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ABSTRACT
              This document lists sources useful for academic
reference and instruction librarians who are concerned with assisting
and teaching novice or non-professional end-user searchers. The
bibliography is organized in two lists: complete bibliographic
citations and subject listing of references. The types of sources
listed include journal articles, books, conference proceedings,
doctoral dissertations, and ERIC documents. The subject listing of
references is organized into four parts. Part I, "Information Seeking
Behavior," covers information needs; the research process; the search
process; and retrieval performance. Part II, "Psychological Aspects
of Information Seeking Behavior," includes psychological theories and
research methods; affective factors and anxiety; cognitive factors;
user needs and user studies; user-intermediary interaction;
human-computer interaction; and individual differences and searching
styles. Part III, "Characteristics of Searchers," covers academic
background and knowledge of subject; searching experience; level of
education of searchers; and other characteristics. Finally, Part IV,
"User Education for Information Seeking and Retrieving," includes
implications of information technology for user education and
reference service; the role of academic librarians; information
literacy; critical thinking; learning theories and learning styles;
cognitive models and mental models; and instructional objectives,
teaching methods, and user education program descriptions. (JLB)

INFORMATION SEEKING BEHAVIOR

AND

USER EDUCATION

IN

ACADEMIC LIBRARIES:

RESEARCH, THEORY, AND PRACTICE

A Selected List of Information Sources

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INTRODUCTION

The sources in this list are useful for academic reference and instruction librarians who are concerned with assisting and 'eaching novice or non-professional end-user searchers. The sources apply to many types of access to information and methods of information retrieval, such as online public access catalogs (OPACs), online databases, CD-ROM databases, bibliographic databases, factual-information databases, full-text databases, and remote access. Manual searching of print sources including periodical indexes, card catalogs, books and government documents is also considered. The topics covered include information needs, the research process, search stages, search vocabulary, search strategy, search outcome, evaluating and selecting relevant information sources, affective and cognitive aspects of information seeking behavior, user-intermediary interaction, human-computer interaction, individual differences, and characteristics of searchers. Topics concerning user education include implications of information technology for user education, the educational role of academic librarians, learning theories, cognitive models, instructional objectives, teaching methods, and the issues of critical thinking and information literacy as they apply to user education in the information seeking and retrieval process.

The types of information sources listed include journal articles, books, conference proceedings, doctoral dissertations, and ERIC documents. Bibliographies, literature reviews, project descriptions, research reports, and explanations of theories and models are all inc'uded. Authors include professionals from the fields of computer science, education, information science, library science, and psychology. Most of the information sources were published from 1986 to 1993, although some significant items published before 1986 have been included. The main list of "COMPLETE BIBLIOGRAPHIC CITATIONS" is arranged alphabetically by the names of the authors or editors of the publications. Subject headings which describe the information sources are listed in the "TOPICAL OUTLINE." In the "SUBJECT LISTING OF REFERENCES" brief citations which contain the authors' names, publication dates, and titles are listed for each subject heading from the "TOPICAL OUTLINE." More information for each of the brief references can be found in the list of "COMPLETE BIBLIOGRAPHIC CITATIONS." Abstracts of many of the sources in the list can be found by searching the ERIC database.

TOPICAL OUTLINE

I. Information Seeking Behavior

    A. Information Needs

    B. The Research Process

    C. The Search Process

        1. Search Stages
        2. Database Selection
        3. Search Terms (Controlled Vocabulary, Free-Text, Natural Language)
        4. Search Strategy, Retrieval Techniques
        5. Evaluating Relevance, Selecting Sources, Information Overload

    D. Retrieval Performance, Search Outcome
       (Success, Failure, User Satisfaction, User Problems)

II. Psychological Aspects of Information Seeking Behavior

    A. Psychological Theories and Research Methods
       Used in Information Seeking Behavior Studies

    B. Affective Factors, Anxiety

    C. Cognitive Factors

    D. User Needs, User Studies

    E. User-Intermediary Interaction

    F. Human-Computer Interaction

    G. Individual Differences, Searching Styles

III. Characteristics of Searchers

A. Academic Background, Knowledge of Subject

1. More than One Academic Discipline Considered
2. Science Information
3. Social Science Information
4. Humanities Information
5. Medical Information

B. Searching Experience
(Novices, Experts, End-Users, Search Intermediaries)

C. Level of Education of Searchers
(Faculty, Graduate Students, Undergraduate Students,
Practitioners, Professionals)

D. Other Characteristics of Users or More than One Characteristic
Considered

IV. User Education for Information Seeking and Retrieving

A. Implications of Information Technology for User
Education and Reference Service

B. The Role of Academic Librarians
(Educators, Intermediaries)

C. Information Literacy

D. Critical Thinking

E. Learning Theories, Learning Styles

F. Cognitive Models, Mental Models

G. Instructional Objectives, Teaching Methods,
User Education Program Descriptions

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                     (Faculty, Graduate Students, Undergraduate
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