Digital Reference and Information Literacy for Lifelong learning, from questions to answers
The aim of this data mining research is to verify whether, analyzing the real seeking behaviour of users can be an effective method to discover the real information needs of users.
Plan A
Plan B
Method
The questions have been grouped in eight question types;

Then, questions and libraries have been sorted into five macro subject areas.
Recycle to Reuse

- **Humanities**: 32%
- **Social Sciences**: 27%
- **Interdisciplinary**: 23%
- **Biosciences**: 12%
- **Technical Sciences**: 6%
information on library services 24.5%
books localization 18.8%
introductory bibliographic references 15.8%
journals/articles localization 12.4%
usage of catalogues, db, er 10.1%
biographical and bibliographical checks 3.0%
legal references 2.8%
“extra” information 12.5%
...we need to know to decide...
We hope to trigger a virtuous process pursuing the common goal of "meeting" the users’ needs, towards the idea of a shared, learning environment where the DR librarian and the IL librarian promote each other their basic services.
European Conference on Information Literacy (ECIL) Istanbul, Turkey 22-25 October 2013
ALMA MATER STUDIORUM UNIVERSITA’ DI BOLOGNA – ITALY

Grazie.

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