

KC7020 - Information Organisation & Access: Devising, implementing, and evaluating an information search strategy.

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1 Client Context

A face to face interview was conducted with the client to ascertain their information needs. A large part of the interview was the client talking about their experiences with game balance and game designs, which were the key themes of the discussion. Due to the fact that i was only given a broad subject, my knowledge of the information needs was relatively low, therefore we used an unstructured interview format, as these are useful in a scenario where there is little information about a topic (Easwaramoorthy and Zarinpoush 2006). Using this format, the client's information needs were established in more detail, such that they required further information surrounding specifics in game balancing. For example, the use of software and agents in a range of contexts that show automatic balancing.

2 search Process

Kuhlthau's model was utilised as the primary framework to conduct this information search. Kuhlthau developed this six step model, which outlines the human process of information searching, as well as the feelings, thoughts, actions and strategies that follow them. Stages one and two, named Task Initiation and Topic Selection respectively, were performed by the client ahead of the interview.

Stage one, Task Initiation, highlights the uncertainty and apprehension an individual might feel about their lack of knowledge in a particular field. In this case, the client lacked sufficient knowledge about game balance to conduct a wider piece of research. (Cite K here) Belkin, also identifies this stage as " current state of knowledge is inadequate." and highlights that the client may find it hard to identify what is of value (Belkin 2000).

References

- Belkin, Nicolas J (2000). “Helping people find what they don’t know”. In: *Communications of the ACM* 43.8, pp. 58–61.
- Easwaramoorthy, M and Fataneh Zarinpoush (2006). “INTERVIEWING FOR RESEARCH”. In.