

## **Chapter 6. Conclusions and recommendations**

*"Nothing before had ever made me thoroughly realise, though I had read various scientific books, that science consists in grouping facts so that general laws or conclusions may be drawn from them." -- Charles Darwin, Autobiography (cited in Sagan and Druyan, 1992: 41)*

### **6.1 Introduction**

This chapter summarizes the major contributions to knowledge that have emerged in this thesis, and the main conclusions and recommendations for: a) the Broomhall residents; b) LIS practitioners, and c) policy makers.

### **6.2 Conclusions**

The major contributions to knowledge of this thesis are these.

1) The residents of Broomhall seldom articulated their needs of information as *information needs*. The residents perceived daily life problems, issues, concerns, fears, and the like. From this study the community information needs emerged interrelated with these six community issues that respondents perceived: a) Issues of territoriality or uses of the land (e.g. housing; expansion of Sheffield and Hallam universities becoming university student villages); b) issues of poverty, social and economic inequalities (e.g. unemployment, debt, crime); c) health issues (e.g. drug addiction, lack of: green public open space, playgrounds, and sports and leisure facilities); d) political issues; e) cultural issues (e.g. multicultural, ethnic, religious, and national issues); and f) communication issues, and from these two community features: a) transport features; and b) educational features. The residents needed information related to these community issues and feature, but they did not mean the concept of *information or information recorded in documents* as employed in this study. Hence, it was one of the major contributions of this study to have served as a bridge between the issues and features perceived by residents according to the way they enjoy, or suffer under their material living conditions, and the information recorded in documents that, hopefully, would make those living conditions more enjoyable, and help them to cope better with suffering. For this, the interpretivist methodology played a key role for the researcher to help him translate residents' daily life problems, issues, concerns, fears, and the like into *information needs*.

2) The community profiling tool has been found effective for LIS practitioners as long as they apply it with qualitative research methods, such as those employed here: analysis of documents, non-participant observation, and interviews (both individual and group-focused). The tool's effectiveness was related to the main research objectives which were to understand deeply the perceptions of people and their material living or working conditions. Furthermore, the community profiling tool using territoriality categories proved to be more effective when using observation instead of census based datasets (e.g. Creaser, 1999; Bath, et. al, 2005), because it gives practitioners first-hand primary empirical data which can always be interrelated, and enhanced with actual pictures taken in the field as in this

project (Muela-Meza, 2003-2007). However, census information, and all types of documents should be reviewed and triangulated with data from observations and interviews.

3) A deeper understanding of the *community* concept. It has emerged from the evidence presented in this project that *community* is a contradictory concept that historically has sometimes tended more to be employed as a kind of political ideology (e.g. Putnam, 1999; Green, 2001; 2000), than to be based on empirical evidence. The main contradiction has been found between its two main intrinsic forces: the socializing forces of communality as belonging (Delanty, 2003), versus the individualizing forces of private territoriality. These forces are in contradiction and therefore cannot be combined with any other terms that resemble political ideologies such as *community cohesion* (e.g. Putnam, 1999; Green, 2001; 2000; Cromar, 2003).

4) The project has clarified the distinction between neighbourhood and community necessary when any researcher or practitioner applied the community profiling tool to LIS or any other disciplines. As has been analysed in the previous chapters, a neighbourhood (or for that matter any other territorial locality) is a territorial entity where different human communities co-exist playing different roles determined to a considerable extent by their social class status. For any information provider the consequences of this diversity are clearly contradictory: no single documental information institution (DII) (e.g. libraries) could ever satisfy all the community information needs of their users, “that is generally considered utopian” (Louie, 1976: 170), precisely because they are contradictory (Muela-Meza, 2007) and mutually excluding (Roddy, 2005). Hence, as far as our capitalist society is divided into social classes, and dominance hierarchies (Hauser, 2006; Sagan and Druyan, 1992), where the upper classes take more advantages than the lower, then the allocation of social needs and their satisfaction will always be likewise conditioned by those social class differences. When those classes conflict, the allocation and satisfaction of those needs will therefore conflict (Heller, 1996).

