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**Slow information in theory and practice: a qualitative
exploration into the implications of a Slow perspective
of human information behaviour**

Volume II

Elizabeth Suzanne Rachel Poirier

Submitted for PhD examination

**City University, London
Department of Information Science, School of Informatics**

July 2012

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Appendix A
Delphi administrative emails

Title: Slow Information Delphi: an invitation to participate (2nd March 2010)

My name is Liz Poirier and I am a second year PhD candidate at City University, London, under the supervision of Professor David Bawden and Dr Lyn Robinson. I am writing in order to request your participation in a Delphi study of expert attitudes and predictions relating to existing theories of information behaviour, and the potential applicability of Slow ideals.

This email will very briefly outline the research background, the intended key areas of the Delphi, and what will be required of you. Please do not hesitate to contact me if you would like further details before committing to participate.

There are arguments in the LIS literature that the digital acceleration of contemporary society has increased the incidence of ailments such as information overload, anxiety and avoidance.

The Slow Movement seeks to regain control both of time and of everyday choice processes, by developing a conscious appreciation of the connections in society, between people and between people and their needs and actions. These attitudes can be applied to information management, and may prove useful as strategies to deal with the aforementioned informational ailments.

This phase of the research is aimed at exploring why the need to calm down has not yet filtered through to models of information behaviour. Is it that information is immune to these ideals and people do not, or cannot, behave Slowly during information seeking and use? Or is it that there is a disconnection between what theory proposes and what happens in practice?

The Delphi will begin with an open-ended round during which panel members will be invited to contribute their thoughts in relation to information seeking and use, both professional and personal, on the three key areas of Slow: speed, choice and pleasure. These responses will be coded to generate statements about the role these factors may have on information seeking behaviour, and

how they may exist in established theories by other names. A series of iterative rounds will follow, during which the panel will comment on statements until consensus is reached, or division is confirmed. There will be at least 3, but no more than 5, rounds. The study will be conducted by email.

You have been shortlisted for participation either because of your involvement with ISIC conferences, your contributions to the information behaviour field or known research interests, or indeed a combination of all three. I hope that you would find involvement stimulating, and that our joint efforts will, combined with other phases of my research, ultimately generate a perspective on information behaviour as yet overlooked.

Could you let me know whether you would like to participate by Friday 19th March. If you would rather decline this opportunity, could you also let me know and give a brief indication as to why you would rather not take part. The final panel will be selected and notified by mid-April, and the study initiated that same month.

If you have any questions, please do not hesitate to contact me. Furthermore, I will be attending CoLIS 7 in London (June) and, hopefully, ISIC 2010 in Murcia (September), and will be happy to discuss the work in progress at either of these conferences.

Thanks very much for your attention to this email, and for your future contributions to my research.

With all best wishes,

Liz Poirier.

Title: Slow Information Delphi: ROUND ONE (12th April 2010)

Dear all,

Thank you once more for participating in this Delphi study. My research ultimately aims to investigate behaviour and practices, hence your relevance to the panel, although this phase is intended to explore the theoretical assumptions which I have perceived in the literature. Do these assumptions exist or has my researcher bias created them?

What is the purpose of this Delphi?

The purpose of the Delphi is therefore two-fold. First, it will provide an opportunity for theorists and researchers in the field of information behaviour to critically appraise areas of everyday life which appear to have been universally accepted and subsumed within LIS. This may reveal that no such assumptions exist. Either way, the second purpose is to investigate whether Slow ideals might be applicable to information ailments or whether they are just that: idealistic.

Read the paper

You are invited to read the attached paper, 'The practice of Slow Information: from infomania to infodiversity'. It outlines the hyperactive qualities of the Information Society, the possible roots of this mania in consumerism, and the fundamental principles of the Slow Movement which might be developed in to a framework for the responsible production and consumption of information.

You will notice that the paper contains no concrete references to specific theories, theorists or empirical studies, and this is intended to avoid constraining your responses. Rather than a discussion about particular theories, it is hoped that we will engage in a discussion about the assumptions that sit behind them. You are, of course, welcome to use specific examples to illustrate your points.

Write a response

You are invited to write a response. This is not an exercise in critical examination of the paper itself, but of the ideas contained within it. You may write short responses under the headings contained within the paper, or you may write a general “all-in-one” response.

There is no minimum or maximum length of response, nor is there a defined format which your responses should take. Having said which, anything more than 1000 words will probably make the analysis stage rather unwieldy and skew the timescale!

My paper and your responses will be coded to generate the statements for Round Two.

Some key questions

The fundamental questions are first, can you isolate instances where the assumptions outlined are evident or indeed rebuked? And second, do you agree that there is potential for Slow in LIS, or is it simply too idealistic or individualistic to be employed?

Supplementary questions

You might like to consider the following supplementary questions to kick-start your thinking.

How is the speed of information behaviour, by which I mean the tempo and not necessarily time pressure, positioned within theories of information behaviour with which you are familiar? Is it mentioned at all? Is there perhaps an optimum speed? Will things continue to accelerate and perhaps run out of control? Are they already out of control?

What about choice? Is variety and quantity the pinnacle of information provision? Armed with the necessary information skills, should a user always have infinite choice? Is there a place for the preservation, and promotion, of traditional information channels? What might they be? Does reference to this sort of behaviour already exist but by another name (encountering, acquisition & sharing)?

And in terms of Slow Information: can information itself be Slow, or is it a user-centric concept? Must it be a personal informational lifestyle or could it have broader reaches?

Final thoughts

This email and the attached paper are not intended to steer you towards a particular way of thinking or towards a particular response. Quite the opposite, in fact. They are intended to ensure we are all thinking about the same issues of consumerism, speed, choice and the pleasures of everyday life, and to initiate creative and critical thinking about these notions.

Do please let me know if anything is unclear. I will send a reminder a fortnight before the deadline, and another a week later, but I otherwise leave you to your thoughts.

Again, my sincere thanks to everyone involved.

Liz.

Title: Slow Information Delphi: ROUND TWO (17th November 2010)

Dear all,

Please find attached the collated statement document for Round Two. It is a lengthy document at 28 pages which reflects the amount of material generated by you all for Round One. I would like to take this opportunity to thank you for this.

The statements are grouped according to 13 broad themes. Please read each statement and indicate your level of agreement with it: a Likert-type scale is employed to gauge the general tendencies. A free text box is provided after each statement where you are invited to provide further commentary on your response.

Many statements overlap each other and the groups in which they have been placed. They have been included in order to provide as comprehensive a Round Two as possible, and have been grouped thus in order to provide a framework for your responses.

Some statements may seem ambiguous or may contradict others. Please respond only to those which you feel comfortable doing so. A “decline to answer” box has been provided for those which you are unable to comment on either because terms are ambiguous to you or because you do not feel your expertise is relevant. In each of these cases, it would be appreciated if an explanatory comment could be provided.

Differences in perspective and interpretation are bound to emerge and it is these divergences of opinion that will highlight which areas are to be taken forward for further discussion. Also, whilst many of your responses will be based on your professional and academic experience, others are bound to be subjective which I would like to encourage. Again, please comment where you do not feel comfortable doing so.

I would like completed documents returned to me by Friday 21st January 2011.
Please let me know as soon as possible if you feel this deadline will be
problematic for you.

With many thanks and best wishes.

Liz Poirier.

Title: Slow Information Delphi: ROUND THREE (28th February 2011)

Dear Participant,

Please find Round 3 of the Slow Delphi attached. This is potentially the final round of the exercise (notwithstanding evaluation). It provides an opportunity to think through a handful of statements in more depth and expand upon the necessarily restrictive format of Round Two.

Not all statements of interest could be taken forward, largely because of the time it would take to do so (for me and for you). The full response document is attached but this is for interest only. Even though the majority of statements are not being taken forward in the Delphi, your efforts in previous rounds were extremely worthwhile because the collated responses are of interest as they stand, and will themselves be explored further by me.

5 statements have been selected for your attention from the collated list. These statements have been selected for the following reasons:

- Level of dissensus (i.e. potential for contrasting viewpoints)
- Relevance to prior conceptual work
- Suitability for use as basis of subsequent empirical work

In your Round 3 document, I have highlighted your original response, including any comments you made, in a grid which also shows the distribution of everyone else's responses. I am working on a clearer visualisation of this. My position is not recorded in these figures.

I would like you to read the statements again, look at your original response and write a short (1 or 2 sentence) elaboration. Explain why you agree or disagree, and highlight any issues. You are welcome to change your level of agreement as you think through the statements again. An example response is provided for

the first statement to illustrate what is required. Other points of interest are raised where appropriate.

If you originally declined to answer, please explain why (if you could not understand the statement, for example). If you originally provided elaboration, you can leave the response as it stands but do please add any further commentary you feel may be of interest.

If there are starkly contrasting views, it may be necessary to feed these back to you in a fourth round so that you are able to appraise others' opinions alongside your own.

In the interest of time, I am proposing a shorter timescale than previous rounds. The vast majority of responses to Round 3 came within the final week of the last window so it seems sensible to shorten things. To that end, I propose a deadline of Friday 25th March (just under four weeks). Please let me know as soon as you can if you foresee any issues with this timescale.

Many thanks for your continued attention and patience. Please let me know if you have any questions.

Yours,

Liz Poirier.

Appendix B
Delphi positional paper

The practice of Slow Information: from infomania to infodiversity

This positional paper will outline two contrasting notions, infomania and infodiversity. These terms will be defined and positioned in the larger context of the Information Society, and their seemingly mutual exclusivity explored. Each notion hinges on ideas about the information user, and how they experience everyday life. Key elements of each notion are outlined in the table below.

Infomania	Slow Information: towards infodiversity
<p>Definition An imposed situation within the Information Society, both individual & collective, where accelerated speed and abundant choice lead to anxiety & overload: practices & behaviour which support this situation</p> <p>Genesis Hyper-speed & hyper-choice are encouraged by information providers, sought by users & perpetuated by the academy: rooted in consumerism</p> <p>Positive aspects Breadth of sources Instant (remote) access Tangential connections</p> <p>Negative aspects Overload Lack of (time for) quality control Disrupted provenance</p> <p>Other key points Information actor = consumer-user Information sources = delocalised, detemporalised, massed Information dominates the user</p>	<p>Definition A purposive situation, both individual & collective, where recognition of the natural tempo & subjective connection of information leads to reflexive, sustainable & enjoyable seeking & use: practices which support this situation</p> <p>Genesis The individual is responsible for critically appraising the appropriateness of each information choice: rooted in sustainability</p> <p>Positive aspects Provenance is central Personal connections Flexible: fast can still be 'good'</p> <p>Negative aspects Effort intensive Idealistic / unrealistic / impractical Too subjective to easily formalise</p> <p>Other key points Information actor = co-producer Information sources = discrete, navigable, connected The user explores the information choices available</p>

Introduction

The insistent and compulsive flow of **infomania** that courses through the Information Society, and that drives much research and practice in library and information science (LIS), will serve as a frame within which to picture a measured approach to life, and to information, evident in the Slow Movement, which I will term **infodiversity**.

The roots of particularly modern forms of information illness will be explored, stemming, as they do, from too rapid and too diffuse an information environment. The overlapping core of the Information and Consumer Societies will be highlighted, and the tension of transplanting a set of ambitions from one to the other in an attempt to 'keep up' will be discussed.

Furthermore, the apparent acceptance of these infected (and infectious) roots within LIS will be outlined. Critical appraisal of speed and choice seems to be lacking in the field. These pillars of consumerism seem to have been extracted from that arena and positioned silently and centrally within theories of information behaviour, albeit unintentionally and, in certain contexts, justifiably.

The core concepts of Slow appraise acceleration critically, and foreground conscious choice-making as imperative to the enjoyment, and mastery, of everyday life. These ideas will be framed as vital to future visions of information literacy, and as possibly already existing in how individuals deal with information overload. They should be formalised in theory to promote Slow information practices as an acceptable and desirable alternative to avoidance and withdrawal.

Infomania

It seems defeatist and determinist to suggest that infomania is a necessary evil of the Information Society. This paper in particular, and my research in general, intends to uncover the veracity or fallacy of such a suggestion. It is first worth defining this term more clearly by positioning it within the Information Society,

by uncovering its roots and repercussions and by outlining where it seems to fit with LIS research and theories of information behaviour.

Definition

Infomania is taken to mean not just the group of afflictions and compulsions derived from information overload, but the drivers of overload itself. It can describe the situation, perhaps the everyday situation, where the rapidity and volume of information is such that concerns about provenance, legitimacy and connectedness are sidelined. Fast and free are fundamental characteristics, which in turn promote variety and competition between information sources.

The Information Society is perceived to exist through a variety of lenses which have been grouped thus: technological, economic, occupational, spatial and cultural. Infomania encompasses all five groups by implying ubiquity and dynamism. Information is pushed constantly towards individuals through any and every avenue of their everyday and workaday lives.

Repercussions

The proliferation of accelerated information channels is undoubtedly of benefit in certain contexts, but it is also the primary driver of infomania. There are countless ways to discover countless things, all of which are instantly and insistently accessible. Constant connectivity is viewed as the pinnacle of information provision. It is surely what information seekers want, because it allows incrementally better choices and the opportunity to exercise personal discretion. It can, of course, also lead to overload and boredom.

Overload is a much-cited informational ailment, where sufferers are unable to perform at an optimum level because of the mass of information they are faced with. Infomania is both cause and effect of overload: the fixation with quantity and choice, which translates into a fixation with the speed that enables them, results in too much of everything. Strategies for dealing with overload may be passive (avoidance) or active (filtering), but are rarely seen as purposive or positive examples of information behaviour.

The Information-Consumer Society and shared assumptions

Overlaps

This vision of the Information Society treads a fine line between the positive potential of unbounded opportunities, and the negative intrusion of too many choices to be made too quickly. This resonates with the notion of the post-war Consumer Society where we, as information users and as consumers, all have the power and the right to choose where to allocate our personal resources (whether money or time).

Further parallels begin to emerge. The spread of communication channels has meant that commercial markets have become delocalised, meaning that to purchase something we need not visit a supplier. Similar dislocations occur in the information chain and are well documented: we need not visit a library to use the resources. The spatial disconnection between user and source undoubtedly increases infomania, disrupting the chain and blurring provenance.

The Consumer-User

The notion of endless choice is a motivating force of the Consumer Society. Too much choice can, however, leave the consumer, and as described in LIS terms above, the information seeker, confused. Furthermore, how the consumer-user is actually framed in theories of information behaviour heightens the sense of free choice and individual power, whilst increasing the pressure on these information actors to perform.

The consumer has been depicted in Consumer Studies at one extreme as a dupe, directed in decision making by marketing strategies, and at the other extreme as a subversive manipulator of the symbolic nature of the goods they consume. Since the core of the Consumer Society overlaps with the core of the Information Society (the right to choose and the pursuit of variety from which to choose), could it also be that these depictions of the human actor also overlap?

There is little to suggest this is the case in the majority of information behaviour research. The information seeker has been variously pictured as a cog in the machine, as a student of some kind, as a worker or professional, and as an

everyday sense-maker, gap-bridger, meaning-seeker and practitioner, but not often as someone engaged in a process of consumption, let alone explicitly consumerist consumption.

There has, however, been a recent emergence of positioning the information user absolutely as a consumer, choosing where to seek and how to use information with a wholly more savvy attitude than has previously been allowed for in such theories.

Concerns

Whilst the overlapping pursuit of speed and choice exists between the Consumer and Information Societies, I do not believe it is useful to extend this overlap and frame the everyday human information actor as a consumer. My reasons are two-fold: first, I do not believe that the act of seeking and using information is, or should be seen as, consumerist and the actor within that process should not therefore be seen as a consumer. Information use, in this context, is not a commercial endeavour.

The second reason is that I do not believe that the transposition of the desire for speed and choice from theories about consumer behaviour to those about information behaviour is desirable. I believe it engenders the infomania that library and information science strives to alleviate. This transposition may not be explicit in the literature, but a lack of critical attention to these probable causes of information illness implies a general acceptance that they are universally *good things*.

The complicity of LIS in infomania

Framing the information seeker and user as a consumer is unhelpful. To most people in most situations, information is a route to knowledge, it is not a consumable product. If the academy more generally adopts the stance that information use equals consumerist consumption by framing the user as a consumer, the silent imposition of a commercial framework on a non-commercial field will gain strength.

This lack of critical attention arguably reflects an assumption in LIS that speed and choice are what information users want: as much information as quickly as possible, please. When users can't cope with the rapidity and volume, their actions are negatively viewed and negatively termed. They *avoid* information, or *withdraw* from it entirely. They *filter* information sources because they aren't equipped to deal with all of them.

The dismissal of natural time

At root is a dismissal of natural time and natural tempo, both in the Information Society at large and within information behaviour. Instantaneity is now not only possible, but promoted as desirable. Spatial relations and limitations within the process of information use are fractured by this immediacy and viewed as an erstwhile hindrance that can now be sidelined.

Informational acceleration and proliferation have diminished the influence of chronology and temporal causality, yet general theories of information behaviour tend towards linearity. The representation of the process as a sequence of chronologically dependent decisions and actions, and as somehow negative if that sequence is not followed, sits awkwardly in an environment where the power and variety of choice are central.

Furthermore, positioning the user as a consumer at the end of the production-consumption sequence (as is the case in *some* research) is also unhelpful because it reaffirms the sense of linearity and of a fixed position.

Summary

In summary, much information behaviour theory encourages infomania by assuming that information users want speed and choice unequivocally, and by perceiving any inability to deal with information overload as negative. Whilst the user is framed explicitly as a consumer in relatively little research, the acceptance of consumerist drivers as informational drivers perhaps belies a fundamental assumption about what the field takes as its central motivation.

Infodiversity

Introduction

It would be simplistic to suggest that in order to alleviate overload and informational illness, everyone should just calm down. The reasons why this does not and apparently cannot happen in practice have already been introduced.

This section will draw together the principles of the Slow Movement which could form a strategy for informational well-being. These principles constitute more than a simple desire to calm down by centralising the deliberate choice-making processes required to retain control of and, ultimately, attain mastery of everyday life.

The development of the Slow Movement will be outlined and its key principles highlighted, in general and in informational terms. Slow's focus on biodiversity in the realms of food production and consumption could be developed and applied into a framework of infodiversity for the production and consumption of information. It should be reiterated that these terms evoke consumerist associations which have been presented as the key problem and, as such, should be interpreted carefully.

The Slow Movement

The Slow Movement began in 1970s Italy, amongst a group of politically active young men who, essentially, wanted to have a good time. They turned the potentially selfish act of seeking pleasure into the ecological, environmental and sociological responsibility of preserving traditional and specifically local produce and procedures, whether it involved food, wine or craft. They also paid particular attention to supporting local festivals throughout Italy, with a view to exploring and documenting the network of local traditions across the country.

There has been a steady formalisation of Slow principles, notably in the individual right to choice and pleasure, as well as the exchange of ideas and support between Slow producers. The influence of the Slow Movement has spread beyond food to more general sustainable lifestyle choices, such as Slow

Travel, but its food production and food consumption ideals remain the strongest reflection of the core values.

Production principles revolve around local sustainability and the belief that the knowledge of individual producers must be preserved for future generations. Consumption principles also focus on preservation and responsibility, but hinge on ideas of food education and food literacy: knowing precisely what is on your table and where it came from.

Carlo Petrini, founder of the Slow Food Movement, disagrees with the use of the term 'consumer' because he finds it invasive and destructive. His preferred term is 'co-producer'. The relationships that exist within a Slow environment are fundamentally reciprocal, and the 'co-producer' is expected and encouraged to understand both sides of the process so that choices are appropriate and effective.

Exploration of the unknown is encouraged, but in such a way that is locally sustainable and that allows provenance to be traced. Pleasure and surprise are desirable outcomes of these food choices, but pleasure in the everyday, in the here and now, and not in the exotic or chaotic.

Slow & LIS

These foundations of Slow resonate within LIS as a potentially alternative view of the information user. Where the assumption has arguably been a desire for quick and various information channels, there are undoubtedly situations where conscious appreciation of the provenance and appropriateness of information is not only vital but should be encouraged and promoted as an acceptable means of dealing with overload.

Through a Slow lens, withdrawal can be purposive and avoidance can be positive. This approach foregrounds the connections between information sources and how a user might navigate between them. It centralises creative and subjective associations rather than a reliance on formulaic chains or pre-defined links.

This approach would also require a reworking of the representation and appreciation of time in theories of information behaviour. Time pressure is often cited as a root cause of overload, but this could be alleviated by acknowledging sequential time as an unhelpful framework, and by foregrounding natural tempos (of people and of information itself).

The difficulties of Slow Information

Perhaps theories about information use are immune to any other strategy for dealing with infomania than further acceleration. Perhaps people calming down do not provide enough interest for academic study. The point, after all, of an effective information service, and the research that surrounds it, is to explore and exploit the quickest routes to relevant information.

It may be that such individual and personal information practices as those which could stem from Slow cannot be formalised or generalised, and yet they might already occur under other, disparate names.

Furthermore, and specifically in relation to librarianship and libraries, it may be that a field which has strived to embrace digital speed in efforts to keep pace with perceived societal developments is reluctant to acknowledge that it can cause as many issues as it does benefits.

The perception of people who question speed and choice, in information circles and elsewhere, has traditionally been negative. Such people are technological Luddites who cannot cope with modernity, cannot maintain an appropriate rate of acceleration and whose aversion to development effectively holds back growth.

An alternative, and largely positive view, is that those who take time to do a job well, or with artistry and reflection, are somehow ennobled by their time-consuming activities and defiance of modernity. They are, however, outside the mainstream, untouched by information overload and of no relevance to the core concerns of LIS.

The practice of Slow Information is neither of these, but centralises the purposive adjustment of tempo in order to better decide and better understand informational choices. Where the assumption has been that a consumer-user wants accelerated access and infinite choice, the assumption in Slow Information is that the co-producer wants the opportunity to engage in a deliberate process of knowledge growth.

Appendix C
Delphi submissions
(dissected with unit numbers)

Participant # 1

Unit #	
1:1u	I can certainly recognise both notions, both in terms of my own information seeking behaviour when conducting <i>any</i> research project, and in terms of the behaviour of my research subjects when I have been specifically conducting research into information seeking behaviour.
1:2u	In both respects, my initial thoughts are that time pressures and the personal characteristics of the individual conducting the search are the two most influential factors.
1:3u	In terms of Infomania, your paper suggests that concerns about provenance, legitimacy and connectedness tend to be sidelined. With this point I would have to agree. Even, rather worryingly, amongst some of our most powerful politicians and policy makers. For example, in research conducted at the European Parliament in Brussels in 2004, my colleagues and I discovered that MEPs and their staff, as well as high-level civil servants, have few mechanisms in place to evaluate the quality of information they obtain when searching. Instead, their primary concern appeared to be that the information was swiftly and easily obtained, in line with Zipf's 'Principle of Least Effort'.
1:4u	Your paper also notes that filtering is rarely seen as a purposive or positive example of information behaviour. If, by this, you mean that the users themselves view filtering in this way, then I would largely agree. From my own research amongst the general public, I have found that only a small proportion are willing to attempt any form of 'advanced search'. Amongst non-LIS students (and, it has to be said, a number of non-LIS academics) in my own institution, it would also appear that the idea of using any form of filtering or advanced search options simply does not occur to them. Any suggestions that using some form of filtering might be advantageous tend to be met with looks of incredulity.

