Contents

List of figures and tables ..... **ix**

1 Introduction **1**
References 3

PART 1 BASIC CONCEPTS **5**
2 What is information behaviour and why do we need to know about it? **7**
Introduction 7
Defining 'data', 'information' and 'behaviour' 10
Defining 'information behaviour' 13
Information behaviour and cognate areas 25
Summary 27
References 28

3 Changing conceptions of information needs **29**
Introduction 29
Information needs 30
Information-related needs 41
Summary 44
References 45

PART 2 WHAT DO WE KNOW OF INFORMATION BEHAVIOUR? **47**
4 Information seeking and acquisition are key components of information behaviour **49**
Introduction 49
Basic information-seeking processes and activities 49
Information-seeking strategies 54
Serendipity 64

Case study: serendipity 66
Summary 70
References 73

5 Information behaviour can be collaborative 77
Introduction 77
Definitions 78
Characteristics of collaborative information behaviour 81
Case study: collaborative information behaviour 90
Summary 94
References 95

6 Factors influencing information behaviour 99
Introduction 99
'Internal' factors 101
External influences 119
The relationship between 'internal' and 'external' factors 125
Summary 131
References 132

7 Models and theories in information behaviour research 141
Introduction 141
Models of information behaviour 142
Theories of information behaviour 147
Summary 163
References 165

PART 3 DISCOVERING AND USING KNOWLEDGE OF INFORMATION BEHAVIOUR 169

8 Research approaches 171
Introduction 171
Different types of research – and different types of knowledge 172
Research paradigms 176
Research methodologies and methods 180
Assessing quality in research 180
The 'darkness to light' ratio 184
Research and practice 186
Summary 192
References 193

9 Research methodologies in action 195
Introduction 195
Hypothesis testing: a deductive quantitative study 195
Situational Analysis: an inductive qualitative study 198

Mixed-methods research: a mixed-methods study 204
Comparing approaches 208
Summary 214
References 215

10 Using knowledge of information behaviour to design information systems ..217
Introduction 217
Cole's 'enabling' information retrieval system interface 220
The PATHS project 223
Supporting serendipitous knowledge discovery: the IF-SKD model 229
Summary 232
References 233

11 Conclusion 237
References 243

Appendix: defining 'information' and 'information behaviour' 245
References 247

Index 249