



iResearch

Information Systems: Process and practice

Christine Urquhart, Faten Hamad,
Dina Tbaishat, Alison Yeoman

List price £69.95

Product Details

Format: Paperback

ISBN: 9781783302413

Published: 21st Dec 2017

Publisher: Facet Publishing

Dimensions: 234mm x 156mm x 18mmmm

Series: [iResearch](#)

Description

This book adopts a holistic interpretation of information architecture, to offer libraries and information professionals a variety of methods, tools, and techniques that may be used when designing websites and information systems that support workflows and what people require when "managing information".

The editors argue that information architecture for libraries has largely been the study of content architecture and that, on the other hand, library assessment literature has dealt with performance measurement and change management strategies. There is a gap in the middle for information services, with little on the ways of looking at the process architecture of a library and information service and on methods for business process analysis. *Information Systems: Process and practice* aims to fill that gap with a combination of theory and supporting case studies written by an international line-up of contributors, including Sally Burford, Fernando Loizides, Catherine Burns and Adam Euerby. Case studies cover a wide variety of settings, from discrete resource discovery projects for academic and cultural institutions, through design for large organizational websites, the research evidence about user experience for semi-structured document design on websites, to the health sector with examples including patient support websites and clinical document management.

This book:

- takes a holistic view and interpretation of Information architecture in the context of libraries across the sector, globally
- discusses research and methods that help libraries and information services work from strategic business objectives through the organisation of processes that support the information services offered, and information management functions supported
- opens a new area of research/investigation on the link between information

behaviour research and information systems and architecture, supported by case studies and projects

- includes contributions from an international range of experts from diverse backgrounds
- uses introductory sections and chapter commentary from the editors to draw the discussions together.

This will be essential reading for researchers in information science specifically in the areas of digital libraries, information architecture and information systems. It will also be useful for practitioners and students in these areas who want to know the different research issues and challenges and learn how they have been handled in course of various research projects in these areas.

Contents

Series editor's foreword – *Gobinda Chowdhury*

1. Introduction – *Christine Urquhart*

2. Approaches to information architecture – *Faten Hamad*

3. Taxonomy testing for information architecture – *Christine Urquhart*

4. The enterprise website and its information structures – *Sally Burford*

5. Analysing activities, roles and processes – *Christine Urquhart and Dina Tbaishat*

6. Libraries and organization of library processes – history of operational research, and use of process modelling – *Dina Tbaishat*

7. Using RIVA process modelling to study book acquisition in academic libraries – *Dina Tbaishat*

8. Workflow analysis and process mapping in US academic libraries – *Christine Urquhart*

9. A Theoretical framework for designing and evaluating semi-structured document triage interfaces – *Fernando Loizides and Aekaterini Mavri*

10. Resource discovery case studies – *Karen Colbron and Christine Urquhart*

11. Increasing social connection through a Community of Practice inspired design – *Catherine M. Burns and Adam Euerby*

12. Methods for studying information provision, networking and communication in patient support groups – *Cristina Vasilica and Paula Ormandy*

13. Health information systems: clinical data capture and document architecture – *Faten Hamad*

14. Producing systematic reviews and getting evidence to the clinician – *Faten Hamad*

Author

Christine Urquhart was a full-time member of staff in the Department of Information Studies, Aberystwyth University. Since retiring from full-time teaching she has continued to pursue her research interests.

Dr Faten Hamad is an Assistant Professor in the Library and Information Science Department, University of Jordan.

Dr Dina Tbaishat is an Assistant Professor at the University of Jordan, Library and

Information Science Department. **Alison Yeoman** was formerly a Research Officer in the Department of Information Studies, Aberystwyth University and is now an independent researcher.

With contributions from: Sally Burford, Catherine M. Burns, Karen Colbron, Adam Euerby, Fernando Loizides, Aekaterini Mavri, Paula Ormandy and Cristina Vasilica.