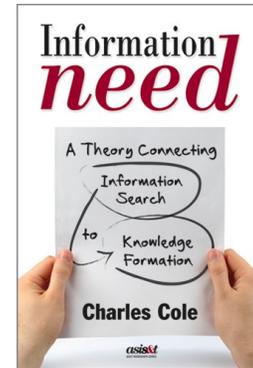


## Praise for *Information Need*

“Charles Cole’s book *Information Need* is a timely look at an old and perplexing topic in information science—and, indeed, in all human behavior. Few notions are as underexamined as that of a ‘need for information;’ Cole’s book digs deep into the psychological nature of such needs and their implications for perceptions, beliefs, and knowledge.”

—Donald Case, School of Library  
and Information Science, University of Kentucky



“Synthesizes and integrates the major work of information science to craft a new theory of information need that opens innovative approaches to searching and system design. An important book ... highly recommended for people working to narrow the dysfunctional divide between information seeking research and computer system design.”

—Carol Kuhlthau, professor emerita,  
School of Communication and Information, Rutgers University,  
and author, *Seeking Meaning: A Process Approach  
to Library and Information Services*

“The value of this book for most readers, I assume, will be for its richly presented array of substantive theorizings that are drawn coherently via helpful historically chronological and deeply intellectual paths. The author aims to address the questions: ‘What is information need?’ and ‘How does it work?’ by focusing on these questions at ‘most fundamental’ levels. From my perspective, most efforts that try to add to our ways of understanding information seeking and use are today hampered by being piled high and wide but not deep. This book offers a very important exception. The author has labored hard to define deeply and clearly without drowning us in word salads of undefined or inaccessible terms. He has also given serious, close scholarly attention to the sources that have illuminated his journey. In short, we come closer to grasping what he is attempting to say to us. As a result even when we disagree, a serious engagement with this book invites all kinds of useful informings, e.g., learnings, challengings, arguings, comparings. If I teach a course focusing on information needs and seeking in the future, I will consider making this the core text around which I would invite students to compare and contrast their understandings from other authors.”

—Brenda Dervin, full professor of communication  
and Joan N. Huber Fellow in Social Sciences,  
The Ohio State University

“Charles Cole has explored and conceptualized a remarkably under-studied area of information science—the information need. He puts the concept in its theoretical and practical context, integrates several key models in information retrieval and searching, and leads the reader to think about the topic in a whole new way. An excellent and much-needed addition to the literature.”

—Marcia Bates, Graduate School of Education  
and Information Studies, University of California

“Every search in the world is based on some information need. Every search algorithm in computer science is based on some stated or unstated assumption about information need. So is every study or professional action about searching in information science. For both fields this book is a mighty contribution to furthering understanding of the elusive but real notion of information need.”

—Tefko Saracevic, PhD, Professor Emeritus,  
School of Communication and Information, Rutgers University