

# Contents

Preface ix

Acknowledgments xv

|     |  |     |
|-----|--|-----|
| I   | Introduction to Human Information Interaction                                    | 1   |
| 1   | Basic Concepts   | 3   |
| 2   | What Is Human Information Interaction?   | 17  |
| II  | Conceptual Constructs and Themes in Information-Seeking Behavior                 | 45  |
| 3   | Theoretical Constructs and Models in Information-Seeking Behavior                | 49  |
| 4   | Information Need and the Decision Ladder   | 83  |
| 5   | Five Search Strategies   | 97  |
| III | Conceptual Traditions in Human Information Behavior                              | 119 |
| 6   | Two Generations of Research  | 121 |
| 7   | In-Context Research  | 145 |
| 8   | Theoretical Traditions in Human Information Behavior                             | 167 |
| IV  | Human Information Behavior and Systems Design                                    | 183 |
| 9   | Interlude: Models and Their Contribution to Design                               | 185 |
| 10  | Human Information Behavior and Information Retrieval: Is Collaboration Possible? | 199 |
| 11  | Cognitive Work Analysis: Dimensions for Analysis                                 | 225 |
| 12  | Cognitive Work Analysis: Harnessing Complexity                                   | 241 |

**V An Ecological Approach to Information Behavior: Conclusions 253**

**13 Enhancing the Impact of Research in Human Information Interaction 255**

Glossary 273

Abbreviations 277

Notes 279

References 305

Index of Authors 337

Index of Topics 343