1:5u	To your sentence about the spatial disconnection between user and source increasing infomania, I would be tempted to also consider the spatial disconnection between the user and any intermediaries (i.e. information professionals) that might help the user find and make sense of information.
1:6u	In terms of the information user being regarded as a consumer with a more savvy attitude than theorists have previously allowed for, then I would probably have to disagree with that stance. Again, from my own research experience, most users (be they students, politicians or civil servants, representatives of interest/pressure groups, small businesses, or members of the 'general public') are less than savvy about the information-seeking process. If I can use the example of a (non-LIS) student I encountered a few weeks ago, who said "I always just use 'I'm Feeling Lucky' on Google", I have a feeling she is far from alone.
1:7u	While I would probably agree that the 'everyday human information actor' should not be regarded as a consumer, in the commercial sense, I think it's important to acknowledge that there will be many occasions when there is most definitely a commercial consumer-producer relationship. With commercial bibliographic database providers, for example, I have very much felt as if I were a disgruntled customer when querying the access and content provided.
1:8u	Re the comment about information not being a consumable product, please see the paragraph above.
1:9u	If there <i>is</i> an assumption in LIS that speed and choice are what information users want, then, again, I believe that this is a correct assumption. All evidence from my own research indicates that the majority of users do indeed want as much information as quickly as possible.
1:10u	However, as I've mentioned above, I do not think that it is only the case that users are <i>incapable</i> of filtering information effectively, they often appear <i>unwilling</i> to even try to filter information.
1:11u	Quantity rather than quality appears to be <i>de rigueur</i> .

1:12u	I would agree that instantaneity is promoted as desirable, not only in the Information Society at large, but in <i>Society</i> more broadly. Everyone wants everything now!
1:13u	I would probably agree that many (but by no means all) information behaviour theories and models adopt a linear approach, where a (hopefully satisfied) user is positioned at the end of the production-consumption sequence. In many respects, I feel this is understandable. If I can again refer to my own research, many of the information-seeking scenarios studied have very much had a distinct timescale in which the information need has had to be met, be that a student submitting coursework, a politician preparing a speech, a pressure group responding to a government consultation, or a member of the public making a welfare benefits claim.
1:14Au	It seems increasingly rare that the user feels they can afford to spend time on information seeking.
1:14Bu	I therefore feel that the main drivers of infomania are societal.
1:15u	I feel that appreciation of the provenance and appropriateness of information should be encouraged and promoted at <i>all</i> times.
1:16u	However, I also believe, that, due to the aforementioned societal factors, the extent to which this will actually be taken on board will be limited.
1:17u	The extent to which the adoption by the user of natural tempos is possible, or indeed desirable, is questionable.
1:18u	I do not believe that people calming down are of little interest to LIS academics. At least I hope not! I would like to think that many, if not most, LIS academics give some thought to users' evaluative and reflective processes.
1:19u	I would, though, agree that some database and information system providers are reluctant to acknowledge the information overload difficulties caused by some of their products. From my own experience, government departments and agencies are particularly loath to acknowledge deficiencies in their systems.

1:20u	In terms of individuals who <i>do</i> adopt natural tempos when information seeking, I really wouldn't like to say that they were of little relevance to the LIS community – I would hope not. I would agree, however, that they are perceived as being outside the mainstream.
1:21u	Even within the academic community, my own recent experiences with non-LIS colleagues suggests that they prefer speed to comprehensiveness when conducting literature searches. This I find quite sad.

Participant # 2

2:1u	I think the notion of slow information is an interesting one. I also enjoy reading the thesis. Some thoughts follow.
2:2u	It is unwise to generalize that people in this capitalistic society experience what underlines infomania as a common phenomenon.
2:3u	The ways people experience and handle information in life are affected by many factors, such as context/situation and occupation
2:4u	Some sectors of people may experience what is described as infomania from time to time. Some experience it more often than others.
2:5u	The assumptions of infomania seem that information actor is conceived as a passive information receiver/seeker, and one who is forced to process information against one's own will or without necessity. This conception of information actor may not be realistic.
2:6u	In the literature, Richard Wurman has written two books on "information anxiety" ; one before wide spread of the Internet and the other after the Internet. In the books, he does refer to the possible problems that cause by too much information that one thinks one

	needs to know.
2:7u	However, most IB researchers do not explicitly address the speed of information behavior in their investigation of information behavior.
2:8u	<i>Withdrawn post negotiation</i>
2:9u	Some talk about 'information processing styles' in which one may reject information, more than anything else, because of one's information processing style.
2:10u	The natural tempo for information differs depending on what profession you are in. For example, financial managers usually read many newspapers, trade journals and industrial reports, and communicate with many people to make a good investment decision everyday on stock markets. Similarly news reporters surf Internet to get a hold on world news and write under time pressure. For students, the scenarios may be pictured differently.
2:11u	In academia, different disciplines may be required to process information in different pace. For example, those in science and technology may have different expectations about the speed of information produced or made available to them as compared with those in humanities.
2:12u	In daily life, some who indulge in themselves may see nothing worthy knowing or pursue outside their own world and thus do not actively seek out information.
2:13u	There is an assumption in LIS about information provision that more is better; more in terms of variety and quantity.
2:14u	Some scholars in IB such as Brenda Dervin rebuke such assumption many years ago. In practice, however, most librarians may still think the other way around.
2:15u	As the Internet comes along, the quality and variety of information may be indeed overwhelming to some.

2:16u	On the other hand, social websites that provide information of collective wisdoms or individual experiences in different contexts of life, for example, offer the access to the sort of information that may not be possible before the Internet era.
2:17	It is indeed better for getting more and diverse viewpoints from different social groups who may not be able to voice out in traditional information channels such as printed publications. (I am not sure what exactly you refer as traditional information channels in your position paper).
2:18u	Of course, it is not always good to have too much too fast. It may lead to mis-information as people tend to write or produce information before verifying it or simply without caring to be accurate in digital environments.
2:19u	Information can be slow in itself in the fields that do not update it very often.
2:20u	However, I think it is more a user-centric concept. Some people may be more selective than others when seeking or using information. Some have better strategies or inclination than others in coping with too much information.
2:21u	For young adults how to cope with too much too fast is something they need to learn or be educated.

Participant # 3

3:1u	This all seems to be about the construction of the user.
3:2u	In a systems view, the user is necessarily a consumer; in the cognitive approach, the individual user decides what is information and what is “fast” or “slow;” in a social constructionist view, he/she is a co-producer. Where you stand in IB changes what you see.

<p>3:3u</p>	<p>My own ideas on how time is portrayed or perceived in each of the big IB research meta-theories and their influence on LIS practice are a work in progress. These aren't perfect one-to-one comparisons, but they helped me to organize my comments:</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p><u>Ways of thinking about information</u></p> <p>Systems/physical</p> <p>Cognitive</p> <p>Social/constructive</p> </td> <td style="width: 50%; vertical-align: top;"> <p><u>Ways of thinking about time</u></p> <p>Newton, astronomical, clock</p> <p>Einstein, relativity, indexical</p> <p>Quantum physics, multiple simultaneous worlds</p> </td> </tr> </table>	<p><u>Ways of thinking about information</u></p> <p>Systems/physical</p> <p>Cognitive</p> <p>Social/constructive</p>	<p><u>Ways of thinking about time</u></p> <p>Newton, astronomical, clock</p> <p>Einstein, relativity, indexical</p> <p>Quantum physics, multiple simultaneous worlds</p>
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<p>3:4u</p>	<p>1) Systems/physical approach to information means that we focus on the information resources themselves – such as books, journals, databases -- what we might call the units of an information system and how the pieces fit together most efficiently. This is similar to the Newtonian idea of time: time is measurement and measurable; it is divisible into units, quantifiable. Astronomical/clock time.</p>		
<p>3:5u</p>	<p>Our models and theories in IB tend to start with the information user, explicitly as in Dervin's stick-person, or implicitly. Attention economics (Herbert Simon), and the systems approach in the precursor of IB research, start with information. Simon (1971): "What information consumes is rather obvious: it consumes the attention of its recipients."</p>		
<p>3:6u</p>	<p>The only way to introduce Slow here is to reverse the arrow of time and going backwards is rarely considered progressive, either semantically or conceptually.</p>		
<p>3:7u</p>	<p>There is an underlying elitism in LIS that would have to be overcome to introduce Slow among LIS practitioners operating under systems principles. The meta-narrative of our profession is a clinical one: we LIS professionals can repair the incomplete, uncertain user, who merely lacks the appropriate dose of information.</p>		

3:8u	In LIS practice, we have remarkably little faith in information users. This is what makes me think that a user-driven movement would not gain much of a foothold.
3:9u	Thinking about introducing Slow from the LIS side is hard to imagine. What is a Slow library?
3:10u	The information society treats time as if it were inversely scalable: i.e., less = better; longer does not equal good because longer means forgetting, memory problems, lack of urgency, and, therefore, motivation.
3:11u	However, IB theories and models are not scalable. We can't insert groups of people where we currently have individuals...
3:12u	...we can't say with any certainty that a longer or shorter journey through the process equals a corresponding increase or decrease in quality of experience or information.
3:13u	2) The cognitive approach to information behaviour means that information is defined as that which reduces uncertainty or makes a change in somebody's knowledge.
3:14u	But that piece of information isn't the same thing for each person. It's relative; time is relative to the observer and his or her frame of reference.
3:15u	Due to IB models' linearity, which suggests motion or movement (but not so much speed as inexorability), time is necessarily indexical in IB theories: before, during, after, then, now. But can speed be indexical? I don't think so, not technically.
3:16u	To make speed indexical, that is, relative to the perceiver, involves "time work" as described by Michael Flaherty. This is what the Slow Movement is: an attempt to change one's own perception of time.
3:17u	The problem, as Frohmann (1996) pointed out, is that anything that occurs inside the head of the user is essentially black-boxed –

	we can't access it, observe it, or measure it effectively.
3:18u	I don't think the word "convenience" appears in the paper, but unpacking it seems to mean that something is "easy" and "fast." Nothing is convenient unless it is convenient <i>to</i> someone.
3:19u	The diversity aspect of the Slow Movement might be possible within this perspective [cognitive], but choice can't be the pinnacle of information provision, not when it simply means that there are more decisions to be made, more evaluation to be done, more possibilities on the spectrum between "good" and "bad" sources. But that's the paradox of the Slow Movement: there is no diversity without choice.
3:20u	3) Social/constructive approach is based on the idea that information is what is created between or among people in their interactions with each other.
3:21u	Recognizes multiple realities that people live in simultaneously, similar to quantum physics' "many-worlds" theory which views reality as a many-branched tree where every possible quantum outcome is realized.
3:22u	A causal relationship requires that events be separated temporally.
3:23u	Speed from this perspective speed is not measured by astronomical movement or personal perception but by being attuned to other people.
3:24u	Social tagging, etc., is supposed to make patrons co-producers but really <i>co-opts</i> them as unpaid labour, promoters, reviewers, cataloguers, reader's advisory, etc. There is already a lot off-loading of tasks and functions from businesses/organizations to clients, consumers. It's usually in the name of saving money, although that extra money is unlikely to make it into the pockets of the clients.
3:25u	I am one of the Luddites who questions speed and choice in regard to bibliographic description.
3:26u	I see evidence of the push toward speed/consumerism in library catalogues. Public library catalogues are overloaded with

	metadata.
3:27u	The metadata, specifically Library of Congress Subject Headings, in library catalogues sometimes give away the ending to works of fiction. It seems that librarians are taking Ranganathan's Fourth Law of Library Science – "Save the time of the user" – to an absurd conclusion: that is, to eliminate the need to read the books or to discover anew.
3:28u	You mean we'd actually acknowledge history in LIS? LIS and IB exist in weird, universal but ahistorical time.
3:29u	Tempo is one of the few aspects of time that we do acknowledge, albeit implicitly.

Participant # 4

4:1u	<p>In considering addressing the 'ills' of infomania, the assumption of the paper seems to be that speed of access and abundant choice are simultaneous and equally debilitating occurrences and that addressing one will or should address the other and/or that the value of the Slow Movement is to provide reflection on rather than acceptance of either of these principles as optimal information behaviour.</p> <p>I suggest that these two concepts need to be considered as not necessarily inextricably intertwined, nor problematic in the same type of manner but rather possibly discrete occurrences. The one place in the position paper than I see the two concepts pulled apart are in the supplementary questions.</p>
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4:2u	In stating this, I also suggest that the desire for and presence of speed of access is less stoppable than is the desire for an unlimited choice of information sources. In other words, I do see the two concepts as not always or perhaps ideally or not ideally linked.
4:3u	I do agree that consumption of products in the marketplace (rather than consumption of information) has these two components inextricably intertwined. However, as a consumer of both product and information, I find it is more the abundance of choice that produces anxiety than it is the speed of access.
4:4u	Although I do not subscribe to technological determinism but rather I follow the thinking of social constructivism that all human experience is shaped by the tools that the culture provides, such as any material artifact, language, symbol, and in these days, digital forms of information (rooted in Vygotsky's work and developed through activity theory). In other words, there is a two way flow, but digital technology has both a direct and an indirect influence on information behaviour.
4:5u	I incorporate this notion in my theory of Radical Change (a recent study using Radical Change theory http://www.asis.org/Conferences/AM09/open-proceedings/posters/75.xml) This theory, based on the digital age principles of interactivity, connectivity and access, both explains and predicts human information behaviour.
4:6u	A theory of information behaviour that is relevant here is the Principle of Least Effort, otherwise known as Zipf's Law originating in a book linguist Zipf wrote in 1949, <i>Human Behaviour and the Principle of Least Effort</i> . Since it has become a much studied principle in the field of information science. It applies here because ease of access and rapidity of access are related. While it used to mean that users would go to a branch library rather than the central library to get needed information, it can also mean going online rather than to a physical library. The trade-off may sometimes be less quality of information than a greater effort might have produced.
4:7u	The reason tempo or speed is more problematic (or less 'curable') has to do with what is known as 'Moore's Law.' Circa 1975, Gordon Moore, co-founder of Intel, computer chip manufacturer, predicted that transistor speed or in lay person's terms, computing

	power, would double every two years (some say he said 18 months, but he says two years). This means those digital age principles (interactivity, connectivity, and access) will permeate society at an exponential rate of speed. So far Moore's Law has held true, and some predict it will for another 10 to 20 years. If this is true, the expectations for speed of access will not slow down but rather will accelerate as people interact with what technology can provide.
4:8u	Because ease of access is already so commonplace and will become increasingly so at a breakneck speed, convincing people not to take advantage of this may be too idealistic or except for a self-selected small percentage of the population, may not have clear, irrefutable value.
4:9u	This does not necessarily mean that the tempo of information behaviour is out of control, but it may mean that information seekers need to understand that they are (and have been forever, likely) inclined to choose ease of access (including rapidity) over quality of information.
4:10u	Finally, I am not certain that consumerism has been the driving influence on this tempo issue as much as human nature in seeking information (or products) combined with the acceleration of the availability of information and the opportunities to interact with it.
4:11u	[Regarding quantity & choice:] Here I see a difference in that the Slow movement principles are more likely to be applied here and the sense for the need for them is already more pervasive. While users may continue to seek 'quick access' to information, there is and will be a countervailing force to make the choices 'manageable.' In the consumer field, this occurs in two ways, e.g., through expert and consumer knowledge or shared opinion (Consumer Reports of consumersearch.com, a meta-analysis of various expert and consumer opinion).
4:12u	An example for the need for this control of quantity related to the information field appeared in the June 18, 2010 issue of <i>The Chronicle of Higher Education</i> in a Point of View article written by Mark Bauerlein et al. documented the ill results of the proliferation of research papers and offering solutions to this, e.g., as limiting the number of papers a person can submit, paying more attention

	to impact measures, etc. (in other words, a call for Slow).
4:13u	Richard Wurman's methods of addressing this in his two <i>Information Anxiety</i> books have had an enormous impact on both how information is organized to provide the maximum access to key points to the way an individual can approach information in a purposefully reflective manner. His suggestions, many of which have been incorporated in how newspapers and journals present information, demonstrate a way to keep some control.
4:14u	Something missing from the paper on the Slow movement is any discussion of how the rapid (and I would argue exponential) growth of social networking via technology has occurred in the past two or three years. This would seem to lean more toward the 'user-controlled' production of information. Does this increase the quality of information (with user editing privileges such as those in Wikipedia – recently modified to provide less than complete user control) or does it water it down? It has definitely increased the volume of information (and commercialism can be seen with the take-over or infusion of sites such as Facebook for marketing purposes).
4:15u	In the popular journal <i>Technology Review</i> , May/June 2010 issue, the editors select their annual 10 emerging technologies. The first of these is called Real Time Search. This article is about "figuring out the meaning and value of those fleeting bits of information" that come on Facebook and Twitter, for example, and need to be immediately indexed as important. How to do this? Number of 'retweets,' repeated use of certain terms, e.g., 'earthquake'? This type of 'control' is virtually impossible with simple human reflection, so the Slow movement would need to address how ones addresses the issue of instant information in social networking situations without resorting to this type of technological analysis.
4:16u	Finally, as I've run over the desirable word limit, I would say that Habermas's call for revival of the public sphere as it relates to 'place' are important in considering the Slow movement. Place does and will continue to play an important part in what libraries can provide, but it will not be able to provide the ultimate source of information.

4:17u	In sum, definitely the Slow movement is important in reminding all information seekers of the parallels between consumerism and information behaviour. Reflection in all wakes of life is essential.
4:18u	It is also important to consider what is possible, whether speed of access and overabundance of information are intertwined or not, and what the impact of current social and technological conditions dictate about this.

Participant # 5

5:1u	It is difficult for me to respond to your questions because I see the issues you raised in a very different way and as a result, I'm not sure I understand what you are after. Instead of composing a new argument, I'll just mention some of my perceptions that might be different from those reflected in your paper.
5:2u	Information is not being sought for killing time, having fun, or for enjoyment. People look for information when they have to make a decision. That is, looking for information interrupts a process in which an actor is engaged. Given this situation, it makes sense to aim at providing the most useful information in a short time so the actor can resume the decision-making process.
5:3u	I'm not familiar with the literature on the Information Society. It seems to me that the human information behavior (HIB) field has not raised the need for maximum choice on the individual level.
5:4u	It is possible that on a societal level arguments are being made to require access to a diversity of information and information sources so that people would not be fed only with information that might serve the interests of some power.

5:5u	I do not think that the idea that actors should receive information fast and that have much choice is derived from consumerism.
5:6u	Without analyzing the sociology of theories in HIB (of which there are very few), it seem to me that the sources for these ideas are rooted in other, broader political and economic issues:
5:7u	The idea that more is better is fundamental to the profit-driven economy and culture. This is reflected in both the production and use of information. A clear example is the "publish or perish" syndrome.
5:8u	While other products (such as fruit and vegetables) perish when they are consumed, information cannot perish (unless purposefully destroyed).
5:9u	It is not clear to me what is being sustained when information is used (or "consumed").
5:10u	Contributing to the idea that more information is better is the edict "information is power" that is widely accepted among information science researchers in the US (I don't know if this is the case in other countries).
5:11u	Although the cognitive approach in HIB assumes that all information problems are equal for actors with different cognitive attributes, the in-context movement assumes that context shapes the search process and information use. That is, in some contexts speedy response is essential, in others having a choice is a fundamental requirement, and so on.
5:12u	Given these perceptions I cannot see the contribution of the Slow Movement to HIB. It is possible I didn't understand its application.

Participant # 6

6:1u	First off, let me thank you for being included in the Delphi study as the topic is very interesting. Below are my first thoughts on reading the paper.
6:2u	Table of Key Terms: I appreciate the attempt here to distinguish and delineate the difference for key terms between infomania and infodiversity. Binomial approaches are never my first choice though (as I keep saying to students). Aren't most important areas of interest in life often best conceptualized as a continuum? It seems like there could be something in between 'infomania' and 'slow information'?
6:3u	'Information illness' isn't defined. Seems a bit overstated. Is this possibly framing information seeking in some form of an addiction? Interesting.
6:4u	Infomania: Historically, when did we 'tip' to information overload? I wonder if newspaper readers in the early 1900s felt stressed when radio came into play? Or is this truly a recent phenomenon. Or were there too many cave paintings to process? Just wondering...
6:5u	Information Consumerism: In my lifetime (I am 55 years old) I do remember being aware of, as an LIS professional, when we tipped from information being a public good to having real value that people would pay for. Sure, we bought newspapers and magazines but with the advent of the internet we saw the concept of information as a quantifiable good with so many more producers (with the same potential number of consumers) that 'selling' became much more necessary with the advent of crazy competition for readers/viewers.
6:6u	Concerns: I'm not persuaded that we can or should discard consumerism totally from the information seeking action/catalyst. Again, this is where a continuum works better than the either/or approach.

6:7u	LIS Complicity: I'm also not persuaded that LIS has bought in totally with the speed + convenience = optimal service provision. Perhaps systems people and the computer science folks but I'm not sure I'll even go that far.
6:8u	We probably want physicians, for example, to take their time in learning about new advances in science, not just taking the short, Cliff Notes version of new research. Still, if I'm the patient needing help now, I'm hoping that this new information is provided quickly and well for the doctors to access.
6:9u	Page 7 Summary of Infomania: As someone who researches information seeking from the user's perspective I don't see LIS being caught up in the fast food version of information all that much. Scholars, for example, might still want or need to ponder the information they are finding as maturation of thought is quite permissible and, perhaps, even desirable in research.
6:10u	Still, this might be changing as well as I seek out information in books although it's just so easy to find really current information in journal articles available electronically. Now I'm pondering this so woohoo!
6:11u	Infodiversity: Reading this section made me think about the class I'm teaching this summer on Readers Advisory and the genre fiction vs. 'literature' debates the students are having. The purposes of infomania and infodiversity seem different. Sure, choice and pleasure are wonderful pursuits. Again, I just don't want my doctor taking that route while my heinous rash is spreading rapidly (note: I don't have a rash, just an example ☺).
6:12Au	Hmmm, I'm considering the fast food/slow food concepts in terms of 'withdrawal.' But that still takes me back to situational applications. Normally, slow food preparation and enjoyment is the Sunday practice at my home. Today, however, I am traveling six hours with a dog in the car. I cannot go into a nice restaurant for a leisurely lunch because he would be harmed. So, fast food it is (and I'm a vegetarian so it's been challenging).
6:12Bu	I am a believer in applying slow food principles when they fit. So, how does this square with my information life? The article is

	making me think this through and I believe there are parallels. Again, when I am researching, I take more time to reflect. When I'm looking for today's weather, I am maybe not so focused on getting several different views for reflective purposes. I will just go to the Weather Channel as a trusted source who gives me "The Weather on the 8s".
6:13u	Conclusion: I believe that since information is a social construct, we in LIS will tend towards following society rather than influencing the masses in some sort of future. Societal proponents of slow information (and since I have been SLOW in pondering all of this and getting back to you I haven't really been able to come up with similar terms or other thinkers in this area- you might be first here ☺) might need to be the catalysts for change. It would be interesting to see if LIS advocates <i>could</i> lead a change like this.
6:14u	Once again, thank you for sharing this. I have another 5 hour drive tomorrow so I will probably be 'slowly pondering' all of this some more as driving, for me, is a GREAT time to take advantage of reflection on various topics (driving and walking for pleasure/exercise both seem to be excellent periods of time for slow thinking for me). I hope to hear more of what comes out of the process!
6:15u	P.S. When I titled my document it made me think that the Delphi process here seems a bit like 'slow information' as I really didn't rush through this...

Participant # 7

7:1u	Well, this is a highly original point of view.
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7:2u	I believe you have a very strong argument that in traditional information science are users conceptualized as consumers (without this being stated consciously).
7:3u	I believe we have to consider information systems and services in relation to society and subgroups in the light of different kinds of interests trying to gain influence:...
7:4u	...trying to "sell " information (or to take the attention of the user) versus communities own needs and how information systems may support them.