5) The evidence presented in this thesis has shown that most people confuse the meaning of community with that of neighbourhood. Some of them, who have commercial or ideological-political vested interests in the neighbourhoods, do not confuse it, but they deliberately manipulate both concepts in order to obtain some social class gain, mainly financial, and sometimes relating to power, or dominance hierarchy (e.g. capitalist and bourgeois class over middle class, and these over working class).

6) The *social class struggles* concept emerged as being appropriate at the time to analyse the social class contradictions. It was evident how some commentators (such as Cromar, 2003, or Bryson, Usherwood, and Proctor, 2003, or Pateman, 2006) by using politically ideological terminology such as “social capital” aligned their discourse with the dominant hegemonic discourse of the capitalist class. This *social class struggles* concept was also more appropriate in terms of describing the contradictory relationships of power and domination through deprivation of information or knowledge, or the deprivation of property, and in terms of describing whether individuals do physical labour for a living (Edgell, 1993; Demirovic, 2004). It was also more

appropriate than those concepts employed in non social-class or socio-economic-mediated models, such as *sense making* (e.g. as interpreted by Agada, 1999: 75). “Hence, what needs to be explained is not the presumed demise of class, but the tenacity of class-based patterns of inequality and politics, and much else besides. In the meantime, class rules and classlessness remains a dream rather than a reality” (Edgell, 1993: 122).

Next sections explain the recommendations that emerged from this thesis.

### 6.3 Recommendations

These recommendations are divided as follows: a) recommendations for the Broomhall residents of sections A, B, and C; b) recommendations for social sciences and LIS practitioners; and c) recommendations for policy makers.

#### 6.3.1 Recommendations for the Broomhall residents (of sections A, B, and C)

1) As analysed in this thesis, the Broomhall neighbourhood is not a homogeneous territory. The four sections (A, B, C, and D) into which Broomhall emerged geographically divided are all distinctively and contrastingly different. Residents from sections A, B, and C considered themselves as belonging to the Broomhall neighbourhood, whereas residents from section D (the most affluent section of all) considered themselves not belonging to Broomhall, but to the Broomhall Park neighbourhood. Hence, it could be recommended that, since the residents of Broomhall and the Park have already delimited the geographical boundaries of their neighbourhoods, the residents of Broomhall (sections A, B, and C) could legally change the name of their neighbourhood. Thus, since the Manor 16<sup>th</sup> century Broom Hall mansion lies in the heart of Broomhall Park (section D), and residents from the Park care mostly for their Park neighbourhood, then residents from sections A, B, and C have no contemporary links with the Broom Hall, except those from history. Furthermore, residents from section C changed the name of Havelock Square to Holberry Gardens (when the former used to have bad reputation due to prostitution). Thus, if they honoured that street with the name of the socialist chartist Holberry (*Broomhall News*, 2005), then they might as well rename the three sections A, B, and C as Holberry Gardens, or with other names. However, there might remain all the aforementioned differences between these three sections as analysed in the study, but at least they would have a better chance to join around a common name that distinguishes them and unites them more such as *Holberry Gardens*, instead of *Broomhall*.

2) Whether or not, the residents of the sections A, B, and C of Broomhall rename themselves as *Holberry Gardens* (or any other name they choose), they should search for all the mechanisms that allow them to establish solid and strategic alliances amongst other residents from different cultures in order to set themselves a common strategic aim for the decades to come. This aim could be to build a three-section (A-B-C) front for a true *Renaissance*, a real revival of their three-section neighbourhood, but by saving their homes, their brown field, and their playgrounds, and, if possible, by converting the current upper-market HMOs (Housing in Multiple Occupancy) into green field, so scarce in those three areas. All A-B-C

