Index

Α	Communication models, 5
	Comprehension, 191, 201
Abilities, cognitive, see Cognitive, abilities Access to information, see Information, access	Computer-Supported Cooperative Work, 113, 177, 255
Action-consequence links, 72, 77, 83, 87–88	Consequences of actions, see Action-
Advance organizers, 161, 203, 224	consequence links
Affordances, 163	Consumer information needs, 94–96
Alternatives	CSCW, see Computer-Supported Cooperative
evaluation, see Selection of, alternatives	Work
identification, see Identification of, alternatives selection, see Selection of, alternatives	Customizing information systems, see Information, systems, customizing
Analogy, 165, 203	
Anomalous state of knowledge, 60	D
ASK, see Anomalous state of knowledge	
ATM, see Automated teller machine	Data-centered design, 14-17, 111-112
Automated teller machine, 66	Decision making, 100-102
comparison with OPAC, xi	group, see Group, decision making
Automaticity, 63-64, 79, 86	Design
	data-centered, see Data-centered design
В	for
TI	failures of perception, see Failures of per-
Blunting, 12, 90, 119–120	ception, design implications
Body of knowledge, 4, 7, 36, 115, 133, 140	identification of alternatives, see
Boundary spanning, 147–149, 178	Identification of alternatives, design
Bounded rationality, 118–121, 175	implications
Browsing, 159–163, 166, 238	information evaluation, see Evaluation of,
Budgeting, see Program budgeting	information, design implications
C	knowledge resources, see Knowledge, re- sources, design implications
	learning, see Learning, design implications
Classification, 159-161	planning, see Planning, design impli-
Cognitive	cations
abilities, 40, 224	scanning information, see Scanning infor-
engineering, 16, 127	mation, design implications
load, 209-210, 212	selection of alternatives, see selection of,
model, 58-73	alternatives, design implications
styles, 40	of information services, see Information,
Collection of information, see Information,	service, design implications
collection	user-centered, see User-centered design
Collective	Development of information services, see Infor-

information needs, see Social cognition model

knowledge, see Group, knowledge

mation, service, development

Display formats, 194-195, 200, 204, 224

304 Index

Documents, electronic, see Electronic documents Dual coding, 204	Н
	Health information needs, 90-94
r.	Hypertext, 196, 229
E	
Economics of information institutions, see Information, institution, economics	I
Electronic documents, 199-200, 205-206	Icons, 162–163
Enabling states, 44, 152	Identification of alternatives, 62, 69–71, 77,
Engineering, cognitive, see Cognitive, engineering	82-83, 87, 114-116, 136-138 design implications, 167-172
Evaluation	Indexing, user-supplied, see User-supplied
gulf, see Gulf of, evaluation	indexing
of	Individual differences, 39-41, 193, 198, 202,
information, 197–200, 210, 252	227
design implications, 219, 225–228	Informant, defined, 5
institutions, see Information, institution, evaluation	Information
	access, 236–237
services, <i>see</i> Information, service, evaluation	agency, see Information, institution
systems, see Information, systems,	as
evaluation	knowledge, 3-4, 115, 170
Execution, gulf, see Gulf of, execution	process, 3-5, 14, 115
Expert, 131–136,163–164, 174–175	thing, 2, 5, 14
Explanation, 164–165	avoidance, see Blunting
	collection, 235-236
_	defined, 2-3
F	device, 18
Failure - Conservation EC CE CO 75 76	defined, 4
Failures of perception, 56, 65-69, 75-76, 79-82, 110-114	institution, 120–121
design implications, 158–167	defined, 19–21
Fee-for-service, 272, 276–278	economics, 274–280
Formats, display, see Display formats	evaluation, 297–299
Torriats, display, see Display formats	management, 280–284
	marketing, 263–268
G	planning, 268–274
	interaction, 246–250
Gaps in knowledge, see Knowledge, gaps'	needs, see Needs analysis
Gatekeeper, 148–149, 177–181, 254	collective, see Social cognition model consumer, see Consumer information needs
GDSS, see Group Decision Support Systems	health, see Health information needs
Goals, 192	individual, see Cognitive, model
Gratification, see Process gratification Group	managers, see Managers, information needs
decision making, 102	newcomers, see Newcomers, information
information systems, see Information systems,	needs
group	political, see Political information needs
knowledge, 79–82, 86–87	organization, 238
learning, 78, 211	seeking, 26, 88
Group Decision Support Systems, 102, 113, 177,	service
255	defined, 19-21, 245-246
Gulf of	design implications, 250-255
evaluation, 127, 189	development, 265-267
execution, 127	evaluation, 292–295

