Information and Emotion

New Book Addresses the Affective Paradigm in Information Behavior Research and Theory


Information and Emotion introduces the new research areas of affective issues in information seeking and use, and the affective paradigm applied to information behavior in a variety of populations, cultures, and contexts. The book is a unique source of research findings on the user perspective, the user experience, and how emotional aspects can be interpreted, mitigated, or enhanced through design that is informed by use, and by users who directly participate in information design. More than 20 information behavior researchers at the forefront of charting the emotional quality of the information environment contributed to the book.

“Diane Nahl and Dania Bilal have chosen an appropriately bold title that emphasizes how little information scientists and knowledge workers have focused on users’ emotions as they interact with information,” according to Jennifer Preece, Dean of the College of Information Studies at the University of Maryland, writing in the book’s foreword. Preece said the book “deserves a prominent place on the shelf of every researcher, student, scholar, and manager who seeks to understand users’ information behavior.”

“We knew about motivation and frustration,” said Ben Shneiderman, author of Designing the User Interface: Strategies for Effective Human–Computer Interaction, “but now the vast territory of affective responses has been charted, opening up many possibilities for future researchers. Readers will more clearly see the path to making information seekers happier and more successful.”

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In addition to the foreword by Jennifer Preece and an Introduction by Diane Nahl, the book’s contents include:

**Part I: Theoretical Frameworks**
- Chapter 1: The Centrality of the Affective in Information Behavior, by Diane Nahl
- Chapter 2: Grounding Children’s Information Behavior and System Design in Child Development Theories, by Dania Bilal
- Chapter 3: How Emotional Dimensions of Situated Information Seeking Relate to User Evaluations of Help from Sources: An Exemplar Study Informed by Sense-Making Methodology, by Brenda Dervin and CarrieLynn D. Reinhard
- Chapter 4: The Role of Affect in Judging “What is Enough?” by Nicola Parker and Jennifer Berryman

**Part II: Macro-Emotional Information Environment**
- Chapter 5: Developmental Social-Emotional Behavior and Information Literacy, by Lesley S. J. Farmer
- Chapter 6: Affective Dimensions of Critical Care Nurses’ Informative Interactions: Gentle Nurse Jekyll and Harried Nurse Hyde, by Michelynn McKnight
- Chapter 8: Emotional Entanglements on the University Campus: The Role of Affect in Undergraduates’ Information Behaviors, by Lisa M. Given
- Chapter 9: Understanding the Rogue User, by Rich Gazan

**Part III: Micro-Emotional Information Environment**
- Chapter 10: Affective Dimensions of Information Seeking in the Context of Reading, by Lynne (E. F.) McKechnie, Catherine Sheldrick Ross, and Paulette Rothbauer
- Chapter 11: Memory of Frustrating Experiences, by Helena M. Mentis
- Chapter 13: Critical Thinking Disposition and Library Anxiety: A Mixed Methods Investigation, by Nahyun Kwon
- Chapter 14: Experiencing Information Literacy Affectively, by Heidi Julien

**Part IV: Special Information Environments**
- Chapter 15: The Affective Dimensions of Information Behaviour: A Small World Perspective, by Susan Hayter
- Chapter 16: Emotions in Information Seeking of Blind People, by Wooseob Jeong
- Chapter 17: Affective Factors in Information Seeking During the Cross-Cultural Learning Process of International Doctoral Students in Library and Information Science Education, by Bharat Mehra

Diane Nahl is Professor and Chair of the Master Library and Information Science program in the Information and Computer Sciences Department at the University of Hawaii. Her research areas encompass affective computing, information behavior, information problem-solving, human information interaction, human system interaction, and information technology literacy. **Dania Bilal** is Associate Professor at the University of Tennessee, School of Information Sciences, College of Communication and Information. Her research focuses on children and young adults’ information seeking behavior, system design, human–computer interaction, cognitive and affective information seeking of children and adult users, and user centered interface design, especially for young users.

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