sections residents, regardless of their class status, could unite on a common front (under a common name as completely separated from the Broomhall idea or the Broomhall Park), to truly take their neighbourhood into their hands (without the intervention of politicians from Broomhall Park, or council or councillors, or MPs, or MEPs). They could learn as well the stories of other residents from Liverpool, or London, who succeeded under more difficult circumstances than those of Broomhall (Leeming, 2007a; 2007b; Radnedge, 2006; Cottage and Fredericks, 2006). Once again, the middle class home-owning residents could take the lead. They should be more concerned to join forces with working class residents, because as analysed in this study, the working class residents are more likely to be relocated into other council social housing somewhere around in Sheffield. That is, because they are poor working class council tenants, they might not mind being relocated, or they might have no other choice. However, even if they might be relocated they might mind to some extent, because they might lose the convenience of living 5 to 10 minutes walk away from the city centre. However, in the case of middle class home-owning residents, they are now –according to the evidence presented in this study– at a huge risk of losing their homes. They might lose all the good things they gained when they became united in the 1970s and 1980s, and stopped the Sheffield City Council’s compulsory purchasing and home demolishing (Hall, 1981; Crook, et. al., 1976; Crook, 1983; Gibson, and Dorfman, 1981), and the Sheffield Hallam University’s expansionist plans (Warman, 1969).

3) Broomhall residents from sections A, B, and C could bring to account under the rule of law all the politicians and corporate magnates from the Broomhall Park, or from the Sheffield City Council, or all partisan councillors, or MPs, or MEPs before regional, national, or even international justice tribunals, e.g. EU Tribunal of Justice at The Hague, for all their responsibilities in using the extreme poverty, living condition, and misery of the most deprived sections of Broomhall, A, B, and C, but particularly from A, the Hanover Estates as a medium for them to justify their ideological-political agendas of ‘social inclusion’ or ‘social cohesion’ or ‘community cohesion’ where they get funding because they include these deprived ABC sections in their plans but as analysed above they do not bring many benefits for those poor people.

4) The residents from sections A, B, and C (either the future *Holberry Gardens* neighbourhood or other name) could seek to create the legal mechanisms to audit and make accountable all politicians and elected members in relation to several issues affecting information provision. Politicians and elected members could be brought to justice when they ostensibly have conflicts of interests, e.g. being neighbourhood-elected members, and at the same time owners of building corporations. Residents from sections A, B, and C, could create an alliance with the most trusted information providers found in this study (e.g. Sheffield City Council’s Library, Archives and Information department, and the Sharrow Citizens Advice Bureau), and together bring about this change.

5) The residents (mainly working class, and middle class who really look after the interests of working class) from sections A, B, and C should seek the mechanisms to repeal the plans led by the capitalist and bourgeois class

