



Users' Feedback and the Computer Logs

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This paper examines users' information behaviors by analysing the computer logs kept by the library system. It is an unobtrusive method used to collect evidence-based data that indicate several variables that should be useful for library managers, namely: the frequency of use of certain books, journals, web sites, etc. by specific users; the nature of reference questions posed and the reply by librarians; the awareness or unawareness of users about certain materials or services which are hardly or not use at all.