## Contents

### Part I  Best Practices

1. **Collaborative Information Seeking: From ‘What?’ and ‘Why?’ to ‘How?’ and ‘So What?’** ........................................... 3  
   Chirag Shah

2. **Studying Collaborative Information Seeking: Experiences with Three Methods** ........................................................ 17  
   Jette Hyldegård, Morten Hertzum, and Preben Hansen

3. **Situating CIS: The Importance of Context in Collaborative Information Seeking** ........................................ 37  
   Kristine Newman, Simon Knight, Preben Hansen, and Stefanie Elbeshausen

4. **Procedures and Collaborative Information Seeking: A Study of Emergency Departments** ............................. 55  
   Morten Hertzum and Madhu Reddy

5. **Collaborative Information Seeking in the Context of Leisure and Work Task Situations: A Comparison of Three Empirical Studies** .......................................................... 73  
   Stefanie Elbeshausen, Thomas Mandl, and Christa Womser-Hacker

### Part II  New Domains

6. **Learning Through Collaborative Information Seeking** .......... 101  
   Simon Knight and Karen Littleton

7. **A Proposed CIS Interface Based on the Analysis of Problem-Solving in Online Technical Support** ..................... 117  
   Ali A. Albar
8 Collaboration, Information Seeking, and Technology Use: 
A Critical Examination of Humanities Scholars’ 
Research Practices .......................................................... 139 
Lisa M. Given and Rebekah Willson

Part III New Thoughts

9 A Probability Ranking Principle for Collaborative Search .......... 167 
Thilo Böhm, Claus-Peter Klas, and Matthias Hemmje

10 Affective Dimension in Collaborative Information Seeking ........... 193 
Roberto González-Ibáñez

11 Collaborative Information Seeking Around Big Data ................. 209 
Mark S. Pfaff
Collaborative Information Seeking
Best Practices, New Domains and New Thoughts
Hansen, P.; Shah, C.; Klas, C.-P. (Eds.)
2015, XVIII, 226 p. 23 illus., 15 illus. in color., Hardcover
ISBN: 978-3-319-18541-5