Participant # 8

8:1u	There are many assumptions and logical disconnections evident within the paper. The first is the unsupported statement that LIS research and practice is driven by "infomania." There is no evidence to support this assertion;
8:2u	indeed, it seems apparent that LIS is actually driven by a fundamental interest in connecting people with information.
8:3u	The nature of the information, the connection, or the people involved in that relationship vary dramatically, but nowhere is there evidence that "infomania" drives the field.
8:4u	Similarly, the claim that "speed" and "choice" are central to LIS, is not supported.
8:5u	The claim that "avoidance and withdrawal" are the inevitable result of "infomania" is also made without evidence.
8:6u	Equally, there is no support provided for the assertion that information avoidance or information filtering are not purposive or

	positive; again, the writer simply assumes this to be the case.
8:7u	Equally, there is no data showing that people are not in “control” or have “mastery” over their information interactions. Nothing is “out of control.”
8:8u	Another assumption is evident in the writer’s assertion that the academy is adopting a consumerist perspective of information users. There is no evidence provided for this notion.
8:9u	A frankly false assertion is made when the writer assumes that information behaviour models tend to be linear.
8:10u	What is actually linear is time—people move through time from present to future.
8:11u	Their behaviour, however, is iterative, because they return to earlier steps in their information behaviour processes and retrace steps and paths. This general understanding does no disservice to people.
8:12u	The second concern with the paper is the connection made between “Slow Movement” and “infodiversity.” There is no necessary logical connection between these concepts, for LIS.
8:13u	In addition, the “infomania” information environment is connected in the paper with too much diffusion or diversity of information. Information diversity, it seems, is a feature of both “infomania” and “Slow Movement” LIS.
8:14u	The “illness” metaphor used to describe the concerns with LIS (i.e., “infomania”) is obvious and reveals significant bias on the part of the writer. Terms such as “afflictions” and “compulsions” clearly connote negativity.
8:15u	The statement that “Infomania encompasses all five groups by implying ubiquity and dynamism” is very difficult to understand. There is a failure of logical connection to the previous sentence.
8:16u	The writer’s concern with spatial disconnection between users and sources is not explained. Most people, globally, are delighted by

	the reduction in spatial distance made possible through electronic information.
8:17u	Finally, the assertion that Slow LIS “centralises creative and subjective associations rather than a reliance on formulaic chains or pre-defined links” is not explained, nor supported. Why would this benefit LIS?
8:18u	Most importantly, what does the writer actually propose to change, from a pragmatic perspective, in order to achieve her/his vision?
8:19u	While the writer may idealise “Slow LIS,” no compelling argument is made to support this vision, and obvious pragmatic complications which would arise from attempting to impose this vision make it highly improbable.
8:20u	The paper employs a “straw man” argument, setting up “infomania” as an easily attacked construct; in the absence of data to support the construct, the argument, or the alternative construct suggested, there is little substantive engagement possible.

Participant # 9

9:1u	I find it rather difficult to comment on the ideas in the paper because the text seems to be dealing with three different issues:
9:2u	Something that is happening with information resources and technologies and how they affect user’s information behaviour causing pathological reactions. In this case, slow would be a good remedy.
9:3u	Though I must say that living in Sweden I am not quite sure if the pathological behaviour is so wide spread as the paper leads to believe.
9:4u	I also would not be inclined to see the reality in such dichotomies – it is always much more complicated and there are no clear

	boundaries between one and another. Even the same person may exhibit hectic infomaniac behaviour at one moment and follow the pattern of Slow movement next day or even the same evening.
9:5u	Certain bias in LIS research. And here I do not see any potential either for infomania or infodiversity unless they are related to important and interesting research questions.
9:6u	There is research with the emphasis on the consumption of information as well as on slow information behaviour (though it is not named that way) or information literacy that is very different from what is described by infomania term.
9:7u	Counter positioning of two ideologies: consumptionist and anti-consumptionist. I would strongly adhere to the second one, but would think that the only way to conquer the first is to recognize its influence on the people (including ourselves) and critically examine this influence.
9:8u	All ideologies are constructed by societies and always have a seed of counter-ideology in themselves, therefore, there is always a possibility of change.
9:9u	Infodiversity and Slow movement are as good for this as many other ways to beat consumptionism and such.

Participant # 10

10:1u	This is an impressionistic set of responses rather than a coherent essay in reply. I wasn't exactly sure what you were looking for, but these are the kinds of things I scrawled as I was reading!
10:2u	It's interesting that the two notions are based on quite different metaphors; infomania takes psychopathology as its base while the

	idea of infodiversity is clearly rooted in ecology.
10:3u	This in itself seems to me emblematic of bigger conversations about social life and its meaning.
10:4u	I've had people make use of psychopathology to describe themselves in positive ways; an information addiction is presented as a healthy and positive kind of mania: "I'm an information junkie" in much the same way that "I'm a healthy food/exercise junkie" would be used to account for socially accepted healthy living standards rather than to justify anorexia...
10:5u	A belief in infomania requires that one accept that the "Information Society" exists and that life is, in fact, getting faster.
10:6u	There's some argument about whether the amount of time devoted to work vs leisure has in fact increased as this model assumes.
10:7u	"Slow" is certainly a common response to the notion that the world is speeding up.
10:8u	This link (posted to Facebook by an LIS doctoral student I know) posits disconnection as the new counterculture: http://andrewsullivan.theatlantic.com/the_daily_dish/2010/04/logging-off.html
10:9u	I definitely agree with you that theories of information behaviour largely leave time out and...
10:10u	...assume, not only a linear process, but a single "information need" being addressed in a systematic way at a given time.
10:11u	I wonder about the concept of "overload." Does overload have to do with the amount/volume of incoming information, or just its pace?
10:12u	One note I made to myself in the margins of your position paper is around vocabulary: while the word "consumer" carries the baggage of hypercapitalism, the term "patron" harkens back to a more leisurely time and, perhaps more importantly, to a leisured class who had the time to seek out music and arts to enjoy, as well as the resources with which to enjoy them.
10:13u	While there's been lots written decrying the customer-service language in LIS, I don't know that there's been a similar critique of the

	language of patronage.
10:14u	I had a few conceptual difficulties with the position paper. First, do afflictions and compulsions in fact derive from information overload? Or does the compulsive acquisitiveness of hypercapitalism lead to overload?
10:15u	Is the “power to choose” in fact better represented as “the responsibility to act appropriately”?
10:16u	Also, I’m concerned that your distaste for seeing seeking and using information as consumerist acts might blind you; there’s tended to be a sense that “information,” like literature, culture, art, is somehow higher in purpose than base commercial ends.
10:17u	While this does help to point out the fundamental distinctions between productions of the human mind and productions of the human or mechanical hand, completely divorcing “information” from its economic contexts is, I think, misguided.
10:18u	Even though the exchange of information may not be a commercial endeavour in that no money changes hands, it could create economic value.
10:19u	And information could, like a theatrical production, be considered a consumable product (or service, if you prefer).
10:20u	And people certainly profit, like it or not, from the ownership and control of information.
10:21u	Question: you say “infomania that library and information science strives to alleviate”. Does it? Isn’t a certain degree of infomania required to keep the entire LIS endeavour going?
10:22u	I’ve long agreed with you on the problematic positive language used for people who actively seek out and use information and the corresponding negative language for those who don’t. I find the monitors/blunters dichotomy particularly problematic in this regard.
10:23u	You talk about a “natural time and natural tempo”. What would a natural time look like? Who or what would be the pacer for a natural tempo? For example, geological time is natural, as the speed of walking, as is the speed of light. What is information’s

	“natural time”?
10:24u	A concern about infodiversity: I think it's overly idealized to assume that people could necessarily retain control of or attain mastery over everyday life, or control or adjust its tempo.
10:25u	Many people's everyday lives are far enough outside of their control that it's well beyond an information problem. For whom would this control be possible, and under what circumstances?
10:26u	How does your concept of infodiversity differ from the multiple expansion of sources that itself leads to/is characteristic of infomania?
10:27u	And is the ability to choose slow information just another option available within the hyperconsumerist world of infomania??

Participant # 11

11:1u	‘And computers were still scary and we didn't know everything’ Sandi Thom
11:2u	My response is conditioned in large measure by my area of interest, which is in the use of information in the workplace. I am fascinated by the ideas developed within LIS, which I think are neglected in organization studies, but I am not part of the discipline of LIS.
11:3u	One observation I have frequently used is the following, drawn from Tony Watson Good managers are constantly collecting and sifting information from a variety of sources and work hard to maintain an

	<p>information network which will continually feed them with knowledge and intelligence of both a formal and informal nature.</p> <p>Bad managers either (i) limit themselves to a few, usually formal, sources of information so that they have little knowledge of or ‘feel for’ what is going on around them, or (ii) allow themselves to be swamped with indiscriminately received information so that they quickly become dazed and out of touch.</p> <p>This has then led me to ask questions about how managers get to be ‘good’ or ‘bad’, hence my interest in concepts like information literacy.</p>
11:4u	<p>So an initial response is perhaps adding speed to the equation might prompt interesting questions. So if we think that good managers also take their time in thinking about what information they need then we could formulate interesting research questions. On this version, what might be useful about the focus on Slow is explicitly adding the time dimension to the framing of our questions.</p>
11:5u	<p>Whether that means anything for information behaviours itself I’m not so sure.</p>
11:6u	<p>Let me develop that. The quote at the head of this piece is ironic (I think) and I would place it in the same context as T. S. Eliot’s observation about the wisdom lost in knowledge. So this is a persistent human concern, that the questions we frame are in some ways unanswerable by simply more information.</p>
11:7u	<p>So I’ve always thought that studies in areas like information literacy draw us back inexorably to questions about what it means to <i>know</i> in a particular domain. The concern must be that the quantity, variety and speed of information available drowns out such concerns. So perhaps another value of Slow would be to turn us back to the question about why we are looking for information in the first place.</p>
11:8u	<p>I think this does link to your point about consumerism, but I would amplify this to think about the way this trend has impacted on</p>

	education, both amongst students and staff. So I recently read a piece in the UCU journal (reprinted from the <i>New York Review of Books</i> , I think) which bemoaned the transformation of the British academic system from a 'slow food' system to a 'fast food' one (the terms are used explicitly, which is interesting in this context). The result is that the emphasis is all on more and more information, delivered faster and faster, with the consequence that other considerations are pushed out – the key one being that you just can't hurry good research (or learning).
11:9u	In my own area of information use in organisations, it is clear that claims for improved decision making through more data are flawed if they don't take time into account – that it takes organisations in the order of ten years to be able to frame sensible questions to address to their voluminous data. I guess Slow is part of the counter to this and I would suggest that ethical consumption is also a part of this.
11:10u	This might also give an area of critique, which is that such movements, argue some, however well intentioned are at best a sticking plaster and at worst simply legitimate the very problems they are trying to address. So if the problem is consumerism, then just being slower or more ethical does not address the attitudes that consumerism inculcates.
11:11u	In my own domain of work organizations I must confess that outside of a very small sphere of organizations I do not see the pressures for unrelenting speed going away.
11:12u	I would suggest that a weakness of LIS can be in abstracting information practices from this sort of context – something I think that the literature of literacies and sociolinguistics (e.g. the work of James Gee) addresses better.
11:13u	So it seems to me that Slow raises broader questions. In response to your final questions it seems to me that not only is this user-centric, but that we have to place that user in the broader social context.
11:14u	On looking over this again, it strikes me that I have related time to the framing of the questions and the learning process, rather than to the process of information seeking itself.

11:15u	So I think Slow has made me think about the whole notion of time and that there can be different tempos. We can all probably think about times when we wanted and valued quick information. But this is then embedded within a wider rhythm of time and this might be the place for Slow. That is, even within Slow food I'm imagining there are times when speed is necessary – when the recipe all comes to a crucial point, for example. So perhaps it prompts us to think about what time and tempo are.
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Participant # 12

12:1u	I have thought for a long time that a major flaw in both research and practice ends of the information field has been a focus on the moment—systems to support quick retrieval; research that focuses on the retrieval moment.
12:2u	This is not to say that information retrieval moments (perhaps this touches on infomania) are not significant, but a focus to the extreme on the moment neglects the information search or learning process people go through as they engage in life and work.
12:3u	I have thought of this longer term consideration of what information is to people over time (as people do, make, create, learn) as being concerned with a time and timing perspective in contrast to other perspectival slices of the individual and social, for example. This may be moving towards what your term as 'Slow information'.
12:4u	It seems to me that 'Slow information' and 'time and timing' both resonate with various sense making views of information (most notably Brenda Dervin and Karl Weick).
12:5u	Regarding overload, Sam Neal some time ago wrote a book with a chapter on overload that basically posits that overload is not a problem, that people shape what information is for their own purposes.

12:6u	Existence of a limited human information processing system necessitates what Herbert Simon labelled 'bounded rationality'. To me this idea also resonates with more recent work by Elfreda Chatman on a Theory of Life in the Round, which provides a framework for considering how people shape their information worlds (rounding?).
12:7u	If information overload is real, I don't see it as having positive or negative aspects.
12:8u	I think that we need to separate our views as information researchers or professionals from those of people who construct information in context.
12:9u	Consumerism is something that I need to think about more. I think that consumerism works to bring us (who can pay for them) things that are more entertaining than informing or supporting learning, but they do often have the potential for informing or supporting learning both incidentally and explicitly.
12:10u	As such the instantiations of consumerism seem to feed both the information divide and the divide caused by individual possessing or not a variety of literacies that lead to socio-economic advantage.
12:11u	Power is another concept that I know I should pay more attention to, but somehow don't.

Participant # 13

13:1u	LIS always depicts information as something useful and a cure for most human problems, failing drastically in many of its attempts because of this unquestioned notion.
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13:2u	I really agree with this formulation "infected" and "infectious" roots which leads unintentionally into accepting something we would not otherwise "buy".
13:3u	It makes sense to foreground avoidance and withdrawal as equally rational modes of information behavior as seeking and searching. LIS does not really understand about coping, without due attention to these two.
13:4u	And the aspect of what makes life controlled and enjoyable, we never managed to grasp that it's not about information-processing skills per se but deep engagement with a practice domain (that generalized skills do not exist, nor a generalized all-around useful corpus of knowledge).
13:5u	Information society seems a term that is not so much used any more.
13:6u	Any description and definition is bound to represent one discourse, whether utopian or dystopian.
13:7u	Generalizations about information behavior in current environments can capture some essential changes, nevertheless, so they are valid and useful to think with. Nevertheless, it must be based on firm empirical data gathered over time and with enough attention to context in which the data was gathered.
13:8u	As I understand it, IL research is very much about being selective and critical.
13:9u	Having accelerated access to vast amounts of information is a fact, but what it means needs to be discussed not in generalized terms but within very limited contexts, work or leisure practices
13:10u	If I'm really interested in something, of course it's a blessing to have unlimited access to not only documents but also to others sharing the same interest, sharing the same concerns, ideas and emotions.
13:11u	I'm sure there is point also in talking about infomania, that pursuing an interests and related information can become addictive

	because there is so much to discover and so easily.
13:12u	Information research has actually not looked much into filtering and avoidance, because of its infected roots. These are just examples of a whole range of information practices we do not look at but should (recommending, sharing, giving....).
13:13u	<i>'The spatial disconnection between user and source undoubtedly increases infomania, disrupting the chain and blurring provenance'</i> I think the last sentence is very true.
13:14u	This means that both discourses (infomania and infodiversity) are simultaneously true - real life is full of such dilemmas.
13:15u	I agree, again, the pressure to perform and keep up is a reality - and not only for us in the information profession who actually do need to keep up. Things change very fast and it is to some degree mandatory for most to understand what is possible and what is going on.
13:16u	There is a lot of denial of this (even within information studies departments) laced with criticism of social media (can always be defined as total waste as time) but we are left with the fact if two people discuss social media and the other has never been there, in FB for instance, they occupy very different realities and interpretive horizons.
13:17u	People need to enter into dialogue, nevertheless, so that through producing discourses about our current information environment we come to see its different options, potentials and steer its futures
13:18u	<i>'I do not believe it is useful to extend this overlap and frame the everyday human information actor as a consumer. My reasons are two-fold: first, I do not believe that the act of seeking and using information is, or should be seen as, consumerist and the actor within that process should not therefore be seen as a consumer. Information use, in this context, is not a commercial endeavour.'</i> I wholly agree with you here

13:19u	Yes, information process models are totally misleading: mostly, we should understand we are dealing with ongoing mundane practices (not information needs or problems). The fundamental flaw has been to focus on "critical" needs - illnesses, major work or life challenges, etc. - rather than the routine and the mundane and the everyday.
13:20u	It makes a lot of sense to look at information behavior driven by love for something, hobbyist, domain, or leisure interests.
13:21u	Information collector behavior is understudied, but we people collect intangible keepsakes in the form of information just as naturally as we move in different spaces and affinity groups in everyday life.

Participant # 14

14:1u	Space and time are very important for LIS Studies and this is good that you point that problem with our Information Society.
14:2u	Everybody wants immediate information, but they cannot deal with it.
14:3u	The main problem nevertheless of your paper is that you didn't speak about information literacy and the importance of this information literacy for everybody in Slow information? Is it normal not to speak about it or I didn't understand you very much ? What difference exist between well managing information literacy and slow information ?
14:4u	Indeed in most papers i have read recently, the assumptions outlined are not obvious or evident.
14:5u	I think there is a potential for Slow in LIS but what difference with well-managed information literacy?
14:6u	Personally I don't think information can be itself slow. It's a nonsense concept in this way.

14:7u	The "slow or rapid" way, we take time in order to collect information & use it is the true direction for studies from my perspective. This can be personal or user-centric tempo but it can be improved for corporate societies.
14:8u	This paper is very interesting and I congratulate you.
14:9u	It is true that the distinction between the user/actor of information and the consumer of information has appeared in the literature, and it is very good to reveal this contradiction. "Consumer society overlaps with information society".
14:10u	In the LIS world, there is a tendency to use these consumerist hypotheses and with them, the great despair of the user. However, I do not think that all LIS studies should be considered as complicitous in this confused direction. In the recent literature, different models specifically take into account the non-linear process of information seeking and use. It is undoubtedly necessary to present an historical view of the evolution of these representations within LIS.
14:11u	Similarly, I think that in this text, it is necessary to explain the evolution of representations from the user of information, to the user of information systems, to the information actor.
14:12u	Circular models exist in the recent literature which could be used in your paper to show these changes of mentality.
14:13u	To reveal these contradictions is a good thing for everybody.

Participant # 15

15:1u	The paper raises many thoughts.
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15:2u	Is there a close relationship between IB research and consumerism? It comes to my mind that Tom Wilson has claimed in his 1994 paper that IB researchers should adopt more ideas from consumer studies and theories.
15:3u	In IB research information seeking is often viewed instrumentally: it is a means to some other end or purpose.
15:4u	The assumption is that one should not waste time to do instrumental tasks, but information systems should be as effective as possible, i.e., they should give the user relevant information and filter out irrelevant information. This is, for example, how Google operates. It tries to give the search results very quickly and to put them in an order of decreasing relevance (more relevant results first). Google is an effective tool of quick information seeking and it would be pointless to wish Google to operate slowly. When information systems are effective, we can have more time to put the acquired information into use.
15:5u	One could claim that effective information systems increase the quality of knowledge work and give us the possibility to do, for example, good and time-consuming research that fits the goals of the Slow Movement. Thus, effectiveness of information seeking can increase the quality of our work and give us more time on more important issues.
15:6u	As stated in the paper, the effectiveness of information seeking is stressed quite strongly in IB research. Perhaps this can be explained by the fact that, historically, IB research has concentrated mostly on scientists and engineers. In the humanities, information seeking processes are often more complex and, in a way, closely intertwined with other research processes. Furthermore, in ELIS, there could be groups like hobbyists who enjoy the information seeking process per se.
15:7u	In a way, the dichotomy between fast and slow information reflects the dichotomy of digital vs printed information sources and bits vs atoms.
15:8u	One could say that, for example, the provenance of printed sources is often very easy to trace. However, there are digital sources like Wikipedia in which one can follow very closely how knowledge gets formed or constructed in a digital arena (via discussion and

	history pages). Creative and associative links between different documents are created all the time in social book-marking sites like delicious.com.
15:9u	The paper claims that information avoidance and information filtering are rarely seen as positive examples of information behaviour. In health IB research information avoidance is quite thoroughly discussed but is it viewed somehow negatively? Perhaps.
15:10u	However, the kind of psychological filtering we do when we make relevance judgements is, I think, not viewed negatively in IB research of Information Science more generally.
15:11u	Filtering functions the other way around on the Internet than on the traditional media. Traditional media uses mostly negative filtering: every book published has gone through a tight filter and it is very hard to get your paper accepted to major scientific journals and conferences. On the other hand, it is very easy to publish something on the Internet, for example, to present new claims and arguments on your own blog.
15:12u	Various social software applications enable users to do grass roots positive and negative filtering processes not alone but together with other users. They allow us to utilize the wisdom of the groups or swarm intelligence in defining top-quality sites, most interesting links and top podcasts.
15:13u	On the Web, positive and negative collective filtering processes start after someone has written and published new claims or arguments. Very quickly this new information starts to get comments on other blogs and, if the published document is considered informative or interesting, it gets recommendations from authoritative and central sites.
15:14u	Does this kind of quality controlling process fit with Slow ideals? In assessing the quality of information, one is not acting as an atomistic individual but as a social and collective being. In social information environments, one is more like a co-producer than a consumer. Perhaps social information technologies could help us to attain the goals of the Slow Movement?

15:15u	Who defines natural time and tempo in IB? God, perhaps? Or the Nature? Or our Inner Self? We live and work in artificial environments that are human-made. Our organizations, our information and our tasks are created by us. Information is not like food that can be made or "enjoyed" naturally or unnaturally.
15:16u	On the basis of the paper, it is quite difficult to assess the usability of Slow ideals in IB research.
15:17u	Perhaps Slow principles could raise our awareness of the value-judgements that are often implicitly made in IB research.

Participant # 16

This submission is excluded due to the subsequent withdrawal of the participant.

