental press releases, etc.)
11. Location-based information – ‘all that the organization knows about/holds’ on a specific locality or region
12. Evidence/research/source documents compiled by information and library staff (e.g. for public enquiries)
13. Translation of journal articles, etc.
14. Staff training focussed on information (e.g. searching for information, using e-resources; copyright; data protection; legal advice)
15. Orientation for new staff into the information resources available to staff
16. Access to publications of the organization
17. Central record of different types of information generated and held in various parts of the organization
18. Managing information resources as a corporate asset (e.g. by recording materials held throughout the organization)
19. Providing information proactively based on an information requirements profile compiled by the recipient
20. Central purchasing of publications, including subscriptions to e-journals and other electronic resources
21. Securing and exploiting adequate information resources to ensure evidence-based working
22. Regular listings of new additions to the on-line library catalogues (e.g. new books, reports, journal abstracts)
23. Advice to ‘outpost’ offices on organizing information/publications

24. Reference/lending collection of key books on specialist topics - held centrally
25. Identifying expertise within the organization
26. Identifying experts beyond the organization