residents and community organisations that want to demolish people's homes and build upper-market HMOs (Housing in Multiple Occupation), or any other kind of upper market businesses. Projects such as Cromar (2003); LDA Design (2005), and already approved by the Sheffield City Council (2006a) cabinet in October 2006, which consisted in 'regenerating the *heart* of Broomhall,' have been found biased in almost all aspects. For instance, the major bias is that those plans are conducted more on political and ideological grounds, and for profit, than as scientific, or professional research, because as analysed in this project, the 'real heart of Broomhall' is the Broom Hall estate which lies almost at the centre of section D of the Park (see maps on Figures 4.1. and 4.2 in Chapter 4). That is, some members of the capitalist and bourgeois class have convinced the European Commission Objective 1 funding scheme, which at least in its objectives is dedicated to fund projects to help "areas lagging behind in their development." But in reality the plan has many negative underlying issues which poor working class, (the illiterate, the destitute, the asylum seekers, the refugees who do not speak English), and even middle class literate people who are not interested on any social or general issues of the community, do not understand, or do not want to understand and get involved in. Some might be so affected by drugs, debt, cognitive failures, that they might never understand. Important issues derived from the plan include the following: a) the plan will destroy the small Hanover Playground (when there are not enough playing facilities); b) it will bring many more upper market capitalist/bourgeois HMOs (Housing in Multiple Occupation) to section C and A (when section A is the most overcrowded and smallest piece of land compared with section D, the Park); c) it will consequently bring some upper market Waitrose style shops and the small and culturally diverse corner shops might disappear, d) they say (LDA Design, 2005: 7) that the YMCA which now owns St. Silas Church will accommodate in this church the Hanover Medical Centre and youth centres, sport pitches and so on. However, this is essentially the same thing that the YMCA did in 1967 –only to sell it to Sheffield Hallam University in 2001 (Star (Sheffield), 2002b). In addition, St. Silas Church is only 4% of the size of their ex property in Broomhall Road ('at the real heart of Broomhall'). Thus if the YMCA has deprived poor Broomhall residents of 10, 956 m<sup>2</sup> of free access to health and sports facilities it is not a convincing argument that providing only 450 m<sup>2</sup> of pay-per-access upper market facilities in their St. Silas Church would equate to the lost services. Furthermore, if the YMCA has deprived poor people of access to 96% of health facilities in the past (even if they now compensate 'their errors' with a reduced 4% of facilities), nothing can guarantee residents that they would not sell St.Silas Church to the best bidder. Residents, just need to take a look at all the upper market developments around Broomhall (*Exposed*, 2007: 22-23), and the upper market 'regeneration' of the Devonshire Green shown in hundreds of pictures taken by the author during this study (Muela-Meza, 2003-2007).

6) Residents from the Park might also think about joining forces with residents from the prospective *Holberry Gardens* neighbourhood (sections A, B, and C) with a view to repealing the *social capital* 'experiments' against the welfare of the poor working classes of Broomhall (e.g. Cromar, 2003). There is plenty of evidence in this project to support the arguments of why they might do so. Perhaps the residents from section D, Broomhall Park, think that

by ghettoising themselves in the Park, by keeping the poor working classes out of their section, and by supporting capitalist initiatives against the poor, they would get rid of the poor. However, many years ago, Wilkinson's (Hey, 1998; Odom, 1926; Leader, 1905; Senior, 1872) experiment tried to do the same and many riots, and revolts emerged. It is suggested that Broomhall history be reviewed and learn from it. Perhaps they are greatly absorbed and engrossed in their own temporary powerful status being a capitalist or middle class member might give them. However, as seen above with the Blitz, dramatic historical events cannot be stopped when they happen. In this case the rapid privatisation (what capitalist and bourgeois class calls it 'social capital') is a social disaster in the making which might affect not only the interests of poor working classes, but also those of upper classes. For instance, one of the major issues for capitalist or middle classes is the effects of extreme privatisation by capitalist class in terms of extreme negative effects on the poor. Arguably if the police would do their job properly in Broomhall they might, for example, find out why mostly Broomhall Park residents are the object of violent attacks (e.g. *Star (Sheffield)*, 2006a). The more that people from the Park distance themselves from the poor, and the more they support capitalist-driven policies, consequently the more poor people might feel resentful towards them. There is no police evidence here; however, it would not be surprising if those crimes were found to be committed by poor people from section A. However, the solution is not to implement an Orwellian Big Brother or a police state, but to reach a genuine and better understanding amongst social classes to achieve win-win solutions. If the rich support the poor in all respects, it is more likely that better understanding and relationships could be brought about. Nevertheless, the evidence shown and analysed in this study only indicates that things may become more divisive and conflicting. From the evidence analysed here, it is possible that in the next few years most working and middle classes could be displaced from Broomhall and all sections A, B, and C could become not *Holberry Gardens*, but *Little Manhattan with not even a speck of brown field*. Both Hallam and Sheffield universities could also have made their 1969 dream come true by taking over all of the land of sections A, B, and C (see Warman, 1969 and map on Figure 4.12 in Chapter 4). However, when the residents of the Park cannot find any working class from sections A, or B, or C to support (honestly or through biased research) their capitalist policies, including even their Conservation Areas laws, will not be able to save their land from the universities' or developers' expansionism. After all, Sheffield Hallam University, after closing their Psalter Lane campus already own a third of the Park (see map on Figure 4.13 in Chapter 4). Moreover, the council is keeping them in check with their own much sought Conservation Area act (Sheffield City Council, 2007a; 2007b), because they cannot even put up a satellite dish in their own properties, because 'it affects the historic character of their own house.' Thus, it is foreseeable that when capitalist or middle class residents cannot truly conserve their own mansions they might have to sell them as happened in Hanover Square (McClarence and Rogerson, 1988). However, even if capitalist and middle classes cooperate with the poor, certainly social class struggles will not disappear (these could remain as long as society keeps itself organised through the division of classes and dominance hierarchy). However, at least perspectives aimed at cooperating strategically, truly and honestly in favour with the poor would be