Participant # 17

17:1u	Rather than 'isolate instances' I will answer in general terms.
17:2u	I personally feel that the term 'information overload' is far less problematic than assumed (the real problem, I think, is communication overload).
17:3u	To talk of 'a group of afflictions and compulsions derived from information overload' seems to exaggerate the problem

	enormously.
17:4u	I disagree about the supposed negativity of calling information seekers/users ‘consumers’. It simply refers to people consuming information.
17:5u	The point was made that information is actually just a route to some other goal (I agree, and would say that only in LIS do we talk of an ‘ <i>information need</i> ’), nevertheless, people still consume information along the way.
17:6u	Third, I don’t feel that ‘provenance’ is sacrificed for quantity or ease of access. Academics still want peer reviewed articles and still turn to high quality journals (I have just finished a study on it); online shoppers look for trusted brands.
17:7u	I do not understand the idea of describing information seekers as ‘co-producers. It may be that some people ‘want the opportunity to engage in a deliberate process of knowledge growth’, but that is already the case.
17:8u	I really don’t feel one can equate the production of food and artisanship with information.
17:9u	Unfortunately, people do need information incredibly quickly. Also, I have reservations – as above – about the basis of ‘Slow’ in this context.
17:10u	To introduce Slow in LIS would require a fundamental change in the working environment.
17:11u	<p><i>‘How is the speed of information behaviour, by which I mean the tempo and not necessarily time pressure, positioned within theories of information behaviour with which you are familiar? Is it mentioned at all?’</i></p> <p>The computer transaction log analysis of my colleagues shows that people are incredibly quick in seeking and accessing information.</p>
17:12u	<i>‘Is there perhaps an optimum speed? Will things continue to accelerate and perhaps run out of control? Are they already out of</i>

	<p><i>control?</i></p> <p>No optimum speed. However, for each individual I imagine there is a point where they cannot assimilate information because of the speed with which it arrives.</p>
17:13u	<p>However, except where it is in moving form – a rolling news headline, for example, then people can control the speed at which they absorb it.</p>
17:14u	<p>Note – speed of access and retrieval are not the same as speed of absorption. One can find and download an academic article on the Slow Movement in seconds, but then spend an afternoon reading it carefully.</p>
17:15u	<p><i>‘What about choice? Is variety and quantity the pinnacle of information provision?’</i></p> <p>Depends on the information required. Yes, if political/current affairs.</p>
17:16u	<p><i>‘Armed with the necessary information skills, should a user always have infinite choice?’</i></p> <p>Yes, assuming accurate information. To say ‘no’ implies censoring information</p>
17:17u	<p><i>‘Is there a place for the preservation, and promotion, of traditional information channels?’</i></p> <p>What do you call traditional information channels?</p> <p><i>‘What might they be?’</i></p> <p>I don’t know – the BBC? National newspapers? Encyclopaedia Britannica?</p>
17:18u	<p><i>‘Does reference to this sort of behaviour already exist but by another name (encountering, acquisition & sharing)?’</i></p> <p>??</p>

17:19u	<p><i>'And in terms of Slow Information: can information itself be Slow, or is it a user-centric concept?'</i></p> <p>The latter, although the production of information (e.g. from raw data) can be slow.</p>
17:20u	<p>There is a danger of equating the speed of dissemination or acquisition of information with the information itself. I cannot see how the latter can itself be 'slow'.</p>
17:21u	<p><i>'Must it be a personal informational lifestyle or could it have broader reaches?'</i></p> <p>Personal, of course. The broader reach would only apply if the nature of work and – ultimately – society changed.</p>

Appendix D
Delphi units
(arranged by conceptual group)

Group A: information society

Participant #	Unit #									
1	12	14B	16							
2	8	10	11	15	16	17	18			
3	10	17	23							
4	1	2	3	4	7	8	10	13	17	18
5	4	5	6	7	10					
6	4									
7	3	4								
8	7									
9										
10	5	6	8	11	24	25				
11	6	7	8	11						
12	7	9	10							
13	2	5	9	10	15					
14	2									
15										
17	2	3								

Group B: the nature of information

Participant #	Unit #						
1	7	8					
2	19						
3	3	4	13	14	20	21	22
4							
5	2	8	9				
6	5						
7							
8	3						
9							
10	16	17	18	19	20	21	
11							
12	3	5					
13	1						
14	6						
15	7	8	15				
17	5	8	17				

Group B-C: bridging group

Participant #	Unit #				
1	6				
2	5	12			
3	2	5	7	8	24
4	9	14			
5					
6	6				
7	2				
8					
9					
10	12	13			
11					
12					
13	18				
14	9	11			
15	14				
17	4	7			

Group C: information behaviour / practice

Participant #	Unit #													
	2	3	4	5	9	10	11	13	14A	15	18	19	20	21
1	2	3	4	5	9	10	11	13	14A	15	18	19	20	21
2	2	3	4	6	7	9	13	14						
3	11	12	15	18	25	26	27	28	29					
4	5	6	11	16										
5	3	11												
6	7	8	10	11	12A	[13]								
7														
8	2	9	10	11	16									
9	3	4												
10	4	9	10	21	22									
11	4	5	9	12	14									
12	1	2	4	6	8									
13	3	4	8	11	12	13	16	19	20	21				
14	1	7	10	12										
15	2	3	4	5	6	9	10	11	12	13				
17	6	9	11	12	13	14	15	16	18					

Square brackets denote overlap

Group D: Slow information

Participant #	Unit #			
1	17			
2	20	21		
3	6	9	16	19
4	12	15		
5				
6	12B	[13]		
7				
8	13	17	19	
9	2	6	9	
10	7	26	27	
11	10	13	15	
12				
13	14			
14	3	5		
15	17			
17	10	19	21	

Square brackets denote overlap

Group P: process

Participant #	Unit #									
1	1									
2	1									
3	1									
4										
5	1	12								
6	1	2	3	14	15					
7	1									
8	1	4	5	6	8	12	14	15	18	20
9	1	5	7	8						
10	1	2	3	14	15					
11	1	2	3							
12	11									
13	6	7	17							
14	4	8	13							
15	1	16								
17	1									

Appendix E
Delphi post-verification statements

1:1s	The Information Society is an out-of-date term
1:2s	Information is a route to some other goal and it is consumed en route to that goal
1:3s	Information is the units of an information system
1:4s	The user is a consumer of information objects / units
1:5s	Information objects can be fast or slow according to how often they are updated
1:6s	Information cannot be equated with food production
1:7s	Information is not perishable (unless purposefully destroyed)
1:8s	Distinguishing between fast and slow information is like distinguishing between digital and printed works, or between bits and atoms
1:9s	Information cannot itself be fast or slow
1:10s	Information is created between or among people in their interactions with each other, and therefore means many things to any individual at any time
1:11s	The same information has different meanings to the same person over time
1:12s	Information users cannot be described as information co-producers
1:13s	Information cannot be equated with artisanship
1:14s	Information reduces uncertainty or makes a change in someone's knowledge, and is therefore relative
1:15s	People shape what information is for their own purposes
1:16s	The user co-produces information through using it
1:17s	The nature of information, the connection between it and people, and the people involved in that relationship vary dramatically
1:18s	Information is always useful
1:19s	What the use of information sustains is unclear

2:1s	The processes of framing questions and of learning are distinct from the process of seeking information
2:2s	The questions we frame are in some ways unanswerable by simply more information
2:3s	Information seeking only occurs when a decision needs to be made
2:4s	Information seeking is instrumental; a means to an end
2:5s	Information seeking interrupts some other process
2:6s	Love for a domain may be as motivational as an information need
2:7s	Information seeking is a creative process of discovery
2:8s	Information seeking can be enjoyed as much for the process as the end result
2:9s	Efficiency is not always a central requirement of information seeking
2:10s	Information seeking is not undertaken to kill time or for enjoyment
2:11s	Information seeking should be as quick as possible in order to allow more time to put the information to use
2:12s	Information literacy is about being selective and critical
2:13s	Information literacy does not make life controlled or enjoyable by itself but is an important part of the deep engagement which does
3:1s	If information overload is real, it has neither positive nor negative aspects
3:2s	Overload is a societal phenomenon rather than a specifically informational one
3:3s	Many people's everyday lives are far enough outside of their control that it's well beyond an information problem
3:4s	Information overload is a by-product of the social media age
3:5s	Communications overload is more of a problem than information overload because it demands attention
3:6s	Information overload does not cause pathological reactions

3:7s	Overload is related to both speed and volume of incoming information
3:8s	Overload can be related separately to either speed or volume of incoming information
3:9s	The effects of overload are likely to be influenced by the value system in which an information user exists (i.e. the societal, national or organisational culture)
3:10As	Different individuals may experience different levels of overload at different times depending on personality and context
3:10ABs	Different individuals may experience overload differently at different times depending on personality and situation
3:10ACs	Different people may experience different levels of overload at different times depending on personality and time pressure
3:11s	Overload has implications for everyday information interactions
3:12s	People might disengage from information seeking for reasons other than overload, for example introversion or avoidance
3:13s	Avoidance and withdrawal are as equally rational behaviours as seeking and searching
3:14s	Disconnecting from technology and from information is outside the mainstream
3:15s	If information addiction exists, it can be (or can be perceived as) a positive thing
3:16s	Overload is likely to lead to boredom
3:17s	Overload is likely to lead to avoiding information
3:18s	Information overload may occur when the information user is passive, forced to process unwanted information against one's will
3:19s	Information overload may occur when the information user is active, for example when collecting many articles to read in a short time in order to complete an assignment
3:20s	Information education should include attention to overload and strategies for coping with it
3:21s	Some information providers (commercial or otherwise) pay little attention to whether their provision (content or system) may contribute to overload

4:1s	The convenience of an information choice is relative
4:2s	Ease of access is so commonplace that taking advantage of it has irrefutable value
4:3s	Users are likely to choose ease of access over quality
4:4s	Convenience of search is likely to be more attractive to users than comprehensiveness of search
4:5s	Provenance is not sacrificed for ease of access
4:6s	Speed and convenience are keys to user satisfaction in information seeking
4:7s	Increasing amounts of metadata in public library catalogues represents a push towards convenience
4:8s	If information addiction exists, it is unsurprising given the convenience of access
5:1s	The information user is often implicitly conceptualised as a consumer within LIS
5:2s	To call information users 'consumers' simply denotes that they consume information: it is neither positive nor negative
5:3s	The information actor is more than just a user or a consumer of information
5:4s	To frame the information user as a consumer is a contradiction in terms
5:5s	Whether an information user is framed as a 'consumer' or as a 'patron' is of no great importance to LIS
5:6s	Information consumes the attention of the user
5:7 s	Information seeking sometimes occurs within a consumerist context, which means that information users are sometimes consumers
5:8s	Consumerism distinguishes between those who can and cannot afford things; in information terms, this perpetuates the information divide
5:9s	The savvy consumer is a misnomer with regards to information seeking and use; if anything, people seem less savvy about their information choices
5:10s	Consumerism relates primarily to entertaining things rather than informing things (though these things may have the potential to inform)

5:11s	Consumerism distinguishes between those who possess the literacies required to attain socio-economic advantage
5:12s	Consumerism is not the root of the desire for speed of access to information or for unlimited choice
5:13s	Consumerism is not the root of the desire for speed of access to information
5:14s	Information, and therefore information behaviour, is commercial in some contexts
5:15s	Information sometimes has an economic context which means that information users are sometimes commercial consumers
5:16s	Increasing commercialisation of knowledge is likely to affect an information service's capacity to serve the needs of that user
5:17s	The role of the information intermediary (e.g. the traditional library) is likely to be marginalised as information providers compete directly for the attention of users (e.g. publisher created digital libraries)
5:18s	Increasing competition for the attention of users is likely to affect an information service's capacity to serve the needs of that user
5:19s	It makes no sense to distinguish between commercial and non-commercial information sources
5:20s	Considering information simply to be "higher" than an economic commodity misses part of the story
6:1s	There is an increasing societal emphasis on more and more information, delivered faster and faster, which has implications in educational and organisational contexts
6:2s	Users desire as much information as quickly as possible
6:3s	Speed of access to information and an unlimited choice of sources are independent issues
6:4s	The desire for and presence of speed of access is less stoppable than the desire for unlimited choice
6:5s	Unlimited choice causes more anxiety than speed of access
6:6s	What it means to have accelerated access to vast amounts of information depends on the specific context

6:7s	An increased speed and scale of information delivery may push aside the opportunity for reflective information absorption
6:8s	An increased speed and scale of delivery may lead us to information choices which we would otherwise not make
6:9s	An increased speed and scale of information delivery may push aside fundamental questions about what it means to <i>know</i> in a particular domain
7:1s	The time dimension is relevant to information behaviour
7:2s	The Information Society treats time as if it were inversely scalable (i.e. less = better)
7:3s	The qualitative experience of timescales, whether less does mean a better experience, is impossible to determine with certainty
7:4s	Society (beyond information) is increasingly characterised by instantaneity
7:5s	Time is increasingly scarce so users feel unable to spend time on information seeking: filtering is a luxury few feel able to afford
7:6s	Instantaneity of access is permissible and desirable in research contexts
7:7s	Maturation of thought is permissible and desirable in research contexts
7:8s	Life is getting faster
7:9s	The pressure to perform and keep up is a reality: things change very fast and it is to some degree mandatory to understand what is going on
7:10s	Speed by itself is not always an attribute of interest to information seeking
7:11s	The speed of access and retrieval is distinct from the speed of absorption
7:12s	The speed of access and retrieval is not a characteristic of the information itself
7:13s	Users desire speed over quality of information
7:14s	The desire for speed of access is not supported by a comparable speed of absorption

7:15s	People can control the speed at which they absorb information to an extent, although there are external pressures to do so quickly
7:16s	Users will continue to desire speed of access that will emphasise the need for making the consequent choices manageable
7:17s	Different contexts require different speeds and levels of absorption
7:18s	Information, and therefore information use, has no single definable 'natural' tempo
7:19s	Information has no natural tempo because it is artificial and manmade
7:20s	Natural tempos depend on the occupational or disciplinary context or situation
7:21s	Whether slow or fast, the tempo of information seeking is user-centric
7:22s	The adoption of natural tempos is largely impossible, given the societal pressures
7:23s	The adoption of natural tempos is largely undesirable
8:1s	"More is better" derives from "information is power"
8:2s	"More is better" derives from a profit-driven economy and culture
8:3s	More information necessarily means more time is needed to frame questions and initiate the information seeking process
8:4s	Provenance is not sacrificed for quantity
8:5s	Users desire quantity over quality of information
8:6s	Whether variety and quantity should be the pinnacle of information depends on the context
8:7s	Quantity control would have value in relation to scholarly output
8:8s	Local and societal power structures may limit the variety of information sources to which people have access
9:1s	Place remains an important part of what a library can provide
9:2s	Spatial reduction is not the same thing as spatial disconnection

9:3s	There is a spatial disconnection between the information user and information intermediary, as well as between information user and information source
9:4s	The spatial disconnection between information user and information source disrupts and distorts the information chain
9:5s	The reduction in spatial distance made possible through electronic information is exciting
10:1s	The advent of the internet has transformed information from a public good to a quantifiable, commercial good
10:2s	The internet has made broader range of perspectives available from groups or individuals previously without a platform
10:3s	The internet has made a greater variety of information available which for some may cause confusion regarding its quality
10:4s	The speed of information production via the internet may lead to mis-information through lack of verification
10:5s	Comments about and recommendations for newly created online information (e.g. blogs), and the use of rating or voting systems, represent a group filtering process
10:6s	Comments about and recommendations for newly created online information represent a further proliferation of information
10:7s	In social media environments, information users act more like co-producers than consumers since action is collective rather than that of the atomistic individual
10:8s	Social tagging enables users to co-produce information
10:9s	Social tagging co-opts users as unpaid labour
10:10s	Social technologies enable the user-controlled production of information
11:1s	Information behaviour models are not linear: time is linear as people move from present to future
11:2s	Information behaviour is iterative as people retrace earlier steps in the process

11:3s	Information process models are misleading because they focus on critical, rather than ongoing and everyday, needs
11:4s	The stages of a process model (for example, many information behaviour models) occur at the pace of the individual concerned
11:5s	The stages of a process model (for example, many information behaviour models) occur at equal distance from both preceding and succeeding stages, thereby implying consistent speed of process
11:6s	Theories of information behaviour largely assume a linear process
11:7s	Theories of information behaviour are not scalable: individual behaviour cannot be extended to groups
11:8s	Theories of information behaviour largely leave time out
11:9s	Theories of information behaviour focus on convenience: what is fastest and easiest for the user
11:10s	Theories of information behaviour are linear because the general perspective of time within them is indexical: before, during, after
11:11s	The linearity of many information behaviour theories and models is understandable given the distinct timescale and end-point of many information seeking activities
11:12s	Theories of information behaviour largely assume a single information need being addressed in a systematic way at a given time
12:1s	Information professionals and researchers have a different view of what information is to that of the people engaged in its seeking and use who constitute the object of our services or research
12:2s	Extracting information practices from their domain-specific contexts is a weakness within LIS
12:3s	All aspects of people's information interactions are within the scope of interest for LIS
12:4s	LIS is driven by a fundamental interest in connecting people with information
12:5s	If an information user feels that they need increasing amounts of information, they are more likely to see information services as useful

12:6s	LIS practice aims to complete the incomplete user because the user is unable to complete themselves
12:7s	The positive language used for people who actively seek out and use information, and the corresponding negative language used for those who don't, implies a value judgment within LIS (e.g. 'monitors' and 'blunters')
12:8s	Space and time are important to LIS
12:9s	Perceptions of space and time are modified by the Information Society, and these modification are important to LIS
12:10s	Both LIS research and LIS practice tend to focus on the moment
12:11s	LIS research and practice strive to be current in such a way as to often disregard the cultural-historical dimension
12:12s	LIS research and practice strive to keep up with societal developments and influences
12:13s	Given the societal pressure for accelerated decision-making, LIS should adopt more ideas from theories of consumer behaviour
12:14s	Information seeking that does not reflect societal instantaneity is outside the mainstream for LIS
12:15s	Users having, or making, the room to evaluate information seeking choices is important to LIS research
12:16s	There is an assumption that persists in LIS practice that more is better
12:17s	Filtering and avoidance are outside the mainstream of LIS research because the mainstream focuses on speed and ease
12:18s	Within LIS, avoidance is largely perceived as negative
12:19s	Within LIS, avoidance is largely perceived as positive
12:20s	The need or desire for unlimited choice has not been raised in HIB
12:21s	The speed of information behaviour is rarely addressed in research in the field

13:1s	There are parallels between choosing Slow in a food context and choosing Slow in an information context in terms of what is appropriate to a particular situation
13:2s	Slow information seems to be a largely user-centric concept which derives from personal information processing styles and strategies
13:24s	If life is getting faster, Slow is a useful means of addressing this
13:3s	Slow information is a largely user-centric concept which derives from the user's position in the broader social context
13:4s	Slow information is an entirely user-centric concept
13:5s	Information cannot itself be slow
13:6s	Slow principles have implications for information seeking in research environments
13:7s	Slow principles have the potential to be used as a framework for information literacy
13:8s	Slow principles may more usefully be applied to quantity control than to reining in speed of access
13:9s	Slow principles are incompatible with the instantaneity of many emerging social technologies
13:10s	Slow principles might make explicit that different contexts demand different tempos
13:11s	Slow principles might make explicit the variety of tempos at which information seeking may occur
13:12s	Slow principles might make explicit the value-judgements often implicitly made in IB research
13:13s	Slow principles simply legitimate the problems they aim to address
13:14s	Slow principles simply represent a further option to choose from
13:15s	The Slow principle of diversity necessitates a profusion of information: the basis of overload
13:15s	The Slow principle of diversity necessarily means the continued diffusion of information: the basis for overload

13:16s	The Slow principle of diversity necessarily means the introduction of greater choice and more decisions: the basis of overload
13:17s	The introduction of Slow principles in LIS would have to originate with the user
13:18s	The introduction of Slow principles in LIS would have to originate with the profession
13:19s	The introduction of Slow principles in LIS would require a fundamental change in society
13:20s	The introduction of Slow ideals in LIS would require a societal shift away from speed and choice
13:21s	The introduction of Slow principles in LIS would require a fundamental change in the working environment
13:22s	The introduction of Slow principles in LIS would require the reversal of time
13:23s	The introduction of Slow principles in LIS is pragmatically impossible and highly improbable
13:24s	If life is getting faster, Slow is a useful means of addressing this

Appendix F
Delphi unit to statement and statement to unit
conversion

Unit to statement

Unit #	Statement #
1:1	Process
1:2	3:10AC
1:3	7:13 4:3
1:4	Neg.
1:5	9:3
1:6	5:9
1:7	5:14
1:8	5:14
1:9	6:2
1:10	Subj.
1:11	8:5
1:12	7:4
1:13	11:11
1:14A	7:5
1:14B	3:2
1:15	Subj.
1:16	3:2
1:17	7:22 7:23
1:18	12:15
1:19	3:21
1:20	12:14

1:21	7:13
2:1	Process
2:2	3:10A
2:3	3:10A
2:4	3:10A
2:5	3:18 3:19
2:6	Works
2:7	12:21
2:8	3:16 3:17
2:9	3:10A
2:10	7:20
2:11	7:20
2:12	3:12
2:13	12:16
2:14	12:16
2:15	10:3
2:16	10:2
2:17	10:2
2:18	10:4
2:19	1:5
2:20	13:2
2:21	3:20
3:1	Process
3:2	1:4
3:3	1:16
3:4	1:3
3:5	5:6

3:6	13:22
3:7	12:6
3:8	12:6
3:9	13:17 13:18
3:10	7:2
3:11	11:7
3:12	7:3
3:13	1:14
3:14	1:14
3:15	11:10
3:16	Works
3:17	Works
3:18	4:1 11:9
3:19	13:16
3:20	1:10
3:21	Complex
3:22	Complex
3:23	Complex
3:24	10:8 10:9
3:25	Subj.
3:26	4:7
3:27	4:7
3:28	12:11
3:29	Neg.
4:1	6:3
4:2	6:4

4:3	6:5
4:4	<i>Subj.</i>
4:5	<i>Works</i>
4:6	<i>Works</i>
4:7	<i>Works</i>
4:8	4:2
4:9	4:3
4:10	5:13
4:11	7:16
4:12	8:7 13:8
4:13	<i>Works</i>
4:14	10:10
4:15	13:9
4:16	9:1
4:17	<i>Subj.</i>
4:18	6:3
5:1	<i>Process</i>
5:2	2:3 2:5 2:10
5:3	12:20
5:4	8:8
5:5	5:12
5:6	8:1 8:2
5:7	8:2
5:8	1:7
5:9	1:19

5:10	8:1
5:11	7:10
5:12	<i>Process</i>
6:1	<i>Process</i>
6:2	<i>Process</i>
6:3	<i>Process</i>
6:4	3:4
6:5	10:1
6:6	5:7
6:7	4:6
6:8	7:17
6:9	7:7
6:10	7:6
6:11	3:11 13:6
6:12A	<i>Subj.</i>
6:12B	13:1
6:13	13:20
6:14	<i>Process</i>
6:15	<i>Process</i>
7:1	<i>Process</i>
7:2	5:1
7:3	<i>Neg.</i>
7:4	5:18
8:1	<i>Process</i>
8:2	12:4
8:3	1:17
8:4	<i>Process</i>
8:5	<i>Process</i>

8:6	<i>Process</i>
8:7	<i>Neg.</i>
8:8	<i>Process</i>
8:9	11:1
8:10	11:1
8:11	11:2
8:12	<i>Process</i>
8:13	13:15
8:14	<i>Process</i>
8:15	<i>Process</i>
8:16	9:5
8:17	<i>Neg.</i>
8:18	<i>Process</i>
8:19	13:23
8:20	<i>Process</i>
9:1	<i>Process</i>
9:2	<i>Neg.</i>
9:3	3:9
9:4	3:10AB
9:5	<i>Process</i>
9:6	<i>Neg.</i>
9:7	<i>Process</i>
9:8	<i>Process</i>
9:9	<i>Subj.</i>
10:1	<i>Process</i>
10:2	<i>Process</i>
10:3	<i>Process</i>
10:4	3:15

10:5	7:8 13:24
10:6	<i>Neg.</i>
10:7	<i>Neg.</i>
10:8	3:14
10:9	11:8
10:10	11:6 11:12
10:11	3:7 3:8
10:12	5:5
10:13	5:5
10:14	<i>Process</i>
10:15	<i>Process</i>
10:16	5:15
10:17	5:15
10:18	5:15
10:19	5:15
10:20	5:15
10:21	<i>Neg.</i>
10:22	12:7
10:23	7:18
10:24	3:3
10:25	3:3
10:26	13:16
10:27	13:14
11:1	<i>Process</i>
11:2	<i>Process</i>
11:3	<i>Process</i>

11:4	7:1
11:5	7:1
11:6	2:2
11:7	6:7 6:9
11:8	6:1
11:9	8:3
11:10	13:13
11:11	6:1
11:12	12:2
11:13	13:3
11:14	2:1
11:15	13:10 13:11
12:1	12:10
12:2	<i>Neg.</i>
12:3	1:11
12:4	<i>Works</i>
12:5	1:15
12:6	<i>Works</i>
12:7	3:1
12:8	12:1
12:9	5:10
12:10	5:8 5:11
12:11	<i>Process</i>
13:1	1:18
13:2	6:8
13:3	3:13

13:4	2:13
13:5	1:1
13:6	<i>Process</i>
13:7	<i>Process</i>
13:8	2:12
13:9	6:6
13:10	<i>Subj.</i>
13:11	4:8
13:12	12:17
13:13	9:4
13:14	13:15
13:15	7:9
13:16	12:12
13:17	<i>Process</i>
13:18	5:19
13:19	11:3
13:20	2:6
13:21	<i>Complex</i>
14:1	12:8 12:9
14:2	7:14
14:3	13:7
14:4	<i>Process</i>
14:5	13:7
14:6	13:5
14:7	7:21
14:8	<i>Process</i>
14:9	5:4
14:10	<i>Neg.</i>

14:11	5:3
14:12	<i>Neg.</i>
14:13	<i>Process</i>
15:1	<i>Process</i>
15:2	12:13
15:3	2:4
15:4	2:11
15:5	2:11
15:6	2:7 2:8
15:7	1:8
15:8	<i>Neg.</i>
15:9	12:18
15:10	12:19
15:11	<i>Neg.</i>
15:12	<i>Neg.</i>
15:13	10:5 10:6
15:14	10:7
15:15	7:19
15:16	<i>Process</i>
15:17	13:12
17:1	<i>Process</i>
17:2	3:5
17:3	3:6
17:4	5:2
17:5	1:2
17:6	4:5 8:4

17:7	1:12
17:8	1:6 1:13
17:9	<i>Subj.</i>
17:10	13:21
17:11	<i>Works</i>
17:12	<i>Neg.</i>
17:13	7:15
17:14	7:11 7:12
17:15	8:6
17:16	<i>Neg.</i>
17:17	<i>Subj.</i>
17:18	<i>Neg.</i>
17:19	13:4
17:20	1:9
17:21	13:19

Not all units were taken forward, as indicated by italicised text and for the following reasons:

Complex: unit too complex to derive a statement; usually absorbed within other units.

