

User Needs

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What Is A Need?

- Andrew Green. (1990). "What Do We Mean by User Needs?"
 - Instrumental – goal oriented;
 - Usually contestable;
 - Related to necessity; moral element;
 - People are not necessarily aware of their needs.

Need vs. Demand/Request

- Robert Taylor (1968).
 - Visceral need
 - Conscious need
 - Formalized need
 - Compromised need

Reducing Uncertainty

- Charles Atkins (1973).
 - Information need is “a function of **extrinsic uncertainty** produced by a perceived discrepancy between the individual’s current level of uncertainty about important environmental objects and a criteria state that he seeks to achieve.”

Gaps in Knowledge

- Nicholas Belkin. (1976-1985).
 - Anomalous State of Knowledge
 - People recognize a gap in knowledge and ask for information but, due to the gap, may not know how to ask for the information or may not know what to ask for.
 - People have to determine if their need has been met.

Sense Making

- Brenda Dervin (1983)
 - Need “implies a state that arises within a person, suggesting some kind of gap that requires filling. When applied to the word information, as in information need, what is suggested is a gap that can be filled by something that the needing person calls ‘information.’”
 - Everyday life information seeking.

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