to the benefit of the three classes involved in the four sections of Broomhall analysed here.

### 6.3.2 *Recommendations for social sciences and LIS practitioners*

1) Social scientists, LIS practitioners, and Sheffield information providers (including Sheffield City Council's Library, Archives and Information department and the Sharrow Citizens Advice Bureau) should create legal mechanisms to audit and make accountable all politicians and elected members relating to several issues affecting information provision. Politicians and elected members should be brought to justice when they ostensibly have conflicts of interests. It is recommended that in this they consult most of the residents from sections A, B, and C as analysed in this project.

2) LIS practitioners should try to implement locally what is known nationally as the legal deposit, and request all public organizations funded with public funds to deposit all of their internal documental information in the Sheffield libraries and archives. This is because there are many organizations that act like fiefdoms (e.g. Broomhall Forum; Broomhall Cosmopolitan Centre, Ltd.; Broomhall Park Residents Associations; YMCA). Hence, all information providers should be made accountable before the law in the Freedom of Information Act, because many NGOs act like information fiefdoms and strongholds that, rather than give access to information, tend to conceal and monopolize it. Not to mention that this issue is even worse with informal 'underground' gatekeepers that might act as information providers.

3) This project promotes an institutional approach to the provision of information recorded in documents: it should be the responsibility of central and local government to provide all the different sources of information recorded in documents for the Broomhall residents, but in an institutionalized manner. Moreover, this information should be provided as a free and public service for the neighbourhood, because many organizations in the neighbourhood use information as a commodity of power, most of them not being accountable democratically to the people. Many people come and go from organizations, organizations come and go, but only institutions remain through time. In this regard, public libraries depend of public funding and they are steady, fixed, long standing institutions, which at least in principle are open free for all.

4) The local government should take over the Broomhall Centre management and build a branch public library in its building, as it was suggested from different interviewees.

5) From the data generated in this project, it emerged that Sheffield libraries were the least used information provider. Public libraries in Sheffield, or at least those near to Broomhall at a walking distance: the Central Library on Surrey Street in the city centre; further downhill at Highfield on London Road and up the hill at Broomhill at Tupton Road, do not have themselves a *community profile*, either city wide in the case of the Central Library, or locally in the case of the other two. They do have a mobile library that circulates city wide and it includes a route through Broomhall. However, as stated in a letter from the librarian of this service, they do not provide special services based

on particular communities' needs. They only provide the same stock of books for all the users of Sheffield, regardless of their particular community needs.

