



A Guide to
Information Problem Solving
(From Eisenberg and Berkowitz, School of
Information Studies, Syracuse University)

1. Task Definition

- What is the problem to be solved?
- What types of information are needed to solve the problem?

2. Information Seeking Strategies

- What are all possible sources of information?
- Which are the best of all the possibilities?

3. Location and Access

- Where are these sources?
- Where is the information within each source?

4. Information Use

- What information does the source provide?
- How can you extract the information you need?

5. Synthesis

- How does the information from all the sources fit together?
- How is the information best presented?

6. Evaluation

- Was the information problem solved? (If not, repeat 1-6)
- If the problem had to be solved again, what would you do differently?