

Information negotiation between users and documentalists

Yves-François LE COADIC

INTRODUCTION

I – PEOPLE in I&D

USER -----> user-oriented

DOCUMENTALIST -----> documentalist-oriented

II- PEOPLE in INTERACTION

Information exchanges for solving an information need

Two COMMUNICATION PROCESSES

User-Documentalist interaction -----> f-negotiation

User-Computer interaction -----> e-negotiation

III - PEOPLE in NEGOTIATION

Competitive negotiation or Cooperative negotiation?

DIALOGUE -----> QUESTIONS

Examples

IV - f - NEGOTIATION

A complex communication act

Goals

Characteristics

Behaviors

V - e - NEGOTIATION

A complex computer-mediated communication act

Goals

Characteristics

Behaviors

VI - NEGOTIATION TRAINING

f-negotiation

e-negotiation

CONCLUSION