

INFORMATION EXPERIENCE
IN THEORY AND DESIGN

STUDIES IN INFORMATION

Series Editor: Jens-Erik Mai

Recent Volumes:

Fidelia Ibekwe

European Origins of Library and Information Science

Jack Andersen and Laura Skouvig

The Organization of Knowledge: Caught Between Global Structures and Local Meaning

Jack Andersen

Genre Theory in Information Studies

Dania Bilal and Jamshid Beheshti

New Directions in Children's and Adolescents' Information Behavior Research

Christine Bruce, Kate Davis, Hilary Hughes, Helen Partridge and Ian Stoodley

Information Experience: Approaches to Theory and Practice

Mark Hepworth and Geoff Walton

Developing People's Information Capabilities: Fostering Information Literacy in Educational, Workplace and Community Contexts

Jung-Ran Park and Lynne C. Howarth

New Directions in Information Organization

Amanda Spink and Jannica Heinström

Trends and Research: Europe

Gunilla Widén and Kim Holmberg

Social Information Research

Dirk Lewandowski

Web Search Engine Research

Donald O. Case

Looking for Information, Third Edition

Amanda Spink and Diljit Singh

Trends and Research: Asia-Oceania

Amanda Spink and Jannica Heinström

New Directions in Information Behaviour

Eileen G. Abels and Deborah P. Klein
Business Information: Needs and Strategies

Leo Egghe
Power Laws in the Information Production Process: Lotkaiian Informetrics

Mike Thelwall
Link Analysis: An Information Science Approach

Matthew Locke Saxton and John V. Richardson
Understanding Reference Transactions: Transforming Art into a Science

Robert M. Hayes
Models for Library Management, Decision-Making, and Planning

Charles T. Meadow, Bert R. Boyce and Donald H. Kraft
Text Information Retrieval Systems, Second Edition

This page intentionally left blank

EDITORIAL ADVISORY BOARD

Professor Donald Case

University of Kentucky, USA

Professor Schubert Foo Shou Boon

Nanyang Technological University, Singapore

Professor Chun Wei Choo

University of Toronto, Canada

Associate Professor Ron Day

Indiana University, USA

Associate Professor Melanie Feinberg

University of North Carolina at Chapel Hill, USA

Professor and Chair Jonathan Furner

University of California, Los Angeles (UCLA), USA

Associate Professor Bonnie Mak

University of Illinois at Urbana-Champaign, USA

Professor Diane Nahl

University of Hawaii, USA

Professor Diane H. Sonnenwald

University of Copenhagen, Denmark

Professor Olof Sundin

Lund University, Sweden

Professor Elaine Toms

University of Sheffield, UK

Professor Dietmar Wolfram

University of Wisconsin-Milwaukee, USA

Professor Christa Womser-Hacker

Universitat Hildesheim, Germany

This page intentionally left blank

STUDIES IN INFORMATION
VOLUME 14

**INFORMATION
EXPERIENCE IN THEORY
AND DESIGN**

BY

TIM GORICHANAZ

*College of Computing and Informatics,
Drexel University, USA*



United Kingdom – North America – Japan
India – Malaysia – China

Emerald Publishing Limited
Howard House, Wagon Lane, Bingley BD16 1WA, UK

First edition 2020

Copyright © 2020 Emerald Publishing Limited

Reprints and permissions service

Contact: permissions@emeraldinsight.com

No part of this book may be reproduced, stored in a retrieval system, transmitted in any form or by any means electronic, mechanical, photocopying, recording or otherwise without either the prior written permission of the publisher or a licence permitting restricted copying issued in the UK by The Copyright Licensing Agency and in the USA by The Copyright Clearance Center. Any opinions expressed in the chapters are those of the authors. Whilst Emerald makes every effort to ensure the quality and accuracy of its content, Emerald makes no representation implied or otherwise, as to the chapters' suitability and application and disclaims any warranties, express or implied, to their use.