Neg.: unit negotiated out of proceedings after verification.

Process: unit referred to the Delphi process.

Subj.: unit contained personal ideas that could not be taken forward.

Works: unit referred to specific works and it could not be assumed that all participants had requisite knowledge.

Statement to unit

Statement #	Unit #
1:1	13:5
1:2	17:5
1:3	3:4
1:5	2:19
1:6	17:8
1:7	5:8
1:8	15:7
1:9	17:20
1:10	3:20
1:11	12:3
1:12	17:7
1:13	17:8
1:14	3:13
1:14	3:14
1:15	12:5
1:16	3:3
1:17	8:3
1:18	13:1
1:19	5:9
2:1	11:14
2:2	11:6
2:3	5:2
2:4	15:3
2:5	5:2

2:6	13:20
2:7	15:6
2:8	15:6
2:9	<i>Neg.</i>
2:10	5:2
2:11	15:4
2:11	15:5
2:12	13:8
2:13	13:4
3:1	12:7
3:2	1:14B
3:2	1:16
3:3	10:24
3:3	10:25
3:4	6:4
3:5	17:2
3:6	17:3
3:7	10:11
3:8	10:11
3:9	9:3
3:10A	2:2
3:10A	2:3
3:10A	2:4
3:10A	2:9
3:10AB	9:4
3:10AC	1:2
3:11	6:11
3:12	2:12

3:13	13:3
3:14	10:8
3:15	10:4
3:16	2:8
3:17	2:8
3:18	2:5
3:19	2:5
3:20	2:21
3:21	1:19
4:1	3:18
4:2	4:8
4:3	1:3
4:3	4:9
4:4	<i>Neg.</i>
4:5	17:6
4:6	6:7
4:7	3:26
4:7	3:27
4:8	13:11
5:1	7:2
5:2	17:4
5:3	14:11
5:4	14:9
5:5	10:12
5:5	10:13
5:6	3:5
5:7	6:6
5:8	12:10

5:9	1:6
5:10	12:9
5:11	12:10
5:12	5:5
5:13	4:10
5:14	1:7
5:14	1:8
5:15	10:16
5:15	10:17
5:15	10:18
5:15	10:19
5:15	10:20
5:16	<i>Neg.</i>
5:17	<i>Neg.</i>
5:18	7:4
5:19	13:18
5:20	<i>Neg.</i>
6:1	11:8
6:1	11:11
6:2	1:9
6:3	4:1
6:3	4:18
6:4	4:2
6:5	4:3
6:6	13:9
6:7	11:7
6:8	13:2
6:9	11:7

7:1	11:4
7:1	11:5
7:2	3:10
7:3	3:12
7:4	1:12
7:5	1:14A
7:6	6:10
7:7	6:9
7:8	10:5
7:9	13:15
7:10	5:11
7:11	17:14
7:12	17:14
7:13	1:3
7:13	1:21
7:14	14:2
7:15	17:13
7:16	4:11
7:17	6:8
7:18	10:23
7:19	15:15
7:20	2:10
7:20	2:11
7:21	14:7
7:22	1:17
7:23	1:17
8:1	5:6
8:1	5:10

8:2	5:6
8:2	5:7
8:3	11:9
8:4	17:6
8:5	1:11
8:6	17:15
8:7	4:12
8:8	5:4
9:1	4:16
9:2	<i>Neg.</i>
9:3	1:5
9:4	13:13
9:5	8:16
10:1	6:5
10:2	2:16
10:2	2:17
10:3	2:15
10:4	2:18
10:5	15:12
10:5	15:13
10:6	15:13
10:7	15:14
10:8	3:24
10:9	3:24
10:10	4:14
11:1	8:9
11:1	8:10
11:2	8:11

11:3	13:19
<i>11:4</i>	<i>Neg.</i>
<i>11:5</i>	<i>Neg.</i>
11:6	10:10
11:7	3:11
11:8	10:9
11:9	3:18
11:10	3:15
11:11	1:13
11:12	10:10
12:1	12:8
12:2	11:12
<i>12:3</i>	<i>Neg.</i>
12:4	8:2
<i>12:5</i>	<i>Neg.</i>
12:6	3:7
12:6	3:8
12:7	10:22
12:8	14:1
12:9	14:2
12:10	12:1
12:11	3:28
12:12	13:16
12:13	15:2
12:14	1:20
12:15	1:18
12:16	2:13
12:16	2:14

12:17	13:12
12:18	15:9
12:19	15:10
12:20	5:3
12:21	2:7
13:1	6:12B
13:2	2:20
13:3	11:13
13:4	17:19
13:5	14:6
13:6	6:11
13:7	14:3
13:7	14:5
13:8	4:12
13:9	4:15
13:10	11:15
13:11	11:15
13:12	15:17
13:13	11:10
13:14	10:27
13:15	8:13
13:15	13:14
13:16	3:19
13:16	10:26
13:17	3:9
13:18	3:9
13:19	17:21
13:20	6:13

13:21	17:10
13:22	3:6
13:23	8:19
13:24	10:5

Not all statements derived directly from original statements, as indicated by italicised text and for the following reason:

Neg.: statement was agreed by participant and moderator after negotiation of other units.

N.B. Some statement numbers are repeated to indicate that they were derived from a number of units, as listed in the second column.

Appendix G
Delphi Round Three submissions
(arranged by statement)

Statement One	strongly agree	tend to agree	neither agree nor disagree	tend to disagree	strongly disagree	decline to answer
Information professionals and researchers have a different view of what information is to that of the people engaged in its seeking and use who constitute the object of our services or research	4	7	1	0	3	1

#1: I think that the LIS community largely considers ‘information’ (and, by extension, ‘information needs’, ‘information seeking behaviour’, etc) in terms of (albeit sometimes wide-ranging) definitions developed within the community over several decades. I feel, however, that this would not always correlate with how our research subjects immediately interpret the word ‘information’. For example, with my own research, much of which has focused on the day-to-day information needs and information seeking behaviour of the public, many research subjects do not equate, say, advice and opinion received from informal sources, such as family, friends and acquaintances, as ‘information’. [strongly agree]

#2: I strongly agree with this statement for the reason as your first example already said it [*“I tend to agree with this statement because I feel that in order to research and work with information, professionals and researchers define the object of their study in ways that may not occur or may not be important to people as they go about their business.”*]

To add one more perspective, in every life people look for information defined by their own words (e.g., could you get me the price of a iPad or I need to know where to buy the cheapest airline ticket to Hawaii...) without using the word or knowing the notions of information. [strongly agree]

#3: Information professionals and researchers have thought about information as a concept while our clients and research participants are more likely to be focused on or interested in the results of finding or functionality of information. "Information" is a convenient portmanteau word for clients and research participants, while, for the information professional and researcher, it is almost useless as a word because of all that it might encompass. [strongly agree]

#4: I tend to agree with this statement as specialists in any field are likely to have a more unified view of concepts of their profession (one of the hallmarks of a profession) through concentrated reflection. However, the connectivity of the Information Age in which we all participate may have brought us closer to the populace in contemplating information, thus not a strongly agree. [tend to agree]

#5: Researchers and professionals may differ in their views of what users want, how they go about getting it, and how they use it but I see no indication that there is an inherent disagreement about the definition of the concept information. Many researchers don't have a particular definitions for it and I assume that this is the case among professionals as well. [strongly disagree]

#6: I tend to agree with this based on several years of teaching in an LIS program but then working with homeless people in the community. The LIS community tends to think that information is the key to everything and that there is a 'best source' out there. Most homeless people are given information someone thinks is important (imposed information) or they are told what they need to find

(imposed searches). If they don't care, they aren't active. But I think that most students project their sense of information on to other groups and see a similarity that doesn't exist. [tend to agree]

#7: I have difficulties understanding the statement. I can say, however, that information professionals often have ideas of information seeking not corresponding to actual research practices. I believe they have an idealized view. In schools of LIS the methods taught in information searching do not correspond with what is done when researchers in LIS write papers and search literature for this purpose. [decline]

#8: I tend to agree with this statement because professionals, in particular, tend to view information instrumentally, as input to achieving goals or making decisions, or as means to an end. Information seekers, however, view information as constructive, as contributing to meaning-making. [tend to agree]

#9: I disagree with this statement as view on information depends on the purpose of its use and the situation that people are in. If we look at information professionals their view on information has to be close to that of the user groups that they serve. Otherwise their service will be of no use to them. Researchers will have a different view on information as a research object and as a research tool. [strongly disagree]

#10: I tend to agree because the everyday definition of "information" tends to be narrower than the definition I use in research. I avoid asking interviewees about "information" because doing so is likely to limit what they tell me -- focusing on textual materials and neglect interpersonal sources, for example. [tend to agree]

#11: It seems to me that the second statement is of the sort which is trivially 'true' but is not of great assistance. What we observe are patterned differences, patterns which, to be sure, are not natural kinds but the imposition of our concepts, but differences which seem to point to important aspects of the world. In looking for such patterned differences in the world of information, I'd suggest two ideas we might apply to information professionals (recognising that such a grouping would itself require more definition and exhibit internal variability).

One is that information is likely to be a focal concern for such people, in the way that it just isn't for most users. Most users (big generalisation!) are bothered about something else that they want the information for. They are aware of the problem they face, not the range and nature of the information available to them. They can become aware (as I sought to show when I looked at managers) but this needs to be a conscious effort. It is the conscious effort that information professionals must make all the time.

The second is that I feel that some information professionals, especially those in the library domain, tend to have a 'thing' view of information, arising from their custody of books and other 'containers'. This leads them to conceptualise information literacy as being about accessing such material, rather than on other aspects such as critical thinking (see below). [tend to agree]

#12: I strongly agree with this statement as evidence collected via my own research has consistently shown differences between information in the context of clients, customers, patrons, real people, etc. and information that is coloured by the collection foci and policies of libraries and other information intensive organizations. [strongly agree]

- #13: In the narrow sense, both professionals and users understand information seeking as fact-finding and task accomplishment, however, for researchers, fact-finding represents just a tiny portion of information practices. What information is depends on the practice (situated activity system) within which people act. [strongly disagree]
- #14: I tend to agree with this statement, because I think that there are actually between Information professionals and researchers no common view of what information is. Sometimes some researchers didn't really define what is information for them before studying information seeking and use behaviour and there are almost four or five different definition of information (if we are in a pragmatic perspective, or a sociological or a cognitive or a psycho-sociological perspective for example)... (I can find you some French researchers but they write in French and not in English.) [tend to agree]
- #15: The way researchers understand information seeking, use etc. is based on metatheoretical conceptualizations. These conceptualisations are not always in line with the way people understand what they are doing when we say, for example, that they are seeking information. However, there might be groups of people who understand information in the same way information scientists do. [neither]
- #17: I feel that information professionals tend to frame problems in terms of information needs. By contrast, non-information professionals do not see their problems in this way. For example, if they need to get from A to B by public transport, they do not necessarily think this encompasses an information need – more a transport need, but to meet that need they need to find out bus times and routes. Information facilitates the meeting of the need, rather than being the need in itself, which LIS professionals (not surprisingly) tend to focus on. [tend to agree]

Statement Two	strongly agree	tend to agree	neither agree nor disagree	tend to disagree	strongly disagree	decline to answer
Information literacy is about being selective and critical	5	6	3	1	1	0

#1: Original *comment*: I think evaluation of information is a major part of information literacy.

My understanding of the term ‘information literacy’ is based largely on the CILIP 2004 definition, but in which the ability to find information, and to evaluate and use effectively the information found, are to the forefront. [strongly agree]

#2: In our discipline, information literacy is understood as the capability of identifying what information is needed, knowing how to go about it, how to evaluate the value of information found and how to use it to achieve use’s goal. In this process, an information seeker must focus on how to select and evaluate what information is appropriate from what s/he perceives as possible sources for her/his purpose. In recent years, information literacy is extended from library research to Internet research, from college students to elementary students, from educational environment s to business environment, from library literacy to include computer literacy, media literacy, digital literacy, and/or visual literacy or a combination of all. [tend to agree]

#3: My understanding of “information literacy” is that is about making educated, considered judgements about the sources and media we use to inform ourselves. It also includes what used to be called “bibliographic instruction”: learning how to use information collections

and retrieval tools. So, information literacy is not only about being selective and critical, but these aspects are significant. [strongly agree]

#4: Print literacy has the outcome of managing the mechanics as well as the comprehending the meaning what is read – in more sophisticated terms, it means knowing what there IS to read, making selections, contemplating meanings, sharing results. Achieving print literacy I we now know is a long emerging process that begins at birth and perhaps is never fully achieved. Information literacy has the outcome of being about to select (finding) what one wants or serendipitously comes upon, evaluating the source and content, and processing that information into knowledge. This could all come under ‘being selective and critical’ (like knowing mechanics of reading as well as comprehending the meaning of what is read), but like print literacy, information literacy can be probed and thought of in more sophisticated terms. For example, there is both formal and informal information seeking -- there is exploration and directed search. The process of becoming information literate could include defining the problem precisely, knowing what information is needed both of which come before selection and being critical. Then at the other end of the process is being able to put information to use skilfully, another part of information literacy. The process of becoming information literate also and increasingly includes informal or serendipitous information seeking when there is no particular problem and not particular definition of what is needed, but rather an exploration. In this case being selective and even being critical may not demonstrate information literacy. SO I guess all this said, I would join the ‘tend to agree’ rather than the strongly agree. [from strongly to tend to agree]

#5: Information literacy is about knowing how to interact effectively with information. Being selective and critical are a couple of requirements but not all. [neither]

#6: *Original comment:* Yes but it can be more than just this as well.

The statement is true but it's not complete. Information literacy is about learning what the questions are as well as the process of seeking information. Understanding that a gap exists is the beginning of information literacy. Then, figuring out what the question is comes next. THEN we get to the process of being selective and critical when it comes to what sources can help answer the question. I remember being frustrated as a doctoral student because I knew there were very important things I should know to be successful (as per the high rate of people not completing a PhD) but I didn't know enough to be able to ask the questions. I wanted the faculty to be more forthcoming with advice but they did not share information, they only answered questions when asked.

So, the statement is true but incomplete. [neither]

#7: Danish high schools ("gymnasium") used to specialize in two main lines: Science and humanities. Mathematics was considered "the language of science" and Latin was considered "the foundation of languages and humanities." I believe the idea was the in order to be information literate in science, you should know math. (+ what is taught in "gymnasium"), in order to be information literate in the humanities you should know Latin (+ what is taught in "gymnasium"). Since the 1960s the gymnasium has changed a lot, and this idea (which I think of as a way to make people "information literates" has been changed).

Can you follow the argument? Information literacy is not just general skills, they are also more or less domain-specific. That said there are general scholarly methods that are part of general information competencies (such as proper bibliographic documentation). [tend to agree]

#8: "Information literacy" is having the skills, understanding, and attitudes required to successfully (i.e., efficiently and effectively) access information in a particular context. As contexts have particular affordances (i.e., provide particular opportunities and restrictions),

“information literacy” is context-dependent. We tend, in LIS, to be particularly interested in narrow contexts (e.g., academic or school libraries), but “information literacy” is relevant in the workplace, and in everyday life contexts. [tend to agree]

#9: I tend to agree with this statement as being selective and critical is the most important skill in information use. But information literacy is not only about being selective and critical. [tend to agree]

#10: *Original comment:* And thorough and comprehensive.

I've had occasion in recent months to work both with a student who's grappling with definitions of information literacy, and with a colleague who does research more generally on literacy. My conversations with them have probably raised more questions than they've answered. It's evident to me that in the LIS world, particularly the world of practitioners, “information literacy” tends to get equated with “proficiency with particular information technologies,” and what librarians write about information literacy is more about how to incorporate the technology that makes them look up to date than it necessarily is about critical searching, evaluation, and selection skills. I guess if I were pressed I'd say that I understand information literacy to mean the application of critical thinking skills to the search for and evaluation of (generally published/online as opposed to interpersonal) information sources. [tend to agree]

#11: This could take a long time! I take it as being about the evaluation of information, which encompasses all sorts of other facets, such as awareness of sources, capacity to access and retrieve etc. What I think is interesting is the articulation of such skills with critical thinking. The critical evaluation of sources is clearly the hinge for this, but it requires a deep knowledge of theoretical issues in the domain which means for me that it is linked to but not part of information literacy. [strongly agree]

- #12: I don't think that information literacy is totally defined by being selective and critical. Not to quibble, but information literacy has other aspects. The one that is of most interest to me involves a process element, which seems to me to require understanding that sources, criteria, etc. are likely to change as people move through an information search process. Thus, information literacy includes an understanding and application of a variety of strategies whose application will likely vary depending on where someone is in an information search process. [neither]
- #13: One can be information literate only within a specific domain. I can't be information literate in chemistry, for instance. Ability to differentiate between traditions, qualities, and streams of ideas/styles/genres within a domain depends on being a fully active member in a community, and therefore, information literacies should be spoken of in a plural – information literacies. IL is more about identity, activity, and membership (in a community or domain of practice). [strongly disagree]
- #14: Information literacy by definition, should help people to be aware of information and select more clearly information presented. For more information you can see the works of p. Bernhard (Canada) , Sheila Webber (Sheffield-UK) & Bill Johnston (Strathclyde-UK) and Sylvie Chevillotte (ENSSIB, France). [strongly agree]
- #15: IL is about seeking and using information by individuals as well as groups. It is not so much a generalized list of skills but rather based on social practices that characterize specific knowledge domains. [tend to agree]
- #17: IL is the skills required to find, access, evaluate and use information. As such it includes search skills; the ability to draw information from various formats – tables, graphs, large text volumes etc, - and to evaluate information quality and relevance. Note that 'quality; may be subjective and depends on what the information is needed for. [tend to agree]

Statement Three	strongly agree	tend to agree	neither agree nor disagree	tend to disagree	strongly disagree	decline to answer
An increased speed & scale of information delivery may lead us to information choices which we would otherwise not make	2	9	2	2	1	0

#1: *Original comment:* Potentially, although I'm not so sure about the 'would otherwise not make' element of the statement. It could perhaps lead to ill-informed choices.

On re-reading this statement, I think I may have misinterpreted it initially.

What I would say is that, probably, the vast majority of information users I have studied would opt for a speedier, more expansive mode of information delivery, if given the choice. And that they would give little thought to comparing and evaluating the information obtained, with that obtained via a slower, less expansive mode of delivery. Thus, the 'fast' mode may be preferred, but a failure to consider evaluative processes may result in this being an ill-informed choice. [tend to agree]

#2: It's pretty obvious in the business world. Take an example, a timely email from your security analyst or information broker is likely to lead you to look for more information about a potential target (a company's stocks or products) mentioned in the email for further investigation and finally lead to investment decision. [tend to agree]

- #3: I was thinking about the difference between myself as an MLIS student learning to do online searching via telnet, sometimes one expensive database at a time, and myself today doing online searching via the Web. The ability of federated search engines and, yes, Google to present me with a range of sources I would not have considered because I didn't know they existed made me strongly agree with the above statement. [strongly agree]
- #4: Although I see I'm in a small minority with this response, I would stick with it. This is a statement that could be interpreted as both positive and negative in its outcomes. The negative thought, one which would lead one to want 'slow information' is that one might make choices that are not 'selective or critical' under the pressure of speed and volume. The speed & scale might lead to not well thoughtout or relevant choices. On the other hand this could be a positive statement – that would tend to be in two cases. One would be if the information seeker has already defined the problem well and thought through what information is needed – then speed and volume might give him/her more choices and lead to a better solution. The other might be in what I've described as an informal or undirected seeking of information when one just 'comes upon' information that is useful, interesting, and leads to good outcomes. SO I still strongly agree with this statement. But if one is thinking ONLY negatively or ONLY positively, then one would probably 'tend to agree'. [strongly agree]
- #5: I tend to agree with this statement. An increased speed and scale increases the possibilities. In the current western world, where speed and productively reign, these make it possible for people to consider choices that otherwise would have taken too much time to materialize. [from tend to disagree to tend to agree]
- #6: *Original comment:* But it might not matter much in the end, anyway.

I tend to agree that speed and scale might lead to a different sort of decision but again, I'm not sure if this matters. Depending on the situation, people might want a large amount of choices. Googling with a return rate of millions doesn't seem to intimidate people since they don't much look past the first few pages. I believe that most people aren't set on finding the 'right' answer, just the one they want and that speed is a good thing. Choice is a good thing but there can be too much choice but people will cope with that by neglecting or rejecting answers at a tipping point of their own choosing. [tend to agree]

#7: We are overwhelmed by information and we tend to use too much time on information that is not of the highest standard and we often come to the most important sources by detour. We may find, for example, that a question addressed in information science has been addressed more deeply in another discipline. [tend to agree]

#8: It's possible that speed of information delivery may encourage inappropriate information use (i.e., we may find information quickly and stop searching for better information). Large scale information delivery may overwhelm an information user, leading to inappropriate information selection. On the other hand, many information seekers are familiar with both speed and scale issues and apply careful and critical analysis to their information choices. [neither]

#9: I would hesitate to express a strong opinion about something I do not know or can base only on my own experience (which goes both ways). There should be some empirical evidence to this effect, but I have no time to look for it (or collect it if there is none. [neither]

#10: I still tend to agree with that one. The amount of text, sound, and video that comes to us whether we seek it or not means that many people are in the position of "drinking from a firehose" like the student in this comic:

<http://www.phdcomics.com/comics/archive.php?comid=820>

I do believe that the increased availability and pace forces us to make decisions where we might not otherwise have had to do so -- e.g., it's impossible to manage an inbox with 300 messages in it so one is deleting messages one would have kept had the inbox only had 30 messages. It's a similar same phenomenon in medical care -- now that more options for diagnosis or treatment are available, people are feeling pressured to choose diagnostic tests just because they can, without necessarily thinking through the consequences of knowing (e.g., prenatal genetic testing). [tend to agree]

#11: This is an empirical matter but my sense is that sheer volume and speed tends to crowd out the space for critical reflection. This makes it rather more important that people are information literate, in the sense of being able to sort the wheat from the chaff. [tend to agree]

#12: I guess that statement just doesn't make sense to me; there is always more stuff than we can process as human beings. We, thus, make choices to focus or round what we do attend to depending on such factors as interest, time, accessibility, . . . [tend to disagree]

#13: Increased awareness of and accumulation of information takes place in a limited area of interests: I will not get interested in things I am not interested in no matter how much **push** there is. Traditional media bombards us with information that has no relevance to us in our real life in the same way as the current mediascape. This was succinctly commented upon by Mark Twain (circa 1880s?) [strongly disagree]

#14: Personally I tend to agree to this proposal, because, in the urgent situation, I think it's difficult to read all the information and sometimes to over-react with some specific information (see financial trader, who have cognitive biases and sometimes do a lot of errors, they are overconfident for some reasons and act them differently than if they have more time to decide ...) we should look some cognitive researcher 's works on this thema (Saadi lahlou for example). But i am not sure this will be applicable in an crisis situation, if the

responsible is well-prepared and have already plan the information he should receive and the information choice he should done ...
[tend to agree]

#15: The social info filters available nowadays (ratings, taggings, twitter feeds etc.) form our information environment in direct and indirect ways (e.g. through google relevance ranging, which is partly based on a kind of social filtering). [tend to agree]

#17: Actually, reading this again, it is not the speed of delivery as such which is the main issue. Time constraints requiring people to obtain information instantly is the problem. That is what makes us rush our information choices and thus make different choices to what might be the case had we more time. [tend to agree]

Statement Four	strongly agree	tend to agree	neither agree nor disagree	tend to disagree	strongly disagree	decline to answer
Overload is a societal phenomenon rather than a specifically informational one	4	5	1	5	0	1

#1: *Original comment:* Yes, as I suggested in my round one response, everyone wants everything now!

