

# Sample Final

INFM 220

Describe one way lobbyists try to influence the political process through information, and give one positive and one negative potential impact that might have.

*Lobbyists meet with policy makers and their staffs to present information about issues and argue by their side's interests should be taken into account. This has a positive impact in that it provides policy makers with more information on complex issues. It has negative impacts because the information is biased and if lobbyists from one perspective have better access, the policy makers can be missing critical information about the issue.*

In "*Just the facts ma'am?*": a contextual approach to the legal information use environment, the authors studied volunteers at the Villanova University School of Law Farmworker Legal Aid Clinic and their use of information technologies. Explain how the volunteers used the legal library vs. outside experts. Give an explanation as to why this is the case.

*The students used the law library as a last resort, and often heavily relied on outside experts. This can be due, in part, to the fact that the student volunteers were inexperienced and didn't know what to look up in the library and needed guidance.*

**Several synthesis questions like this** People have multiple social contexts. For example, someone can be a member of the intelligence community, a parent, and a patient. Choose two social contexts and explain how the information needs for those groups overlap. Do not pick a pairing of contexts that we used in class as your two contexts (i.e. do not use "doctor and patient", "politician and voter", "first responder and civilian in emergency" or "teacher and student/family").

*Many possible answers. For example, a parent and voter may have intersecting needs on issues relating to policy over education.*

In *Information needs of the rural physician: a descriptive study*, the authors discuss how rural physicians access information. List a specific need of *rural* physicians found in this study and a possible solution to it.

*Rural physicians play many roles in the community, and do not have time to look through a lot of information in all the areas they must cover. Thus, they need quick, reliable*

*concise sources of medical information. The article suggests a searchable database of textbooks is one solution. A computerized expert system is also offered as a solution.*

As we saw in many presentations, large scale disasters are often beyond the scope of something that can be handled by first responders alone. The community must get involved for an effective response. At the same time, professional response is required for many situations. Describe two ways (social, technological, or other), that you believe citizens can work with first responders during large scale disasters to improve information flow in both directions (from officials to citizens and from the public to first responders).

*(1) A system accessible over the web and on mobile phones that includes maps where citizens can indicate sites that people need help (or are being helped) and first responders can indicate where they are, where citizens can go for safety, etc.*

*(2) An emergency parallel to a neighborhood watch system would allow neighbors to interact and have a single person for their area report to and interact with a contact person in the first responder's office. This lets them exchange information in both directions, and then spread it.*

In *Patient information-seeking behaviors when communicating with doctors*, the authors discussed how patients asked questions of their doctors during office visits. What was their general finding about information seeking behavior with doctors, and what was the impact of the length of the visit?

*Patients tended not to ask too many questions, believing that doctors were good people to make medical decisions. However, when patients had longer visits, they tended to ask more questions.*