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## ACKNOWLEDGMENTS

*Note to readers*

## THE CONTEXT OF THE STUDY

*The general context*

*Objectives*

*Methodology*

*Sample and distribution of responses*

## MAIN RESULTS

*The framework of the survey*

*Companies that have no or no more information/resource centre or information/documentation department*

*Corporate Information/resource centres & information/documentation departments*

- Information/documentation department reporting lines
- Functions undertaken by information/resource centres

*Organisation and jobs regarding information professionals*

- General organisation of information professions in a corporate environment
- The size of information/resource centres
- Education and training of information/resource centres' staff

*Products and services*

- General distribution
- Users of information/resource centres
- Information search
- Information monitoring and competitive intelligence
- Libraries, archive collection and corporate data bases
- Specific software: data-mining, search engines, Web monitoring, etc.
- Copyright

## ***Information/resource centres and corporate information monitoring***

### ***Information/resource centres and ICT (Information and Communication Technologies)***

- Presence of the information/resource centres on the corporate intranet
- Request for expertise in the field of ICT

### ***Information/resource centres and knowledge management***

- Definition of the knowledge management tasks
- Information/resource centre role in the knowledge management process

### ***Information/resource centres and social Web***

- Web social implementation in the corporate environment

### ***The marketing of information/resource centres***

- Promoting products and services of information/resource centres
- Pricing of products and services provided by information/resource centres
- Budget of information/resource centres

### ***Prospects***

- Impact of the economic crisis on information professionals
- Information/resource centre outlook
- Corporate information needs and role of information/resource centres

## **DETAILED ANALYSIS OF RESPONSES**

### ***Companies that have no or no more information/resource centre or information department***

- Statistical analysis of this group
- Qualitative analysis of responses from companies with no identified information/documentation department
- General summary about companies which don't have an identified information/documentation department or unit

### ***Corporate Information/resource centres & information/documentation departments***

- Titles of heads of information/documentation departments
- Information/documentation department reporting lines
- Functions undertaken by information/resource centres

### ***Organisation and jobs regarding information professionals***

- General organisation of information professions in a corporate environment
- The size of information/resource centres
- Education and training of information/resource centres' staff
- Summary on the education and training of personnel in information/resource centres

## ***Products and services***

- General distribution
- Users of information/resource centres
- Information search
- Information monitoring and competitive intelligence
- In-house publications and press reviews
- Libraries, archive collection and corporate data bases
- Specific software: data-mining, search engines, Web monitoring, etc.
- Copyright

## ***Information/resource centres and information monitoring within companies***

- Corporate information monitoring

## ***Information/resource centres and ICT (Information and Communication Technologies)***

- Presence of the information/resource centres on the corporate intranet
- Presence of the information/resource centres on the corporate website
- Request for expertise in the field of ICT

## ***Information/resource centres and knowledge management***

- Definition of the knowledge management function
- Information/resource centre's role in the knowledge management process
- Factors that limit the development of knowledge management versus incentives

## ***Information/resource centres and social Web***

- Web social implementation in the corporate environment
- Information/resource centres and social Web within companies

## ***The marketing of information/resource centres***

- Promoting products and services of information/resource centres
- Pricing of products and services provided by information/resource centres
- Budget of information/resource centres

## ***Prospects***

- Impact of the economic crisis on information professions
- Information/resource centre outlook
- Forecasts of information professionals regarding their sphere
- Corporate information needs and role of information/resource centres

## **CONCLUSION**

## **BIBLIOGRAPHY**