Cognitive Viewpoint 😊

*not* Cognitivism 😞

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The Snowman’s Overview

• *Why* do people engage in information seeking behavior?
• *What* constitutes knowledge, and *how* is it constituted?
• What does this mean for *understanding* and *supporting* information seeking behavior?
Problematic Situations

- The natural, ordinary, unproblematic
- The extraordinary, unanticipated, unfamiliar, problematic
- Internal resources, i.e. knowledge, are inadequate for resolution of the problematic situation, attainment of goal
Experience, Interaction

- Knowledge is gained through direct experience with the world, through interaction with others, “second-hand”, as a social process.
- Knowledge is what we believe.
Interpretation

• People’s construction of knowledge is mediated by what they already know (i.e. believe)
• Interpretation of second-hand knowledge
Representation

• To support people in resolution of their problematic situations, it is not enough to represent second-hand knowledge
• Representation of the nature of the problematic situation, and its components
Interaction

• Understanding of the problematic situation takes place dynamically, over time
• Support for resolution of the problematic situation is necessarily interactive
Snow melts

Snowmen do, too

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