Index 305

marketing, 111–113, 116–117, 120–121, 257–259, 279–280 policy, 110–111, 115–116, 117, 120 source selection, 140–143, 156–157 structures, 114–116 systems customizing, 47–48 defined, 5, 19 evaluation, 292–295 group, 176–181, 232–234 tasks, see Task analysis technology, 255–257 Institution, information, see Information, institution Instruction, 255–257 Interfaces, 161–163, 237–238 Intermediaries, 5, 144–145, 246–250, 281–282	information institutions, see Information, institution, marketing information services, see Information, service, marketing Medical information needs, see Health information needs Mental models, 146, 161–162 Metacognition, 37, 212 Models mental, see Mental models of information needs cognitive, see Cognitive, model organizational, see Organizational model social, see Social model social cognition, see Social cognition model Monitoring, 90–91
Intersubjectivity, 67, 81-82	N
к	Needs analysis, 24, 26–29, 55–107 Newcomers, information needs, 27, 98–99
Knowledge body of, see Body of knowledge collective, see Group, knowledge defined, 2–3 disavowal, 102 gaps, 62–73 group, see Group, knowledge map, 221, 236 resources, 35–39, 128–130, 135, 137–139, 143–144, 146–149, 192–194 design implications, 152–156 sharing, 249 structures, 61–66, 69, 71, 200	Online public access catalog, comparison with ATM, xi OPAC, see Online public access catalog Organization of information, see Information, organization Organizational model, 58, 85–88 Organizers, advance, see Advance organizers P Partnership model, 246–251, 253–254, 260,
L	267–268 Perception
Learning, 200–208, 252 design implications, 228–231 group, see Group, learning Load, cognitive, see Cognitive, load	failures, see Failures of perception problem, see Problem, perception Person-in-situation model, 88–90 Persuasion, 80 Planning, 208–209, 252 design implications, 231–232
M	information institutions, see Information, institution, planning
Management information systems, 12, 112 of information institutions, see Information, institution, management Managers, information needs, 100–102 Marketing of	Political information needs, 96–98 Problem perception, 62 solving, 11–14, 18, 79–80, 91–92 Process gratification, 97
Marketing of	Program budgeting, 283-284

0	Stereotypes, 42
	Styles, cognitive, see Cognitive, styles
Questions, 129-131, 135-138	System
•	1, 166-167, 220, 250-251
R	2, 167-172, 221, 251
	3, 172-176, 221, 251
Relevance, 197	
Resource analysis, 24, 35-41	
·	Т
S	Ted
	Task analysis, 24, 29-35, 189-190
Scanning information, 190-197, 210, 252-253	
design implications, 221-225	U
Schema theory, 69	
Selection of	Usability, 24, 45–48
alternatives, 71-73, 77-78, 83-84, 87-88,	testing, 26, 45-47
109, 116-118, 138-140	User
design implications, 172-176	models, 24, 41–43
information sources, see Information, source	studies, 59-61, 119
selection	User-based customizing, see Information, systems,
Shared control, 247	customizing
Slot filling, see Identification of alternatives	User-centered design, 16-19, 126-127
Social cognition model, 57-58, 78-84	comparison with
Social model, 57, 73–78	bureaucracy, 2
Socialization, 76	data-centered design, 14-19, 119-121
Statement of information need	model, 24
defined, 126	User-supplied indexing, 154-155, 157-158,
group, 145-150	166, 170-171, 173-174, 226-228, 252,
individual, 127–145	267