6) The evidence generated in this project suggests, in line with Rendón Rojas' (2005) theoretical concept of *Documental Information Institution (DII)*, that the more efficient information providers are those institutionalized (e.g. as in Rendón Rojas' (2005) *DII*), financed by the tax payers, managed by professional *documental information professionals* (e.g. librarians; advice providers) separated and protected from any political upheavals (Marquand, 2004), and provided by the state and other statutory institutions as part of the social services for citizens through the public arena (Demirovic, 2004; Marquand, 2004), like health services, and any other social services. This recommendation is being fulfilled to some extent already, but it has emerged from the data that since the 1970s and 1980s there has been a very negative shift towards the privatization of all social services included those relating to documental information. Hence, the proponents of the deinstitutionalization of the documental information infrastructure also play an adverse role in impoverishing the public arena and the provision of vital social services by the state and statutory institutions. Some (Martin, 1989; Cronin, 1981; 1992a) do it in favour of capitalist neoliberal ventures, and some (Black and Muddiman, 1997) do it 'apparently' against capitalist neoliberalism by envisioning some nostalgic return to past *community librarianship* aimed at 'bringing back' libraries to the community and by positing post-modern '*de-territorializing*' ideologies (rather than real natural and socio-historical facts or phenomena). However, either apparently in favour or against capitalist neoliberalism, both forces play in favour of the deinstitutionalisation of the documental information infrastructure, with disastrous consequences in terms of inadequate provision of information for the neighbourhood communities as has been evidenced in previous chapters of this study.

7) LIS (as well as any other science) should proceed scientifically, instead of politically, or ideologically. That is, by allowing empirically generated data, evidence, facts, and findings to guide scientific and LIS practice, and put political, and ideological agendas at bay and away from LIS, and any other scientific realm. This is because, as some scientists put it, "politics is not a science" (Sagan, 1997: 433), that politicians do not know much about scientific matters (Feynman, 2001), and that science cannot be reduced to demagogical democratism and the whims of politicians (Penrose, 2004). Thus, politicians should not be allowed to interfere in LIS or any other scientific matters.

8) What is at stake is the dismantling of the documental information infrastructure (Schiller, 1996; Marquand, 2004), and LIS practitioners should be very careful when they try to bring their political ideologies into LIS scientific practice. Throughout the boundaries of the Broomhall neighbourhood, only one leaflet about housing was collected in only one of the different facilities assessed (at the Broomhall Community Centre). This was at a time when housing and territorial issues emerged as having the most pressing and adverse effects on residents. This is evidence that community and voluntary sector have no idea of the value of documental information (Deacon and Golding, 1991) (with the exception of the Sharrow Citizens Advice Bureau), and that statutory sector libraries do not have a



legal framework to systematically collect, organise, preserve, and disseminate the communities' documental information, the communities' documental heritage; the people's memory.

9) Only those statutory sector documental information institutions like libraries, and archives have the capacity to preserve people's documental memory (although they might also have it to destroy it, e.g. Báez 2006; 2007), precisely because institutions outlive individuals, especially politicians who come and go from office.

10) Thus, LIS practitioners, based on the evidence presented in this project might decide to conduct research to find ways of preserving people's documental memory; communities' documental heritage. Broomhall poor working class and formally uneducated people (and some less formally educated middle class) cannot take intelligent decisions about the pressing issues dramatically affecting their daily lives precisely because political ideologies from all walks of life (statutory, voluntary, and professional) have been one way or the other impoverishing the people's memory of information recorded in documents (Muela-Meza, 2005c; Schiller, 1996; Marquand, 2004). An author (Báez, 2006; 2007) criticises this phenomenon as being a deliberate people's 'killing of the cultural memory' or '*memoricide*' orchestrated by powerful groups to subdue weak and large groups of society.

### 6.3.3 *Recommendations for policy makers*

1) The European Parliament should review the Objective 1 social fund scheme which in the UK is based in Sheffield, and that in Broomhall is mainly managed by the Broomhall Forum, YMCA, and Broomhall Cosmopolitan Centre, Ltd. It should conduct an investigation into why those organisms in receipt of funding do not actually spend it on the deprived communities of Broomhall.