British Library Cataloguing in Publication Data

A catalogue record for this book is available from the British Library

ISBN: 978-1-83909-369-2 (Print)

ISBN: 978-1-83909-368-5 (Online)

ISBN: 978-1-83909-370-8 (Epub)

ISSN: 2055-5377



ISOQAR certified
Management System,
awarded to Emerald
for adherence to
Environmental
standard
ISO 14001:2004.

Certificate Number 1985
ISO 14001



INVESTOR IN PEOPLE

For my parents

This page intentionally left blank

I wonder how it turns out that we all lead such different lives.
– Haruki Murakami, *After Dark*, 2004

This page intentionally left blank

CONTENTS

<i>List of Tables and Figures</i>	<i>xvii</i>
<i>About the Author</i>	<i>xix</i>
<i>Acknowledgments</i>	<i>xxi</i>

Introduction	1
1 Disciplinary Setting	2
2 Philosophical Foundations	3
3 A Brief History of Information Experience	5
4 Conceptualizing Information Experience	7
4.1 Experience	7
4.2 Two Senses of Information Experience	8
4.3 Maxims of Information Experience	10
5 Structure of this Book	11

PART I UNDERSTANDING

Chapter 1 Information and Understanding	17
1.1 Introduction	17
1.2 Information and Epistemology	19
1.3 Epistemic Aims for Information	19
1.3.1 Knowledge	20
1.3.2 Learning	20
1.3.3 Understanding	21
1.3.4 Wisdom	22
1.4 Why Focus on Understanding?	23
1.5 Illustrations: Athletes and Artists	24
1.5.1 Understanding and Running 100 Miles	24
1.5.2 Understanding and Making Art	25
1.6 Further Research with Understanding	26
1.7 Conclusion	27

Chapter 2	Questioning	29
2.1	Introduction	29
2.2	What Is a Question?	30
2.3	Documents as Answers	32
2.4	Document Work as Questioning	33
2.5	Understanding and Questioning	36
2.6	A Danger of Answering	37
Chapter 3	Moral Change	41
3.1	Introduction	42
3.2	Moral Knowledge	43
3.3	Examples: Conversion and Climate Change	44
3.3.1	Information in Religious Conversions	44
3.3.2	Information for Social Change	46
3.4	Modeling Information and Moral Knowledge	48
3.4.1	The Character of Document Experience	49
3.4.2	Change Resulting from Experience	51
3.4.3	From Individual to Social Change	51
3.5	Conclusion	53
Chapter 4	Designing for Understanding	55
4.1	Introduction	55
4.2	Design Strategies for Understanding	56
4.2.1	Multiple Perspectives	56
4.2.2	Slowness	59
4.2.3	Intentional Struggle	61
4.3	Conclusion	63
PART II		
SELF		
Chapter 5	Information and the Self	67
5.1	Introduction	67
5.2	Theorizing the Self	68
5.3	The Informational Self	70
5.4	Information as Self-construction	74
5.5	Conclusion	75

Chapter 6 Identity	<i>77</i>
6.1 Introduction	<i>77</i>
6.2 Abstraction and Levels of Abstraction	<i>78</i>
6.3 Defining Identity	<i>79</i>
6.3.1 Being	<i>80</i>
6.3.2 Person	<i>80</i>
6.3.3 Group	<i>81</i>
6.4 Identity as an Abstraction	<i>83</i>
6.5 Information and Identity	<i>84</i>
6.5.1 Personal Identity	<i>84</i>
6.5.2 Group Identity	<i>85</i>
6.6 Conclusion	<i>87</i>
Chapter 7 The Ontic Trust	<i>89</i>
7.1 Introduction	<i>89</i>
7.2 The Ethics of Being Informed	<i>90</i>
7.3 The Ontic Trust	<i>92</i>
7.4 Care and Ontic Bonds	<i>94</i>
7.5 The Self and the Ontic Trust	<i>96</i>
7.6 Conclusion	<i>98</i>
Chapter 8 Designing for the Self	<i>99</i>
8.1 Introduction	<i>99</i>
8.2 Self-care and Technologies	<i>100</i>
8.3 Illustration: From Self-portraiture to Selfies	<i>103</i>
8.4 Strategies for Designing for the Self	<i>105</i>
8.4.1 Jardin Secret	<i>106</i>
8.4.2 Self-questioning	<i>108</i>
8.4.3 Multiplicity	<i>108</i>
8.5 Conclusion	<i>109</i>
PART III	
MEANING	
Chapter 9 Information and Meaning	<i>113</i>
9.1 Introduction	<i>113</i>
9.2 What Does “Meaning” Mean?	<i>114</i>
9.3 Making Meaning from Information	<i>116</i>
9.4 Information and Personal Meaning	<i>118</i>
9.5 Conclusion	<i>121</i>

