

 Open access • Journal Article • DOI:10.1108/00220410310472518

Serendipity and information seeking: an empirical study — [Source link](#)

Allen Foster, Nigel Ford

Institutions: Aberystwyth University, University of Sheffield

Published on: 01 Jun 2003 - Journal of Documentation (MCB UP Ltd)

Topics: Serendipity, Information seeking and Knowledge acquisition

Related papers:

- [Models in information behaviour research](#)
- [Inside the Search Process: Information Seeking from the User's Perspective.](#)
- [Coming across information serendipitously - Part 1: A process model](#)
- [Investigation of information encountering in the controlled research environment](#)
- [Discovered by chance: The role of incidental information acquisition in an ecological model of information use](#)

Share this paper:    

View more about this paper here: <https://typeset.io/papers/serendipity-and-information-seeking-an-empirical-study-5bslm6cs3n>

Aberystwyth University

Serendipity and information seeking: an empirical study

Foster, Allen; Ford, Nigel

Published in:

Journal of Documentation

DOI:

[10.1108/00220410310472518](https://doi.org/10.1108/00220410310472518)

Publication date:

2003

Citation for published version (APA):

Foster, A., & Ford, N. (2003). Serendipity and information seeking: an empirical study. *Journal of Documentation*, 59(3), 321-340. <https://doi.org/10.1108/00220410310472518>

General rights

Copyright and moral rights for the publications made accessible in the Aberystwyth Research Portal (the Institutional Repository) are retained by the authors and/or other copyright owners and it is a condition of accessing publications that users recognise and abide by the legal requirements associated with these rights.

- Users may download and print one copy of any publication from the Aberystwyth Research Portal for the purpose of private study or research.
- You may not further distribute the material or use it for any profit-making activity or commercial gain
- You may freely distribute the URL identifying the publication in the Aberystwyth Research Portal

Take down policy

If you believe that this document breaches copyright please contact us providing details, and we will remove access to the work immediately and investigate your claim.

tel: +44 1970 62 2400
email: is@aber.ac.uk

Figure 1. The nature and impact of serendipitous information encounters.

		<i>High</i> Uncertainty surrounding the location of useful information <i>...Low</i>		
		Have an idea where it may be found	No idea where it may be found	
<i>High</i>	Anticipate the nature of content needed and how it would be useful	1a - Recognise anticipated information when it is encountered	1b - Recognise anticipated information when it is encountered	3 - Impact Problem-structure or solution is strengthened/ confirmed/ refuted
	Uncertainty of the pre-specification of relevant content Recognise by surprise the value of unanticipated content	2a - Realise unexpected value of information when encountered	2b - Realise unexpected value of information when encountered	4 - Impact Problem-structure or solution is reconfigured or new direction taken
<i>Low</i>				