When I considered ‘overload’ as being a societal phenomenon, the vision I had was of the ever-increasing hustle and bustle of modern-day life, fuelled by a voracious consumerism. Certainly many, many aspects of the modern lifestyle will have an informational element attached, but I would also tend to assign the ‘overload’ term to society as a whole, to describe the ways in which many people struggle to cope with such a fast-paced existence. [strongly agree]

#2: Overload is the status that a person experiences when [external] demands from her social world exceed her capability or strength to handle to an extent that s/he feel burdened physically, intellectually and/or emotionally that she might not function properly. Information overload seems to be a major cause of other overload observed in the society, if information is broadly defined to include information in the environment, material world and mental worlds as Popper states it. Take an example. Correspondence by email in modern society forces people to respond quickly speed up all the processes, commitments and decision making etc., and even without in-depth thinking. To some, it may lead to work overload or responsibility overload etc. The Internet-based applications that feed in many people

so much relevant and irrelevant information , which in my opinion, the root for overload phenomena in the society, is basically an information phenomenon [tend to disagree]

#3: I understand “overload” to mean the feeling of having or experiencing too much to adequately cope with. The overload might be emotional, task-related (meaning too much to do in too short a time), or informational. [tend to agree]

#4: I thought of it as a phenomenon that would include information overload, but could be overload of lots of other things – too many choices on a menu in a restaurant, too many brands of just about everything, expectations for social connections because they CAN exist, etc. Information overload would be one part of the general societal overload. [strongly agree]

#5: I understand overload to mean too many stimuli and responsibilities. How much is “too much” may vary from person to person. I would have tended to agree if the statement if it stated that the amount of stimuli and responsibilities a person paces have been steadily increasing in the last 50 years. That might be a societal aspect. [tend to disagree]

#6: *Original comment:* For the individual it's informational, but there could be a societal phenomenon as well

I am changing my answer here after some thought. While I believe that people think there is information overload, there is a sense that today's society is in hyperdrive. We ferry children to all sorts of lessons in order to give them some advantage in their lives compared to what we did growing up. Our 40-hour work week can stretch to 60 or beyond. Our days seem to lack 'down time' where in the past there seemed to have free time to play more. Reading is now something that gets shunted in when we have a few minutes. Time for contemplation seems rare. So, we're a society (at least in the US) where we are running faster to stay in place. So, since we are

experiencing overload in other areas of everyday life it makes sense that information overload is just another aspect of the larger sense of 'overload'. [from tend to disagree to tend to agree]

#7: Overload occurs when you have a high level of ambition and want to put your own thinking in proper context. You will often discover that many authors have not made their homework properly, therefore you have to waste your time finding and reading papers that are not contributing anything. [tend to agree]

#8: "Information overload" refers to abundance of "information" and social pressure to absorb and act upon that information quickly. "Overload" can also refer to cognitive overload, which can occur when inconsistent, extraneous, or otherwise unhelpful information is available or presented, especially in situations of complex decision-making. [tend to agree]

#9: Information overload was researched quite widely. The most persuasive evidence is collected to show that usually it is a result of the work overload or negatively perceived situation of work or life (due to the lack of certain skills, organizational problems or similar). When the amount of received information is reported as large but is not related to any of social or organizational factors (i.e. purely informational), it is not perceived as overload and is quite adequately managed (at least by respondents involved). [strongly agree]

#10: *Original comment:* It can be both. I'm guessing that its increased frequency is both societal and informational

A former student recently posted this quote from Herbert Simon on my Facebook wall.

"In an information-rich world, the wealth of information means a dearth of something else: a scarcity of whatever it is that information consumes. What information consumes is rather obvious: it consumes the attention of its recipients. Hence a wealth of information creates a poverty of attention." (1971)

It's been many years since I've read Simon, but I was reminded of the elegance of biological/psychological explanations. If overload is something that exceeds the capacity to manage it, then information overload is what exceeds the attentional capacity of the recipient???

In saying overload is both societal and informational I think I meant that it has more than one dimension. First of all, there's probably a cognitive limit to what the human brain can take in. At the same time, though, there's a social understanding of what one ought to be able to do. Being "busy" is as much related to social expectations of workload as it is to those cognitive limits. In the same way, someone's belief that she is or is not receiving adequate social support is as integral to her well-being (or more so) than the actual amount of support she is receiving. So when people are feeling overloaded I suspect that both elements are at play. [neither]

#11: I think I would want to see the terms more closely defined. The danger of all-encompassing terms is that they don't allow us to be specific about the information issues – although clearly there's a link to broader cultural and social forces. [tend to disagree]

#12: I think that overload is a fiction in the sense that people always need to make choices about what to attend to. [decline]

#13: It is a cultural thing: people have been taught that they should keep abreast of what is "happening" in the world and be informed. This is a profoundly influential moral narrative that most people buy, so they make it their business to watch the evening news. It would also be possible to think that all this information that is generally deemed as a "duty" to follow stays very much on the surface of things, and is one-sided and partial. [tend to agree]

#14: I tend to disagree with this sentence, because I think overload in Information Science have to be automatically associated for me to "information overload". So it's a specifically informational problem to deal with us. It's first an individual problem, then it will become a

social phenomenon or an organizational phenomenon and a major problem ... Otherwise, the term “overload” is used in physical science and should not be confused outside, for example in social science and information science. [tend to disagree]

#15: I refer here to the speed of our working-life. The ideological assumption nowadays is that we as individuals should be as productive as possible. We measure productivity per se, not so much quality of our results. Information overload is a one way of saying that the working-life of knowledge workers is stressful. However, information overload is just one aspect of this stressful life. [tend to agree]

#17: No – I understood it to be information overload – having more information than one can realistically deal with. [strongly agree]

Statement Five	strongly agree	tend to agree	neither agree nor disagree	tend to disagree	strongly disagree	decline to answer
To call information users 'consumers' simply denotes that they consume information: it is neither positive nor negative	0	3	3	8	1	1

#1: *Original comment:* I would like to think so. But I feel that some will equate it to the concept of the consumer as 'paying customer', although, at times, this will be perfectly legitimate.

As I mentioned in my round 1 response, I feel that calling the 'everyday human information actor' a 'consumer' can have slightly negative connotations, as the term tends to be used largely in the commercial sense, in that the consumer is a 'paying customer'. However, there will be occasions when there is a definite commercial, consumer-producer relationship between information provider and user - for example with commercial bibliographic databases, or any other fee-based information services – and that the use of the 'consumer' terminology is perfectly valid. [neither]

#2: I tend to agree this statement because in the area of health information consumers, we use this term to refer to health information users. Consumer is opposed to Producer. It's a term that describes role rather than value judgement. [tend to agree]

- #3: “Consumer” is a loaded word, in my view, since it is rarely used to simply denote one who consumes. It immediately brings to mind “consumer culture” in which the consumer is the moving target of advertising and marketing. It is a negative term to attach to information users because it also implies that there is nothing beyond the ingestion of information. At least “user” implies that something happens as a result of the information received or sought – that some use was made of it. [strongly disagree]
- #4: This is a negative term from my perspectives – there are so many interpretations of what consumers may do in obtaining information that just regarding it as a commodity to be consumed seems way too limited. [tend to disagree]
- #5: The term consumer define new relationship between libraries (and other public information agencies) and users. It put it in an economic sphere that is based on an exchange of commodities. While this term may make libraries more attractive to the outside world, it is basically contradictory to most libraries’ mission. [tend to disagree]
- #6: I tend not to really care about this issue. But the statement says it’s “neither positive nor negative” which is why I agree as the word itself is neutral. I’m big on marketing so we should call users/patrons/clients/consumers whatever it is they wish to be called. I suppose consumers can also generate information so it doesn’t necessarily connote simple vessels waiting to be filled with information. [tend to agree]
- #7: To term them consumers may (sometimes) indicate that information should meet their expectations as “consumers” rather than meet scholarly norms. [decline]
- #8: I disagree because “consumer” connotes the instrumentality I referred to above. People don’t “consume” information; they may ignore it, process it, reject it, etc. In any event, the point is not consumption, it’s meaning-making. [tend to disagree]

- #9: The term consumer means that someone is buying a book or a video, or watching a TV, or going to the cinema, or using a database through the library. This is a term of commerce. I do not see it as positive or negative. As an information professional I would not use this term, I would prefer something else (e.g. patron, user, client, customer) because this profession implies highly intellectual service for clients or customers (in the least) or rendering of support to users and even individual help to people, often on entirely ideal base (e.g., for children, elderly, students, even “readers”). Term “consumer” has no connotation suitable in this context and may produce unwanted effect. But all this relates to the meaning of the word and suitable use of it. [neither]
- #10: I agree with the researchers and critics who argue that ‘consumer’ comes with a lot of baggage that places the information seeker in the role of a “customer” with a sense of entitlement about how a service ought to be delivered. I’ve seen the customer service craze sweep through libraries and universities alike and while it has brought some good outcomes, it’s subjected informational institutions to managerial imperatives of demonstrating success in terms of consumer outcomes that may be impossible to meet and may in fact get in the way of the agency doing what it’s mandated to do. So I’d say that the word ‘consumer’ is not neutral but is value laden in a wide variety of ways. [tend to disagree]
- #11: I think the statement is naïve about the nature of language. Language is performative; that is, the terms we use help to configure and reconfigure the world we live in, not simply reflect it. Calling users consumers brings with it a whole load of baggage that is clearly freighted with meaning from our broader sense of what it is to consume in the modern world. Much of this freight is to do with an unreflective approach to the world that makes the notion of ‘consuming’ information a hard one to concur with. [tend to disagree]
- #12: Consumption isn’t part of my thinking process when I think about people and the stuff that they find useful and informing. Information is considered, reflected upon, created, processed, but not ‘consumed’ in my mind. [neither]

- #13: This is to ignore that every person is an information producer as well as an information user. All approaches that neglect this are too limited and narrow. [tend to disagree]
- #14: I tend to disagree this sentence, because the term “consumers” is a economic or managerial term used with different significations. Sometimes, this term can be viewed as positive and sometimes negative, depending on our point of views, but my main problem with this sentence is that this term is widely used in Management Science and Economic Science... Should we used always this management terms? Because behind all this term, you should add all the paradigm associated with these terms, so the management frameworks also i think, and so you should be positioned as positive or negative with all the frameworks and not only this terms...[tend to disagree]
- #15: Terms have both denotative and connotative meanings. It might be so that by using seemingly neutral terms like “consumers” we unknowingly adopt metatheoretical or ideological ideas that are based on consumerist ideology. We should be aware of our metatheoretical commitments. [tend to disagree]
- #17: The problem is that the word ‘consumer’ has various connotations – if one is ‘consumerist’ that implies being materialist which in turn has the negative connotation of (therefore) not being ‘spiritual’. Also, consuming a lot also implies being selfish. Clearly, neither of these are appropriate in the sense of ‘consuming’ information, and so I therefore consider it to be value-free. [tend to agree]

Appendix H
Focus group question route

Introduction

STEP	DESCRIPTION	OUTLINE & PROMPTS	ACTION	OUTPUT
1	Introduction	Moderator introduction: Project / reporting Confidentiality / recording Format / topics		
2	Introduction	Participant introductions	Test recording	

Slow meaning and practice

STEP	DESCRIPTION	OUTLINE & PROMPTS	ACTION	OUTPUT
3	Focusing	Slow as an approach to everyday life and what it means to the participants. 5 minutes THINKING BREAK to consider an everyday situation where a Slow approach was adopted: can write notes.		
4	Focusing	Can you describe a situation where you adopted a Slow	Participants write	Individual

		approach?		notes
5	Contributing	Go around the group	Participants contribute Moderator records	Group sheet
6	Discussing	Why was it relevant for you in this situation?	Participants discuss	
7	Discussing	What issues did it address in this situation?	Participants discuss	
8	Discussing	Are there any similarities between these examples?	Participants discuss Moderator records	Group sheet
9	Focusing	What then does being Slow involve? Can we describe the Slow approach?	Participants discuss Moderator records	Group sheet
10	Recording	Introduce RECORDING BREAK. 5 minutes. Bullet points or sentences.	Moderator distributes sheets Participants write	Individual sheets

STEP	DESCRIPTION	OUTLINE & PROMPTS	ACTION	OUTPUT
11	Transition	Introduce counter-arguments.		

12	Discussing	Are there situations or times when you don't want to adopt a Slow approach?	Participants discuss Moderator records	Group sheet
13	Focusing	Perhaps think of situations where the issues discussed above are actually beneficial.	Prompt	
14	Discussing	Are there situations or times when you don't need to adopt a Slow approach?	Participants discuss Moderator records	Group sheet
15	Focusing	Perhaps think of situations or contexts that are already Slow.	Prompt	
16	Discussing	Are there situations or times when you can't adopt a Slow approach?	Participants discuss Moderator records	Group sheet
17	Focusing	Perhaps think of situations where the issues above are beyond your control.	Prompt	
18	Recording	RECORDING BREAK (#1)	Participants record	Individual sheets

Life today

STEP	DESCRIPTION	OUTLINE & PROMPTS	ACTION	OUTPUT
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19	Transition	Introduce topic of pressure and anxiety, and Slow reactions.		
20	Probing Discussing	Which aspects of your everyday life do you feel are most prone to pressure? THINKING BREAK	Participants write Participants discuss	Individual notes
21	Discussing	Are there situations in which you feel most overloaded?	Participants discuss Moderator collates	Group sheet
22	Probing Discussing	What is it about those particular situations that makes you feel pressured?	Participants discuss Moderator collates	Group sheet
23	Probing	What emotional effect does this pressure have on you? How does it make you feel? THINKING BREAK & CONTRIBUTION	Participants write Participants discuss Moderator collates	Individual notes Group sheet
24	Probing	And how do you react in these situations? What do you do?	Participants discuss	
25	Discussing	Is there anything that you do to alleviate or manage the pressure?	Participants discuss Moderator collates	Group sheet
26	Recording	RECORDING BREAK (#2)	Moderator distributes sheets	Individual sheets

			Participants record	
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Slow & information

STEP	DESCRIPTION	OUTLINE & PROMPTS	ACTION	OUTPUT
27	Transition Probing	Introduce topic of information (if not already discussed)		
28	Focusing	Can you describe the contexts or areas of your life in which you might use information? Please take a couple of minutes to think of all the different contexts that you can. [prompt: work, leisure, education]	Participants write Participants discuss Moderator collates	Individual notes Group sheet
29	Focusing	So, what sources of information do you use? [prompt: digital/physical or personal/institutional]	Participants discuss & contribute Moderator collates	Group sheet
30	Probing	Where do you most often go to get information in...context? [tie contexts to sources]	Participants discuss	
31	Probing	Where does information most often come from	Participants discuss	

		in...context? [tie contexts to sources]		
32	Discussing	Do any of these sources or contexts contribute to the pressure or overload we have previously discussed? Some more than others?	Participants discuss Moderator collates	Group sheet
33	Probing	Is there any characteristic in particular about those sources or contexts that you feel pressured by?	Participants discuss Moderator collates	Group sheet
34	Probing	What emotional effect does this pressure have on you? How does it make you feel?	Participants discuss	
35	Probing	How do you react in these situations?	Participants discuss	
36	Probing	Is there anything that you do to alleviate or manage the pressure?	Participants discuss Moderator collates	Group sheet
37	Probing	Are there steps that you would like to take but can't? Why can't you?	Participants discuss	
38	Probing	Would anyone call any of these steps a Slow approach?	Participants discuss	
39	Recording	RECORDING SHEET (#3)	Participants record [Moderator summarises	Individual sheets

			during this break for wrap]	
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Wrap-up

STEP	DESCRIPTION	OUTLINE & PROMPTS	ACTION	OUTPUT
40	Summarising	<p>Review outputs:</p> <p>Collected thoughts on what Slow means, its applications and its impracticalities; the pressures of life today; and the relevance of information to life today.</p> <p>Record sheets will provide more detail but the key points seem to be:</p> <p>Slow is...</p> <p>Life is...</p> <p>Information is...</p>		
41	Closing	Is there anything that anyone would like to reiterate at this point?		

40	Closing	Is there anything that we have not talked about that anyone would like to mention?		
41	Close	Thank you & reiterate administration points.		

Appendix I
Focus group administrative emails

Title: The relationship between Slow ideas and information: invitation to a focus group (28th June 2011)

“Dear Slow Clubbers,

I hope that you are all keeping well and enjoying life at the moment.

As you have all had some involvement in Slow, I am writing to you with a request from a Slow Down London volunteer. Please see below for more details.

Best wishes,

Co-director, Slow Down London.”

Invitation to participate in a PhD research project: Slow information

I will be running a focus group discussion about the Slow Movement and information as part of my PhD at City University. I am investigating the interface between Slow meaning, Slow practice and how people interact with information, and this group discussion is designed to explore and document your perceptions of these areas. If you have an interest in Slow ideas then I would very much like to hear from you.

The group will be made of **6-8 volunteer participants** and the relatively informal discussion will last around **2 hours**. The venue will be **City University**, which is located at Northampton Square between Angel and Farringdon. I would like to run the session in the **week beginning 25th July** so if you would like to take part, I will ask about your availability for that week. There is some flexibility on dates so please do get in touch even if that week is not convenient for you.

If you would like to participate in this research, please send an email stating your interest to elizabeth.poirier.1@soi.city.ac.uk by Tuesday 5th July, and I will be in touch with more details. These will include a link to the proposed schedule

and venue location. If you have any questions before volunteering to participate then please email me at the above address and I will be happy to explain further.

With many thanks for your interest,

Liz Poirier.

Title: Slow Information focus group: confirmed details (18th July 2011)

Dear all,

Thanks for your patience whilst I wrestle with logistics. I'm now in a position to confirm the date and time of the focus group: the session will take place between 6 and 9pm on Wednesday 3rd August.

The venue will be the Department of Information Science at City University, which is on the 3rd floor of College Building on St John Street. If you can arrive at the St John Street entrance to College Building at 6 o'clock, I will meet you there and we will go up to the department as soon as everyone has arrived.

College Building is in between Angel and Farringdon tubes, being a 10 minute walk from either. If you get to the area and can't find your way, please ring me (details below). The location is detailed here:

<http://www.city.ac.uk/visit/campuses/northampton-square/college-building>

I'm afraid that I'm not in a position to offer incentives other than an interesting discussion and a cup of tea. I can't therefore help with travel or other expenses.

As I've said before, the session is intended to be a fairly informal discussion about Slow principles and the use of information. Please be prepared to think, talk and also write about your experiences of being Slow. The format will be a mixture of group discussion and individual writing. These writing exercises are designed to record the session from your perspectives but are not particularly onerous, so please don't be put off! It will be about keywords and bullet points rather than flowing, elegant prose.

Can you reply to this email at your earliest convenience to confirm that you will be able to attend. Once I have your confirmation, I'd be ever so grateful if you do actually turn up!

With very many thanks. Look forward to meeting you all soon. I've attached a

crib sheet with all the important info but let me know if anything is unclear.

Liz.

Attachment: crib sheet



WHAT	Slow Information focus group
WHEN	Wednesday 3 rd August, 6-9pm
WHERE	Department of Information Science College Building City University EC1V 0HB http://www.city.ac.uk/visit/campuses/northampton-square/college-building
WHO	Liz Poirier 07801 432219
WHAT DO I NEED TO BRING?	Nothing other than yourself
I will be waiting in the foyer of the St John Street entrance to College Building for your arrival at 6pm	

Appendix J
Focus group participant information sheet



INFORMATION SHEET

Slow information in theory and practice

Session title	Focus group discussion
Date & time	Wednesday 3 rd August, 6-9pm
Venue	A303, College Building, City University
Researcher	Liz Poirier elizabeth.poirier.1@soi.city.ac.uk
Supervisor	Dr Lyn Robinson lyn@soi.city.ac.uk

- This project is a qualitative investigation into the applicability and desirability of a Slow attitude to information research and practice
- This group discussion represents the final phase of the research which is intended to investigate, explore and record everyday perceptions of relevant areas and issues
- It is a 3 hour informal group discussion relating to the Slow Movement and everyday information behaviour (the discussion is likely to be shorter than the 3 hours set aside)
- It is a mixed format session, involving group discussion, group recording exercises (flipchart) and individual writing exercises (recording sheets)
- It will be audio-recorded (digital dictaphone) and participant recorded: individual writing exercises will focus on three areas and recording sheets will be provided
- All records of the session will be kept securely and confidentially: hard copies in a locked filing cabinet and digital files in a password protected system, both accessed only by the researcher named above
- Participation in this session is completely voluntary and all participants are at liberty to withdraw at any time without prejudice or negative consequences

Appendix K
Focus group consent forms



CONSENT FORM (to be retained by participant)

Slow information in theory and practice

Session title	Focus group discussion
Date & time	Wednesday 3 rd August, 6-9pm
Venue	A303, College Building, City University
Researcher	Liz Poirier elizabeth.poirier.1@soi.city.ac.uk
Supervisor	Dr Lyn Robinson lyn@soi.city.ac.uk

- I have read the Information Sheet and the nature and purpose of the research project has been explained to me. I understand and agree to take part.
- I understand the purpose of the research project and my involvement in it.
- I understand that I may withdraw from the research project at any stage without prejudice or negative consequences.
- I understand that while information gained during the study may be published, I will not be identified.
- I understand that I will be audiotaped during the session and that I will be required to produce a written recording of proceedings myself.
- I understand that data will be stored securely: hard copies in a locked filing cabinet and digital files in a password protected system, both accessed only by the researcher named above.
- I understand that I may contact the researcher or supervisor if I require further information about the research, and that I may contact the Research Ethics Coordinator of the School of Informatics, City University, if I wish to make a complaint relating to my involvement in the research.

Signed(participant)

Print name**Date**.....



CONSENT FORM (to be retained by researcher)

Slow information in theory and practice

Table with 2 columns: Field (Session title, Date & time, Venue, Researcher, Supervisor) and Value (Focus group discussion, Wednesday 3rd August, 6-9pm, A303, College Building, City University, Liz Poirier, elizabeth.poirier.1@soi.city.ac.uk, Dr Lyn Robinson, lyn@soi.city.ac.uk)

- I have read the Information Sheet and the nature and purpose of the research project has been explained to me. I understand and agree to take part.
I understand the purpose of the research project and my involvement in it.
I understand that I may withdraw from the research project at any stage without prejudice or negative consequences.
I understand that while information gained during the study may be published, I will not be identified.
I understand that I will be audiotaped during the session and that I will be required to produce a written recording of proceedings myself.
I understand that data will be stored securely: hard copies in a locked filing cabinet and digital files in a password protected system, both accessed only by the researcher named above.
I understand that I may contact the researcher or supervisor if I require further information about the research, and that I may contact the Research Ethics Coordinator of the School of Informatics, City University, if I wish to make a complaint relating to my involvement in the research.

