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New Book Information

Information Services and Digital Literacy

In search of the
boundaries of knowing

Isto Huvila

Summary

Despite new technologies, people do not always find information with ease. Do people still need help in finding the information they need, and if so, why? What can be made easier with new tools and techniques?

Information Services and Digital Literacy is about the role of information services and digital literacies in the age of the social web. This title provides an alternative perspective for understanding information services and digital literacy, and argues that a central problem in the age of the social web and the culture of participation is that we do not know the premises of how we know, and how ways of interacting with information affect our actions and their outcomes. Information seeking is always a question of crossing and expanding boundaries between our earlier experiences and the unknown. We may not yet be well enough acquainted with the landscape of digital information to understand how we know, where the boundaries to our knowledge lie, how to cross them, and what consequences our actions may have. This title consists of eight chapters. Following an introduction, chapters include: Knowing what we know; Information services and digital literacy; Technologies of abundance; The culture of participation; The 'new' user; Information; and Information services and digital literacy as boundary objects.

Key points

presents a new approach to how information services help and hinder people in becoming informed

provides an overview of how to conceptualize information services and digital literacy

provides a model for developing new types of library and information service

explores fundamental questions of information service and digital literacy

goes beyond the emancipatory paradigm, where services are changed to resemble social media, and the conservationist, where traditional services is emphasized

About the author

Isto Huvila is a research fellow at the Department of Archival Studies, Library and Information Science and Museums and Cultural Heritage Studies at Uppsala University in Sweden. His work spans a broad range of topics, including information work; information management; knowledge organisation; information service; and information literacy in the context of the social web.



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