Chapter 10	The Good Life	123
10.1	Introduction	123
10.2	A Crisis of Meaning	126
10.3	Is It Our Problem?	128
10.4	Flourishing with Information	129
10.5	Informational Flourishing in Ultrarunning	131
10.6	Conclusion	134
Chapter 11	Craft	135
11.1	Introduction	135
11.2	Craft and Meaning	136
11.3	Craft and Poiesis	138
11.4	Craft and Information	141
11.5	Conclusion	144
Chapter 12	Designing for Meaning	145
12.1	Introduction	145
12.2	Slow Technology and the Turn toward Meaning in HCI	146
12.3	Personal Meaning and Its Antecedents	148
	12.3.1 The Antecedents of Personal Meaning	150
12.4	Techniques for Cultivating Personal Meaning	152
	12.4.1 Life Review in Psychology	152
	12.4.2 Poietic Judgment in Philosophy	153
12.5	A Mood for Designing for Personal Meaning	154
12.6	Conclusion	156
Conclusion		159
<i>References</i>		161
<i>Index</i>		189

LIST OF TABLES AND FIGURES

Table 1.	Structure of this Book	12
Figure 2.1.	The Role of Questioning in Document Work, and How Document Work Contributes to Understanding.	36
Figure 3.1.	A Model of Personal and Societal Change through Information Experiences.	49
Figure 3.2.	Visual Synthesis of Kari's (2007, 2011) Conceptual Frameworks of Outcomes of Information Seeking.	52
Figure 7.1.	The Three-tiered Encapsulation of the Self (Biological, Cognitive, and Conscious) as Part of the Ontic Trust.	97
Figure 12.1.	How the Antecedents for Personal Meaning Identified in this Chapter (Outer Text) Contribute to the Dimensions of Personal Meaning (Circles).	149

This page intentionally left blank

ABOUT THE AUTHOR

Tim Gorichanaz is on the Information Science faculty at the Drexel University College of Computing & Informatics, where he received his PhD. Before that, he received his Bachelor's degree from Marquette University and his Master's degree in Applied Linguistics and Hispanic Cultural Studies from New York University in Madrid, Spain.

This page intentionally left blank

ACKNOWLEDGMENTS

This book has been developing since early in my doctoral studies. Many, many hands have helped bring this book to you. My sincere thanks to everyone who has been involved, in ways big or small.

In particular I would like to express my enduring gratitude to Kiersten F. Latham, without whom I couldn't have done much of this, and Deborah Turner, who started it all. Thanks also to Denise Agosto, Ron Day, Andrea Forte, Jane Greenberg, Jenna Hartel, Elliott Hauser, Gita Manaktala, Bhuvu Narayan, Alex Poole, Lorraine Richards, and Sukrit Venkatagiri. I am also indebted to conversations with many other people, those who relish discussions about ideas and futures, those who give courage through words and smiles, with whom I crossed paths at gatherings such as the annual meetings of the Document Academy and the Association for Information Science and Technology. Whether or not we have remained in touch, our conversations have left an imprint on my work, and this book wouldn't be the same without you. Thank you.

While working on this book, I also benefited from giving presentations on various aspects of my work to colleagues at Drexel University, as well as City University of London; Syracuse University; and University of Maryland, College Park. I am grateful for those invitations to speak, and twice more for the comments and discussions that ensued.

Some of the ideas in this book have been published in journal articles and conference proceedings (bibliographic references are provided throughout). As such, this work benefited from the generosity of myriad anonymous peer reviewers – not to mention the vision of the editors who championed my work.

Thank you.