Signed(participant)

Print name Date

Appendix L
Focus group transcript

Slow meaning and practice

Sample question: *Can you describe a situation where you chose what you consider to be a Slow approach?*

Participant #		Time
1	Since the Slow programme, I started taking the bus as a form of commute, with the exception of today. I take quite a slow bus into London: it's an hour. I go from the end of the line. It trundles down but I think perhaps what's most marked about my reaction to that is that I think perhaps a year ago I would've been really irritated in traffic and now what I do is I kind of take a book or some music. And I actually see that as kind of a parenthesis of time and really enjoy that space of getting to, as opposed to seeing it as a mode of transport that is kind of nothing time.	10.39
Mod.	So using it for something else, in a way?	11.22
1	Yeah, or even if that something else is just sitting and looking out of the window. It's a valued time rather than a quick hurry I'll get to where I'm going.	
2	A race to get there.	
1	Yeah. It's the journey, not the destination.	
Mod.	So basically, it's a transport related kind of element? Anyone else have that kind of thing?	
5	I do actually. Yeah, yeah. I will get off the tube early and walk. I'll arrange a journey so I cut through a park somewhere and it's about the same mindfulness, and I'd rather leave the house early than feel	11.47

	rushed. And maybe that's 'cos we picked up the same thing from the same programme that we've done.	
1	Yeah.	
5	Yeah, yeah, hmm-hmm.	12.05
Mod.	Mindfulness. That's a big thing, isn't it, mindfulness, I think, at the minute with Slow.	
5	Yeah.	
1	Mm-hmmn.	
Mod.	You said parks, so...?	12.18
5	Yeah, so, you know I elect to...I would rather walk for 45 minutes than spend 20 minutes on the tube, I guess. And it's a bit of exercise, and it's something that's quite beautiful and contemplative so...yeah.	
Mod.	OK. Anyone else?	12.42
4	Sometimes at lunchtime where I was working in the centre of London I used to just go and sit in front of a painting in the National Gallery, rather than do anything. So I'd take a sandwich and just sit.	12.46
Mod.	OK. So...?	
4	It was just kind of...I used to name it for myself. I'd have a 'Painting for Lunch'. And so it would be which painting will I have today, and I sort of felt I got to know some paintings quite well just by only	

	doing one. I mean I was fortunate sitting next to...working near an art gallery. And now I'm not in that situation where I have been working, you know, I just kind of sit in the park after. I just work in the morning in one place and just go and sit in the park afterwards. So it is about just being still, I suppose.	
Mod.	Stillness.	13.33
Mod.	And I think in both, sort of, transport and what you're saying, there's obviously the time element. Sort of reserving time or using time more...I don't know...	
2	That's where my one comes in as well. Time management is my big key...as soon as I started to realise about Slowing down was all about you only get 24 hours in a day so what can you do with it. And everybody does 24 hours in a day but some people manage to do more than others so I took a real look at time. Yeah, it's a huge thing for Slowing down. 'Cos you want to get more done but you want to get less done. You want to do it quicker, but at the right...it's about the right <i>time</i> to do something. So, if you're at home with your family it's not the right time to be doing work. Things like that. Making sure when you're at work you're not gossiping and talking.	13.50
Mod.	So, appropriateness?	14.27
2	Yeah.	
4	Mmmm.	
6	Meaning being present in the moment?	

2	Yes. It's about more of that. It's about not checking your mobile phone when you should be at a family barbecue or those kind of excuses that people have to do the wrong thing at the wrong time and then feel they haven't got enough time to do anything. And it's more about the focus of time.	
4	The word that came up for me was 'appreciating' so appreciating where I am more.	14.44
1	Mmmm.	
2	Yeah, yeah. About taking that time out of your busy life to appreciate what's around you. And you never know what...who you're going to meet when you do that as well, when you do Slow down. The conversations it can open up.	
4	Yeah, it's fascinating, isn't it?	15.01
2	Yeah.	
Mod.	[#3] what have you...?	15.05
3	Well, I didn't used to, yeah, I didn't used to talk to people on, when I was sort of, you know, in a mindset of going somewhere, you know, I mean, it's just, I'm going from A to B and that's it and feeling as though I was in my own space. And now actually I'm quite happy just to try and engage with someone. And the bus is easier, for engaging.	
2	The underground's a nightmare, isn't it? No-one wants to talk on the underground.	15.31
	[laughing]	

2	Don't know why! I stand there trying to get eye contact with people and they don't, they just look away.	
3	No, there's definitely bridges. Yeah, yeah.	
4	You'd get punched!	
	[agreement all round]	
Mod.	So, engaging with people, then?	
3	Mmmm.	
Mod.	Yeah?	
2	Going onto information, I've only this week just started to use these mindmaps as well. I found that I used to write lists like this all the time, pages & pages of notes, I find actually if I make mindmaps, the information just becomes more useful because one of these, one point here then becomes a whole new mindmap and off I go.	
Mod.	I suspect that one of my analyses of tonight will be taking these, taking what you write, listening to the transcript in terms of how we've linked it all and then perhaps...	16.12
2	Producing your own output, yeah.	
Mod.	Not entirely sure yet but erm...because there's going to be a lot of information that we actually generate from this so yeah. It will, it will look prettier in its final format I'm sure.	

	Jennifer?	
6	Erm. So I have taken it, the Slow Movement, a lot, I identify with a lot of these, I'd say my, the first thing that came to mind is I've made a conscious decision to move away from the uh über-consumer or consumerism and be more conscientious and aware of "oh, that shirt's only 5.99 at Marks & Spencer's" but there's like 10000 of them and thinking about the impact that it had to travel from probably, you know, 10000 miles away. So, I try to put at least in uh every purchasing decision that I make, I weigh it against, you know, is this something that is, you know, locally made, supports a, you know, artisan craft or is it something that's kind of a mass produced and I'm trying to move more and more away from the mass production and just the consumerism thing, 'cos um the world that I come from is just über-consumerism. I'm from the land of, you know, we invented it, right? I'm sure we didn't but um and so it's making those choices and supporting erm smaller businesses, making that decision to say "hey, I'll pay 5 or 10 or 20 pounds extra" because this was made, you know, by someone who's got their independent business, small business and kind of reinforcing that.	16.36
2	Taking the time to appreciate the quality as well	18.03
6	Yeah, exactly. Exactly, so...	
Mod.	So, it's about consumerism but also about making decisions sort of more consciously.	
4	Yeah.	
7	Mmmm.	

6	Yeah, and also making that, you know, a conscientious decision to say, to support, you know, my local community as well. That's important.	
Mod.	OK, so, local.	
6	I mean, I know that's a buzz word but, you know, the reality is we have to support each other and my opinion, you know, it's hard I mean 'cos you weigh that out by "I've only got X amount of pounds to spend", you know, so maybe I don't need to have the latest iPod, the latest, you know, flatscreen or whatever. Maybe I pick one thing and I make that decision so then I can afford to go and, you know, maybe buy something that you're selling that's British-made or something that, you know...	
2	It means more.	
6	It means more and it also reinforces, you know, the economy. Everybody's, like, I feel like we have to start thinking more about that.	
4	And does it make more connection as well?	19.05
6	It does, but you know why, 'cos there's more value to it. It's like I find when I buy, when I er there's a store equivalent to a Marks & Spencer's where I'm from and er I go and spend like, I don't know, 200 dollars. T-shirts, pants, whatever, like it's all disposable, right? And 6 months later, I'm like *pfff*, get rid of it, I don't care if it's, you know, and so I just find that I kept doing this and doing this and, you know, the consequences of that are, I don't have to, are enormous, right? 'Cos not only does it add to landfill but it adds to, you know, the, you know, just the kind of lack of appreciation and, and respect	

	for the stuff that you have so...	
2	Yeah.	
5	And I guess also, following on from that, it's the pursuit of those consumer ideals which keeps us in 40 hour weeks.	19.52
6	Yeah.	
4	Huh. Absolutely!	
5	So, if we want less, we spend less and we work less.	
6	You're absolutely right.	
	[unclear: comments about 60-80 hour weeks]	
6	And that was actually the number one driving factor for me, is...I have a great job...	
2	Also, the cost of that and the debt side of that.	
6	Absolutely.	
2	People wanting the latest so buy it now and pay for it later. Then don't appreciate it and you're still paying for it then buy the next thing and still be paying for that one and so it's always "I've got it now and I'm happy but..."	
5	You can see them outside Apple	

4	But the marketeers know that, don't they?	20.29
2	Yeah, they do, and they play on it.	
4	And they know there's a certain section of society that are more susceptible to...	
6	Absolutely.	
2	It's a cultural thing, especially younger generations to have the latest, and it always has been always will be, the trainers and the iPods and everything else but it also carries with it the more money you've got, the more successful you are, means you've got to have the bigger car and the bigger house and...it just perpetuates.	
4	But for some people, even if they have a lot of money they don't need all that.	
2	Mmn. Yeah. It's when you appreciate it.	
6	I think it feeds, it feeds on a self-esteem issue. At least from what I've seen is that, you know, it's generally the people who, you know, struggle with their self-esteem, like, oh if I have the coolest trainers, if I have the coolest headphones or look at my car, look at my, my bling then I'm...I'm going to be accepted, right?	
2	It covers up everything else you don't have.	
6	Yeah. So, and, and, I mean, that's kind of where I think I came from is like I felt like I needed to have all these things and I'd be accepted or whatever, and I get to the point where, you know, what's the	

	point of the quality of my life if I'm working all these hours so I can have this but it's not making me feel any better.	
Mod.	And you're working anyway so you can't use them?	21.32
6	Well, that's exactly it, right? It's like it became a point where I, this is the epiphany we had was we're working, working, working and too busy, too busy, and, so, like, ok, we'll go on a two week holiday, we'll spend 5000 dollars, you know, before, and be like "cool! Great!" so out of the 52 weeks a year, 2 weeks we were off were amazing, and then the rest was crap. So it's like I just ran up a 5000 dollar bill erm, you know, and it's like this makes no sense, so it's getting back to those choices and since moving here, I think moving here has actually made me Slow down because the culture here compared to Silicon Valley is um significantly, it's, I'm not in banking so I think the finance world's probably different but in the hi-tech world here, it's 5 o'clock, people are at the pub, you know, not I mean, that's a generalisation but I, my colleagues and stuff, they don't, I don't have to check my email on Friday night, Saturday night, Sunday.	
2	Some of that comes down to mobile working though, doesn't it? The fact that you can work anywhere, anytime means you can...and this is where I find that time management comes into, if, within information management which I'm into in IT is that if you can work anywhere, you can take your phone with you anywhere, the downside is you <i>can</i> work 24-7 but the upside is you can go home and work which is just as nice as being able to pick your times when you want to work. But I found a lot of people that I tried to...to tra...er...the training course in the last company erm and I found a lot of	

	people didn't want to slow down because then they start to realise what they don't have and actually the ones you see rushing through airports, that's their lives and there's a film with, whose that famous actor...	
3	George Clooney	23.13
2	Yeah, "Up in the Air", and you realise that actually when you stop to look at yourself, you realise that I don't need all this stuff, what I'm missing is personal connections with people.	
4	That's exactly it.	
2	And it's a bad realisation some people just don't want to accept so they just carry on in the fast lane.	
4	They <i>don't</i> want to accept it?	
2	Some people don't want to accept it but they're high-flyers, they've got an excuse for being so busy erm, you know, "it's where I work, it's what I do, it's my job, it's expected of me" and everything else comes second to it, families included or getting a family in the first place, but if they've got family then that goes secondary sometimes. As one guy said to me, "I've got an understanding family. They'll understand that I'm working this weekend because the company wants me to". No-one's going to stop you working except yourself.	
7	I'm not sure that I apply a thing consciously, in the way that you asked actually...though I think I probably try to seek consciousness, presence, in a wide range of situations. Um, I just, in the way that some of you are describing people with long hours [unclear] describes me pretty well including people	23.54

	<p>who like high quality clothes, so actually the caricature of that, you know, could easily be applied to me. Erm, partly, and this may be my rationalisation, er, I'm reasonably new chief exec in a national youth charity, and national youth charities have a very difficult time with lots of funding problems, so I'm doing about 60 to 70 hour week, erm, but I don't mind. I have to say. Er, I find it pretty engaging, I was in meetings from 8 til 4.30 back to back, erm, but you know some of those meetings were fantastic, and it involved being very present, listening, being very conscious and being very present with people that are talking, um...do I think I could go slower? Sure. Er. But I'm not entirely, it's funny 'cos when I got involved with Slow, when I felt like I'd lost the balance between my work and my personal life...</p>	
2	Yes, it's mostly about that balance, isn't it?	
7	Um. But actually since then I'm doing more hours at work er, but I, I don't feel, but it feels ok.	
	[unclear: 2 questions to #7 at once]	
6	Is it a different kind of work that you're doing now versus before when you felt like you were out of balance?	26.02
7	I was a deputy chief exec before, now I'm a chief exec so...	
6	So same job or same type...	
2	There's control.	

5	Similar role.	
6	Same type of business area.	
7	Perhaps I feel more in control. That might be something.	
2	If you're choosing those hours, that's different to feeling under the pressure of having to do those hours because you think someone else wants you to do them. Like I've found with salesmen, salesmen, especially towards a certain period of year, you would expect them to be busy because they're coming up to the end of a term, but then they would see their colleagues online now we've got presence information to see whose online and offline at 1 in the morning, and they feel the pressure they have to do the same as everyone else, and that's different to you choosing to do the hours because you have the work to do and you've got results to produce.	
7	I think in both roles I chose my hours [#2: Yeah] and before I was probably doing 50 hours a week, now I'm probably doing 60, 70 hours a week but I think that's just the way it is, and I was thinking...	
2	But the number of hours don't <i>really</i> matter. It's what you do when you're not working. Can you switch off and not be working?	
7	No, I think, I dis...I think you're right, I don't think it's the number of hours, I think it's the way in which I work that makes the difference so...and there are, or there will be times in my week when I feel like I'm pelting from thing to thing and that's unhelpful and it's at those moments I feel I'm beginning to lose control of my workload 'cos I'm not quite sure, I think I begin to speed up when I feel like I've lost	27.02

	<p>control of my workload. Er. But today, I knew what today was before I began it and I know that I've organised my Friday to work from home, to catch up and to write a paper so it's great. And I also think, I don't know you know the kind of personality types, I'm dubious about them, but the one thing I constantly find in the Myers-Briggs is that whilst I'm not, I don't have a particular strong measurement on 3 of them, on the, where I get my energy from, whether it's from extroverting activity or introverting activity - way over on the extroverted! [laughter] I'm, so, you know, it's such extremes, so being in meetings to me is rewarding and being present and listening carefully and interacting, very rewarding. So, I, it's funny kind of coming in, 'cos I got really excited by Slow when I first got engaged with it, thinking "yes, I do want to me more present" and the more I did it, the more I thought "actually, I think I am fairly present" and I think there's a bit of a false dichotomy in Slow stuff about...and I think it means different things for different people so I think if you're someone who generates a lot of energy from being introverted, being alone doing something, very rewarding. Someone who, in my case, being with people, listening and enjoying company isn't...</p>	
2	<p>Slow is almost the wrong word to use, isn't it, because it's not always about going slow it's about going at the <i>right</i> speed.</p>	28.49
7	<p>I think it's about that, I think what it is, it's about being conscious [agreement]. Conscious and present and mindful [agreement] and choosing.</p>	
2	<p>Getting the most out of...</p>	
4	<p>It's certainly about coming to your senses.</p>	

2	Most people have a break-point when they realise and it's normally bad health. That's when they realise something's gone wrong and it's too, almost too late by then. And they have a big break down or lots of illness and something then forces you to change but if you're lucky to discover it before you tip over it's, erm, it's healthier.	
Mod.	[focusing] Can we build a consensus about what Slow is, then? You [#7] think probably not because it's different for different people.	29.53
7	Well, we could always try.	
6	I suspect there could be a common theme [agreement]	
6	We all talked about being present. And mindful.	
4	And how we articulate it is quite different, depending on, you know, the nature of who we are. As you say, the introvert-extrovert scale.	
5	And I guess, even in common for yourself, Tom, we've all had a bit of an awareness that things, maybe you looked at it and thought "well, I'm actually balanced" but there's been an awareness seeing that things needed to change to get interested. Is that right?	
	[agreement]	
Mod.	[transition] I'm actually going to give you the recording sheets for this section so I think that you can have a think and a write-down of your interpretation of these things. It will become clearer when I give	

	you the sheets [explanation].	
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Counter-arguments

Sample question: *Are there situations or times when you don't want to / don't need to / can't adopt a Slow approach?*

Participant #		Time
Mod.	Some of you have obviously looked at the next, the flipside, and I just wanted to talk about sort of instances, we've touched on it a little bit, of either when you don't want to apply whatever this Slowness is, or don't need to or you can't. So I mean this isn't, we'll just be pretty quick, I should think, about some examples, instances or situations or areas of your life that you don't want to. We'll start with don't want to be Slow. Are there times when...it's a tricky one, isn't it?	
2	Cooking. To me cooking is just get it cooked, get it eaten. If it's not a barbecue, that's it. If I can stick it on a barbecue and cook it, but a, taking time to prepare food, I just don't do food. I'm not in the Slow Food Movement.	39.47
Mod.	And that's a pretty interesting thing given the Slow...	
2	I suppose the things you're disinterested in. You want to do as quick as possible, get it out the way, maybe. If you can think of anything that you don't enjoy particularly.	
Mod.	Disinterests?	

2	Yeah. Spend as little time doing as possible.	
1	But I think you could be, you know, mindful and be quick. So I don't think I would see, um, quick and slow as appropriate words. I mean, I thought it was interesting, don't <i>want</i> to, and I, one of the things I wrote was "when would you not want to be self-aware?", different to choosing not to [unclear] I would choose "I don't give a shit, I'm just going to do this" but that's not the same thing as not wanting to. I would aspire to be self-aware, aware of where I am and other people at all times. Doesn't mean I'll choose to do it.	
7	I was thinking about socialising and there are some situations where, you know, I'm with my friends and I want to really revel in the fact that I'm with wonderful people who I know very highly, but there are also times when I'm with some friends when I am rolling and I'm quite, you know, cracking jokes, and I'm not particularly interested in being very mindful, I'm far too busy having a giddy time. And I was thinking, oh, that's interesting, you know, so the same situation with the same people can be, both can be rewarding, and certainly when I'm being giddy, you know, I'm not being mindful. And have been clumsy and you can, and then actually I was thinking, actually, I would probably apply that dichotomy to nearly everything. Indeed cooking, and then sometimes, cooking can go on, it's lovely, I can blend this, or work. When sometimes I just want to chirp through things and sometimes I want to be it. So, seriously, I'm not <i>entirely</i> sure there's definitely a set of things that I don't want to do.	41.19
2	I think when it comes down to can't, that'll be, more like work, there are certain things at work that you can't take slowly and carefully.	

Mod.	So don't want is kind of a non-starter, in a way? You think? It depends what we're talking about, so activities, if you're talking about that. There are different mindsets, is that what you're saying?	42.30
7	There are times in situations, and I'm only speaking for myself, where I, I'm not interested and don't want to be Slow, and there are times in similar situations where I do want to be.	
Mod.	There's not a list of...	
7	No. That's what I'm saying.	
5	I tend to agree, yeah, there's no obvious for me. But I think of everything I like to do slowly, occasionally I do quickly. I guess. I mean I like to drink and savour a half bottle of decent wine but sometimes I like to get hammered on 8 pints of lager. You know, it's that kind of, I want the result that it brings. But within me as well is somebody who would go and sit, on my own with a book and drink very slowly a pint of real ale. So it's a bit of a polemic, isn't it really? It's...	43.15
2	I think it's the situation you're in.	
Mod.	So it's still a choice to be made, basically?	
5	Yeah, I guess so, yeah.	
Mod.	[#4] what do you think?	
4	Well, I was thinking slightly different, I was thinking that the moment that I'm really under pressure, I completely forget. And I just go, revert to "I must do, I must do, I must do" [agreement]. You know, I	44.02

	said at the intro, I love yoga and that kind of thing, it goes out the window, all the things that I know work for me just get thrown out [agreement] and I become this manic.	
2	What if somebody else wants to go slow when you're in that situation? Do you ever have that? Where you want to get stuff done really quickly but the person you're working with or happen to be with at the time wants to just take it easy and slowly? I've had that. And the other way round – I've wanted to slow down and the other person has gone just too quick at whatever...	
4	It could go both ways because theoretically they could remind you. To come back. You know, on the other hand. It's about balance, I think, personally it's about balance. It depends where you are when the intervention...	
7	I really connect with what you're saying there. Once I've built up momentum, it's really hard to slow down enough to Slow.	
3	The rulebook's gone. Erm. I don't know if the washing up applies to this – if I'm really under pressure sometimes everything gets washed up <i>really</i> thoroughly. Avoidance tactics.	
1	Cleaning the bathtub.	
	[agreement]	
Mod.	So if we just move on to times when you don't need...slightly different...but maybe that's just semantics. I'm thinking sort of maybe situations that are naturally slow so you don't need to kind of go into it with a, yoga for example, kind of just is, so you can't do it any slower. Do you see what I mean?	45.38

	I wondered if there were any other instances. I think this is a bit of a tricky...	
2	Yeah.	
7	Erm, at the gym, I would never bother going slowly 'cos it's all about being [unclear], and exercising and being fit.	
1	But you can just do it in one way, or you can do it quite mindfully in how you do it [*] so again it's not about speed, um, how you kind of work on the machines or whatever it is, and you can do, I'll disagree, I mean usually classes in yoga at gyms are dreadful. They kind of turn them into aerobic classes with music, so you can, you know, I, the language I use with my friends, "do you know a <i>good</i> yoga teacher, a <i>good</i> yoga class, do you go to a <i>good</i> gym?". What I mean by that is a gym where not people are going [pants] but where there's a sense of [unclear]. Don't you think it's about how you do it, not what you do? I mean even on a treadmill, you can do it mindfully, thinking about what you're doing or you can put the things on and watch the TV.	
2	[*it's the quality of it*]	
2	If you don't think about what you're doing on a treadmill you'd have the wrong technique. There's no point being on it in the first place. Because if you just get on the treadmill and run for 20 minutes, or you get on it and actually have, and apply correct technique and apply mindfulness to what you're actually doing and concentrate on it then you'll get better benefits out of it. Same as when you see some guys going into the gym and they'll go in there and pull the weights up and down as quick as	

	they can, whereas if they actually just did it properly and pulled it all the way down and then went all the way back up again, in a controlled and slow manner, even though it's working out they would actually get more benefit from it so...they don't need to go slow.	
Mod.	It seems then that we're still sort of talking with 2 ideas of Slow, if you like. One that is really to do with tempo, so you don't necessarily want to run slowly, kind of thing. And then one to do with the mindfulness aspect. Would you agree with that? That's what the difference is there. That you can still run quick on a treadmill, but with the right technique.	47.48
2	Like if you're in a race. That's, yeah, I suppose it's the wording of what Slow means and that, doesn't it? If you're a race car driver, you're not physically going slow but how Slow mindset are you in, your concentration.	
7	You're probably in flow [agreement].	
2	That's where you don't need to apply...	
1	It shouldn't be called Slow, it should be called Flow.	
2	This is the problem, it's the wrong word 'cos takes the word time and speed and it's not about that really, it's about something else.	
4	I was thinking that a lot of non-competitive sport can be conceived as being quite Slow.	
5	Well, golf is Slow.	

