Capturing "Knowledge Gain" in Collaborative Search with Concept Maps

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ABSTRACT
This paper is about human sensemaking and learning in an information seeking process. We develop a framework which allows us to characterize a relationship between information seeking and learning by looking at what a person's "knowledge gain" is during web search. We outline how the concept of knowledge gain relates to domain knowledge, information need, and the search process itself. We also describe how capturing aspects of knowledge gain may be integrated into the search process with the help of concept maps. A concept map conveys information about how a person or a group of people understand a topic by visualizing relationships between topic terms. With concept maps searchers can communicate a clearer and more substantial view of the search topic they investigate and help others to understand and pick up previous search tasks.