2) Sheffield and Hallam universities emerged as classist universities, since academics have been considered here as middle class members. Universities only or primarily serve their academic communities and exclude the rest of the citizens. Middle class academics already have a great advantage over illiterate and non-formally educated working classes, and still their universities provide them with better services. The author corroborates this fact because he has used the University of Sheffield's information and advice services and compared them with non-university, statutory or voluntary services. The recommendation is that the universities of Sheffield (Sheffield, Hallam, etc.) and for that matter universities all across the United Kingdom should grant free and free of charge access to all of their services. This is because as a LIS commentator notes: "the specialization of information provision has created an environment within which no single organization can satisfy most needs –a user accessing one agency will often have to be referred to another. However, what is particularly interesting is the extent to which many organizations are progressing from basic awareness and referral liaison to more ambitious forms of joint working, those activities will enable them to collectively offer an enhanced service to the community" (McDowell, 1992: 233). Furthermore, by doing this, Sheffield, Hallam and other universities might be perceived positively by residents of Broomhall

and across Sheffield as doing something positive for the communities by providing information, advice, and help services. Not negatively as they have been perceived by most interviewees of this study.

The next section will explain the limitations of this thesis.

#### **6.4 Limitations of this study**

The author of this project acknowledges a number of limitations that might be taken into account by the reader of this thesis relating to its concepts, methodologies, methods, findings, discussions, conclusions, and recommendations.

1) The limitation of being a foreign student in the UK. This limitation might be the most important to be considered in this thesis. The author is a Mexican national and citizen, being born in Mexico and having lived almost all of his life in Mexico except for some stays of few years abroad to study for example in Sheffield. The first time he ever came to the UK was on 29 August 2003 when he enrolled at the University of Sheffield as a PhD student at its Information Studies Department. If the author has fallen short in understanding all the multiple complexities of the British culture, economics, politics, and so on, beyond the sound possibilities provided by the academic discourse, the author acknowledges this caveat. The author hopes that the reader might assess this research project on the grounds of its scientific, and academic value (including its limitations), and not based on the author's nationality.

2) Another apparent limitation is that the project at times appeared to be trying to look for a sense of justice in every bit of information analysed. However, the researcher acknowledges that this, rather than a limitation, is more inherent to the scientific research endeavour which historically has fought against all oppressive authorities, against all odds, and so on (cf. Chapter 2; Sagan, 1997: 47; Feynman, 2001: 104; Sokal and Bricmont, 1999: 207). It could be said that more than a search for justice, this project was a quest for knowledge, understanding, and scientific truth purely on academic grounds, and whenever people's expressions appeared to be contrasting (regardless of their class), the author tried impartially and disinterestedly (as a scientist would put it, Feynman, 2001: 108) to analyse and synthesize the data (perceptions, expressions, interpretations, even the author's) appealing all the time to a sense of academic ethics, integrity, humility, and honesty. Nevertheless, some authors (Fleissner and Hofkirchner, 1998: 207) consider that the search for justice and wisdom are essential elements that should be implicit in social research and critique, and they also criticise that justice and wisdom are missing from the new catchwords of the so called "information society."

3) Finally, the ultimate limitation of this study is the nature of the study in itself. A PhD study is ultimately a process for the researcher to obtain a doctoral degree, and hence it is limited by academic and time constraints. The author became overwhelmed by so many documents, both printed and digital, that, regretfully, not all of the data could be incorporated in the thesis. The whole research process was one of constant self-correction and change

in which things that one day were considered interesting might have become on another day inadequate –in the light of new observations in the field, or deeper understanding of the respondents' perceptions, or literature reviewed. In this way the author compiled an electronic document nearly 1,000 pages long, representing an electronic draft of all the drafts he made of the thesis.

## **6.5 Summary**

This chapter has stated the major conclusions of the thesis, as well as its recommendations for the Broomhall respondents, information providers and policy makers.

Chapter 7 discusses the further research steps the research will conduct in order to make these finding available to the widest publics, and the insights that emerged from this thesis suggested for the LIS or social sciences communities.