4	Yeah, sailing. Cricket.	
Mod.	But that is to do with the tempo, isn't it, yeah?	
7	Long-distance things.	
5	Chess.	
2	Chess is a very slow one. You have to take your time with that. But don't <i>need</i> to. I'm not sure how to quantify that.	
Mod.	Yeah, I agree that it's tricky.	
2	Maybe where you need to make snap decisions. Maybe there's situations where you have to just do things on the spur of the moment, you don't need to take time to think about it.	
1	Like bungee jumping.	
2	Yeah, you just have to go and do it. Sometimes passion has to take over and you have to just do what you have to do. And that's when you don't need to go Slow, you don't need, yeah, when you're in that kind of situation where the more analysis you take on it, then the, it's just not going to happen, and in fact you just need people to make decisions, to get on and do it.	
4	It's expedient.	
6	So for me it's when I <i>need</i> to get information versus when I <i>want</i> to get information. Like, when I <i>need</i> to get information I don't need to adopt a Slow approach. I'm going to whirl over, you know, on my	49.38

	iPad, I'm like, whatever I need to do, get online and get that information immediately versus where I <i>want</i> to get it, I may pick up a book, I may read it, you know, do some magazines or newspapers, so it's that need versus want.	
2	Like research versus search.	
6	Yeah, and also when I need to communicate in certain situations, erm, I would just fire off an email versus write a letter or pick up the phone possibly. Or I'll instant message somebody instead of doing that [*]. And there are times that the challenge for me personally is balancing that and not constantly just leaning into that and always wanting that instant gratification.	
2	[*instead of waiting for a long, meetings and replies*]	
2	And one of the hard parts is you might want or need it now, but the person you're asking for it from, what's their situation? I met a lady who was the CIO of an airways in Australia and she quit after 2 years, she'd 4 years' work in 2 years pretty much, and then quit and just went off on sabbatical for 6 months, and she realised looking back on it, the pressure she put on all of her team was because she wanted to over-achieve and so her team got all that pressure and she didn't at the time care about it but on reflection she realised that was not the right way to treat other people so...along those lines...you should be mindful of the pressure you're putting on others.	
Mod.	Anyone else have any other don't needs? I know it's a tricky one. Anyone? Otherwise we'll go onto "can't" which I think is quite fruitful.	51.10

7	I was struck by what you were saying about when you're communicating with colleagues and you need to make snap decisions, and erm, I was thinking about when, I had some management tizz with a member of staff who's not been performing as well as she might, and actually being really mindful and really present when I'm meeting with her enables me to be able to respond swiftly and ably instead of reacting and being very present, because I find her manipulative [#2: So you have to be aware of that] so being personally centred and putting all my own interference out of the way which has to be about being kind of mindful.	
1	Those are really interesting choices of words. I think responsive as opposed to reactive.	
2	'Cos there are other people, I'm sure you have them, that you work with, that you can just get on with and you can have a kind of a tethering where you don't need to slow it down and talk about it, and discuss it and analyse it, you just, you're both on the same wavelength and things just happen, and others, yeah, you've got to...	
7	Particularly with someone with whom I have fluency [agreement] and a shorthand.	
2	There's no need then to over-analyse and discuss about options.	
7	That's great, yeah, I don't need to be Slow when I'm working with someone with whom I feel fluent.	
2	That's good.	
Mod.	Right. <i>Can't</i> be Slow. Which is obviously tied in with don't want and don't need, but are there situations where perhaps you want to be but there's some sort of external reason why you can't, and	52.54

	what might those reasons be?	
7	When I'm drunk.	
3	Incapacitation!	
7	I think it's what you were saying, if you've had a few pints, you know, I find my, I find myself giddy, and garrulous, and it's very difficult at that point to slow down.	
5	Yeah.	
2	And to not say the things that you know you shouldn't say.	
1	Also sometimes, I think, reflecting on my particular day, and thinking about this, but I do think it's important sometimes to just say what you think and feel in a situation, as opposed to more reflective kind of practice. And that that would be a choice that you'd make but I think it's tied in with what you were just saying about, yeah, flow.	
7	Something about letting yourself being emotional instead of rationalising and short-circuiting that emotion.	
1	Yeah. Letting go, kind of thing.	
Mod.	It's kind of in the don't wants, I guess...I'm not trying to [unclear] the responses but...	
2	Well, no, um, if you choose to get drunk then you choose and you don't want to, but if you're already drunk then you can't speak [laughter], if you're drunk and then you suddenly realise you're in a	

	<p>situation you don't want to be in, you can't, well, you do actually snap out of it, can't you, you can suddenly become very aware of the situation and deal with it, if it's a serious situation, but um, yeah, once you're, once you've had too many, it's, you can't put yourself in a situation which makes you start thinking sensible.</p> <p>Another can't is when you're not in control of the situation, if you're under pressure from somebody that wants something from you and wants it now, whatever it might be. I always think back to work situations, if I think of a personal situation, maybe being pressured on a motorway, with a car coming up behind you, and then you've got police sirens going off in one way, and then there's bad weather and you want to turn on the sat nav [unclear], someone's talking in your ear, you can't always react to everything at the same time and deal with it, and so you just have to make decisions and you have to go on instinct more than anything else and you have to just deal with what you can the way you can, and then at the end of it hopefully get back to that self-centred calm situation that you hope to be in.</p>	
1	That would be any dangerous situation.	
4	I was going to say emergency.	
2	Yeah, where you're not in control and you have to react the way you, you know, react	
1	Flight.	
2	Yeah, flight or fight mode. You just do. Which at work, it happens at work as well sometimes, something just happens and you have to react and you can't get time to think about what you're doing	

	and, like providing answers, sometimes you just have to provide an answer there and then because you're put on the spot in the situation and you're not prepared for it, so...you can sit there and think about it if you like but everyone else is watching you.	
7	It's very powerful, and I've learnt to say "I don't know" [laughter]	
2	It's a hard one, isn't it? "I'll get back to you."	
Mod.	Do you have anything, [#3], about can'ts? Or even don't needs or wants? Anything else to add? It's ok if you don't, I just wondered. [#3: No, sorry.] OK, anyone else?	
7	Emotion. I think, it's when emotion's got its grip.	
5	That's the one.	
1	Is it anger in particular?	
7	Or giddiness, or [#5: Yeah; #1: You're into giddiness!] [laughter, unclear]	
2	If you're ever caught up [unclear] consumerisation, if you're ever caught up in a situation where you can buy something, and sometimes you're not...[#4: Desire] yeah, the, the, the passion to just do it, buy it, get it, "I'm gonna" and then you pay the money and you're gone, and afterwards you might reflect	
Mod.	Very interestingly ties in with what Jennifer was saying. So, kind of, what, how do we? Passion?	56.57
2	It's another emotion. Passion. Any kind of passion where you're just in the moment and you have to	

	react.	
6	So, for me, personal choices that I've made in my career and my personal life dictate that I can't adopt a Slow approach. For example, in my, in the career that I've chosen I have to be plugged in, I have to be able to respond. It's not an option. If I chose a different career, a different path, um, that would be, but in order to keep up, um, in the business that I'm in, in the career that I'm in, there's a certain expectation that I'm going to be up on technology, that I'm going to be up on the latest, you know, trends, that I'm going to be up on the latest managements styles, that I'm going to be up on the latest competition in software development, and in my personal life, I chose to um, you know, I like to travel a lot and so I struggle with, I want to go here, go here, go here, go here and so as a consequence my carbon footprint will reflect that, because rather than take the time to drive, or take a train, but if I fly there, then I can hit this, this and this, as opposed to just this and this. So it's personal choices that I've made in my career and in my personal life.	
2	But within your career I think you could find a Slow way of doing your work. That's what I found, I was at Microsoft, and that's a huge area of fastness...	
6	I work for Adobe, so...very similar...	
2	And a lot of people burn out on a regular basis with alcohol problems and allsorts, and you find actually again it's more of the expectations of everyone around you, but you can be the one that starts off the Slow Movement in your industry and then get the benefits from it. But yeah, there is a huge reputation on it, and balancing, reading all that information and keeping up to date, and being online	

	all the time, it's not easy. I know managers, or directors that go away on holiday and take meetings while they're on holiday in Barbados and they think, well, is that part of your job role, job description, could you have a holiday knowing someone else is making that decision without you being there? Yeah, so it's choices but it's again what you're happy with. If you're happy with doing that then it's a choice you've made and you find the balance with it.	
Mod.	Can I get you to scribble down your thoughts on the second page for that, and I'll, um, put sarnies over as well and take 10 minutes just to have a bite to eat and I'll get more drinks if anyone wants some...[transition to recording]	59.20

Life today

Sample question: Which aspects of your everyday life do you feel are most prone to pressure?

Participant #		Time
Mod.	This second section that I'm going to trot on to, I think we'll do it pretty quickly to be honest because we've talked about a lot of it, you've been talking about it just while we were noshing there and erm, so I really just want to, there is a recording sheet for it um, but as I say I think we've kind of covered it. I don't know how much detail you'll need to put down but if we could quickly talk about...Basically, I think the word pressure has come up quite a bit, especially work related, but I wonder if you can just	1.20.42

	<p>give me examples of the areas in your life in which you feel the most pressure. So, they can be specific situations again or general areas, but the ones in which, not necessarily that you react Slowly to, as we talked about in the first section, but just the ones in which pressure seems to be a key characteristic.</p>	
1	<p>Overload. I would say. Too many emails. I have only recently decided, accepted inside myself I will never answer all the emails that are in my inbox and that's ok that I find inside that's ok. But for me, I think greater than you know, external deadlines or external pressure or pressure about money or whatever that might be, it's overload that as I get older um I most react against. Too much coming at me.</p>	
2	<p>Information overload as well. I call it, it's actually filter failure. It's not focusing on the correct information. I run a training course on it, so, and especially Microsoft Outlook [#4: For this failure?]. No, in information overload, well, work-life balance it's called um and it's all about mostly Microsoft Outlook and how to use it properly, using all the advanced features to do time management, task management, email 'cos email's the biggest burden that you can have.</p>	
Mod.	<p>Anyone else agree or have other things? Maybe not...</p>	
2	<p>Yeah, I get, a social pressure, definitely, in that you should be spending more time with your family when you're trying to get some work done [laughter]. There are certain times when I <i>do</i> want to get some work done, and there are certain times when I just feel I have to quit the work and get time with the family.</p>	

Mod.	Anyone else?	
6	I feel financial pressure, that um what I really want to be pursuing, what my passion is, I'm too afraid to pursue it because um of the fina...because the financial implications, it's so, there's so many unknowns and it's, and the, and what I've come to realise is the financial thing security for me is more about control, about how you control and less about being able to buy things, it's being more in control of my destiny so I would love to give up my hi-tech career and go into um organic farming, and having a much more, you know, simplistic way of life. I'd love to throw my iPhone away, I'd love to throw my, you know, probably keep my iPad! But [laughter] um, I really, but I'm conflicted, and I won't and I ca...I, I, I <i>can</i> but I'm too afraid of giving up that control because of like these, the financial unknowns which like I said, represents for me the control. So, those are the pressures. At some point I think it'll probably just switch 'cos I'll be "Who cares?", you know, I mean like I will just stop worrying at some point but...	1.23.13
2	The other thing is to dip your toe in the water and try it and see if it really is what you want.	1.24.31
5	I think for me there's pressure where I'm working at the moment, everybody's on fixed term contracts and it's clear there's going to be less work coming up so it's performance pressure? Sounds horrible but it's like...	
2	Performance is an interesting one [#5: Yeah]. How do you judge the performance of one person to another?	

5	Yeah, have a chat with my manager, you know, but it's, yeah, it's unsaid, we're quite a cool team, we're working in what shouldn't really be a vastly competitive environment, working with homeless people, but it's there.	
	[agreement, laughter, #6: wow! #2D: think you've got it harder than IT!]	
7	Is it the funding in there?	
5	It's the funding cuts...[unclear]	
7	And this is the first of three years of cuts.	
5	Oh god, yeah, yeah, they haven't even started, have they, really?	
7	Well, they've certainly started. I think I would agree with most of those, um, I think there's emotional pressure, er, which I guess I've interpreted for myself, you know, so, you know, I'll be with my husband and he'll say, "Want to do the washing up?", which is a reasonable question, and I'll think, "Oh, shit! He's pissed off 'cos I haven't done the washing up" er, so, I kind of, I interpret, sometimes I might imagine emotional pressure when it's not there, so I say emotional pressure...	1.25.26
Mod.	So...from others rather than...?	
7	Well, imagined, at least, well...	
Mod.	Perceived?	
7	Perceived from others. Yep. Probably the problem, my worst one, and it may be real, but it's certainly	

	often perceived.	
1	Is there also within that, as, er, the pressure that one puts on oneself? I mean, I put huge high expectations on what I can achieve, and then I feel disappointed in myself and, you, never mind anyone else um I am my own worst judge.	
7	Mmmm, yuh, there's a mate of mine, who's another chief executive that, he, he, 'cos I was worried about how much work I wasn't getting done, he said "I think that you plan your work, and when you plan your work you're imagining yourself performing at your best 'cos that's what you think you should be doing all the time, and it's absurd", that was such a brilliant insight [laughter]. And not only do I do it for myself, so not only do I put myself through the ringer in terms of very high expectations because I know I <i>can</i> perform at that level, but I begin to plan for my team and...	
4	You were saying that [unclear].	
2	Unrealistic expectations.	
6	Inhuman expectations.	
2	Well, not, not allowing the tolerance for when things do go wrong.	
Mod.	OK. So, um, I'd like the next little quickfire bit to be about...how pressure in any of these guises makes you emotionally feel. What's your emotional reaction?	1.27.19
2	To pressure [LP: yeah, to pressure]	

1	Resentful.	
4	I think there's a lot of fearfulness around as well.	
2	It can be enjoyable as well [LP: pressure?]. Mmmn. It can be, being pushed to your limits, can help.	
1	A challenge.	
2	The challenge, that's the right one, if it is a challenge, not a, not the wrong kind of pressure.	
4	No, not an overload. Not managing the overload.	
Mod.	Anything else?	
4	I think disconnect.	
Mod.	So, so, the urge to?	
4	Too much pressure means just *pfff*, just that urge to disconnect [unclear] or do a lot of washing up [laughter].	
7	At its worst, when it's, when, pressure, I'll often feel I'm at, at its worst, I think there's kind of, one is erm I feel sluggish, kind of, er, burdened and sluggish and heavy, er I can occasionally feel hysterical, and I don't mean arms in the air but just kind of er, hypertense...	1.28.46
6	Like anxious?	
7	Gameshows?	

6	No, like, sorry, anxious?	
7	Anxious! [laughter] Sorry, er, yeah, certainly anxious, yeah, yeah [more laughter].	
6	Yeah, like you're on a gameshow, a reality gameshow and	
2	Perform!	
6	Ten million people are watching you! They're all voting you off!	
7	You're about to lose a million pounds! Yeah, so that's kind of at its worst, but when it's good, excited, motivated, energetic.	1.29.51
6	Focused.	
1	Alive.	
4	Directed.	
1	Oooh! We like being pressured, don't we? [laughter]	
4	But you can also feel burnt out. Your nervous system is shot to shit [unclear].	
2	It's that balance of pressure and then reflection.	
7	3 weeks ago I thought, when I was looking at the finances of the organisation, and I thought this is unsustainable, I can't make this work, I've just made people redundant and I still can't make it work, it's fucked, and I felt exhausted. Absolutely kind of exhausted, and know that I needed to perform for	1.30.31

	<p>the rest of the team, and then I realised, and then I went round the figures again and again, and I realised that there was some miscalculations from the finance manager, and um, and it was sustainable and I was wrong, and [claps] within <i>minutes</i>, within minutes I was up, energetic, and I'd been absolutely exhausted, in the morning, you know, so I'd been exhausted for about 4 days, er, and I was dragging myself through this murderous exercise with the figures, and then once it kind of, worked it out, then suddenly I was up!</p>	
2	<p>I saw something recently on that, er, ted.com, anybody watch that? Fantastic resource, and this lady on there was saying about presentations, when she has to do a presentation, she'll have this, this, curve that goes up like this, and a great big dip and then it goes straight up again, and it's exactly like when you, uh, I've got this presentation to do, you build up, build up, build up and you go aah, I can't do it, I can't, I'll never going to do it, it's going to be fairly, and it could be half an hour before the thing and then, got it, got the idea then it's off again, and it's almost like a, a, it's realising that that's going to happen. You don't know when it's going to happen, but you hope it will 'cos if it doesn't then obviously everyone's out on a job, and you're, then it, then it fails, but yeah, it's that pressure of feeling that you're not going to make it and it's only when you're at your lowest that suddenly you either take a break and walk away from it and disengage or you suddenly get that breakthrough where you get your answer.</p>	1.31.18
1	Or you fail.	
2	Or you fail [agreement, unclear].	

7	Also, I'm, oh, alw...I'm, I'm wary of that phrase "when you're at your lowest" 'cos you can <i>always</i> go lower [agreement].	
2	As you'll [#5] probably be able to testify [unclear].	
Mod.	OK, um, I want to think, um, sort of away from emotions, that kind of feeling, to your actual reactions: what do you do if you're faced with a pressure situation, any of those ones that we've talked about, what do you do? Is there anything you to do to consciously alleviate the pressure or do you...	1.32.29
4	Clean.	
7	Can we separate these two, kind of good and bad pressure? [Mod.: Yeah, you can do, yeah] 'cos I think we've already, it looks like we've identified two kinds of pressure [Mod.: Absolutely]. Is that alright?	
Mod.	So I think then, we're talking about bad.	
6	Yeah, I think there's like a fight or flight reaction, right, you're either going to *chhhh* or you're going to like *aaaarh*, right, I mean that's good and bad essentially, it's	
4	That's what it is.	
Mod.	So in terms of reactions...	
1	I mean if I look at what could be seen as prevarication kind of behaviour, I've come to recognise sometimes it is prevarication and sometimes it's actually part of a process to get me to where I need	

	to be, I mean, particularly if it's a creative process, like I have to do some writing or some, any kind of original kind of stuff, and I'm in kind of reactive mode, if I kind of do something like clean the bathtub or just do mindless tasks, I can get myself into a place where I've got headspace.	
4	It's like disconnected.	
1	Yeah, and I know I have to go through that disconnected and I trust that that's a personal process I go through in order to get connected at the other end. SO it's not always running away.	
5	Yeah, I, I completely know what you mean, it's that left brain right brain thing, isn't it? So you might be doing the dishes and really constructing very freely what you're going to write, yeah. Mmn mmn.	
1	'Cos I use the word original so for me, if I'm just kind of responding to something I'm not really thinking for myself, so it's getting to that place, whatever that requires.	
4	So we see that, in terms of er, sympathetic nervous system and parasympathetic nervous system, so the sympathetic is the "I've got to do, I've got to do" [unclear] that drives us and then the down regulation is the sympathetic [sic] nervous system kicking in, that creates that space internally.	1.34.19
7	Can you say that again? I didn't grasp it.	
4	Erm, 'cos I do practice, this cranial work, we see that in terms of sympathetic and parasympathetic nervous system regulation, so when we're in fight or, or flight, fight or flight mode, we're, we're up, we're hyper, all our muscles are constricted so that we can run and we can activate, and when we go into parasympathetic release, we're much more floppy, there's more er, you know, the muscles aren't	

	ready to run, whole body, the whole system is, has just relaxed and de-stressed itself in some way so that there's more space for a bit more creativity to come in.	
2	And that makes the mind to relax, the mind to undo. That's why you go to yoga. I fell asleep in my first yoga class. They turned the lights off for 2 minutes and you lie there and then, ok, wake up.	
4	It's down regulating your nervous system.	
5	Back to this, I sometimes sabotage when I've got pressure. Quite recently I had loads of job applications to do and on the way home, just went out for 3 pints, so didn't do <i>any</i> and missed several deadlines, what was kind of, you know, it was justifiable as well, I needed to unwind, all of this, it wasn't really, it was sabotage, I guess.	1.35.30
Mod.	Self-sabotage?	
5	So that's, yeah, that's not an isolated incident either, so, er...	
6	The three pints or the sabotage? [laughter] No, I'm just kidding! [laughter]	
2	So, a lot of the things that you worry about, you wake up the next day and, it's never as bad as it was at the time. I have this thing now of shutting off at midnight, if I'm still working on something on my laptop, and I'm still working away, if I get past midnight it can be 2 or 3 in the morning, so I get to midnight and I just stop. There's just no need 'cos if I, whatever you do between midnight and 2 in the morning, I could just do it at 6, 7 in the morning 'cos I want to get some sleep first. So this is bad reactions, is it, or reactions to bad pressure? Or...[Mod.: I think so, I mean I think that's	1.36.07

	<p>kind of what we're talking about]. It's all back to pressure though, isn't it? [Mod.: Yeah, yeah. I'm actually going to leave this section here...]</p> <p>Yeah, I was going to say my other reaction is defensive. I get defensive.</p>	
4	Eat. EAT!	
7	Erm, I might give up. Resign, not from the job but resign and go, "Yeargh, I can't do it, I give up".	
2	I, I, as I say, I get defensive, that's one probably, I just, not argue, but I, I just, you kind of think, "oh, my way's right, I've got it all right, you know, you're putting pressure on me to do it a different way, or, come up with different, something different" and I think, no I'll go back to my original reasons and then afterwards I'm like, [unclear] why there's pressure on me in the first place. So my first reaction is always defensiveness, and then I have to take a step back.	
1	Relating to that, er, reactive as opposed to reflective.	
7	Mmmn, yeah, that react-respond thing we were, earlier	
2	I try to understand why the person's putting pressure under, or the situation is putting pressure under, it doesn't always be a person, it can be the situation that's putting pressure on you and I'm trying to understand why you're reacting that way is sometimes hard to take, and slow down and stop yourself from reacting.	
7	Is there, I get to a, I never drink from Sunday through to Thursday, so I set my drink on Friday, Saturday, but sometimes when I, it's gone really, really badly I think, "oh, do you know what", I'm really	1.37.48

	tempted to have a drink in the middle of the week, but I know that if I have a drink in the middle of the week then the next day, when I'm at work, and people are behaving, and I need to choose how to respond, I've got much less resource, and being able, and much less centred, much, you know, and that makes it worse which means you'll have a drink that night, and so it's a really nasty little circle, so there's, so drink.	
2	About the same as you, do you think? Something that...	1.38.23
4	Well, I was going to say, I would say, I would go for a sweet, eat sweet things, or caffeine.	
2	Something that comforts you.	
4	So it's not, it's not, it's not healthy eating, it's just a [unclear]	
2	Is it for the energy boost or is it just for the bad habit itself? You do something...	
4	Well, sometimes there's a defiance in it [agreement, laughter].	
7	And, a sense of...deserving it. Such a terrible day. I really deserve that glass of wine. Or [#2] as a treat.	
2	[So I don't know if anyone smokes here but it's the same I find with smokers.]	
7	Do you have that?	
4	Yeah, definitely. Or something, there's something about having something chocolatey that's kind of, something, self-soothing.	

	[unclear]	
2	Yes, I find that with smo...a lot of smokers have the same reasons if they're having a stressful day or, whatever, they'll end up having more cigarettes, I don't know if anyone smokes here, I don't smoke but trying to understand why people smoke, that seems to be another reason is it's a justification for how to deal with stress, pressure, is to smoke.	1.39.12
3	'Cos it's a relaxant, isn't it?	
2	But there are other ones you can do that are less risky to your health. Like yoga.	
Mod.	OK. I realise, um, that this might not be joined up thinking to you in terms of the sections and stuff, there's some overlap and then there's not some overlap but believe you-me, it is all feeding in.	1.39.38
1	There is a method to your madness?	
Mod.	There is indeed! Well...	
6	Do we get to see what that is, at some point?	
Mod.	You will be more than welcome to read the finished article which will be in the next year or so. I've got next year to write it up so, of course, yeah, because you've helped me and you have as much right to read it as anyone else, so of course you can [distribution & explanation of recording sheet].	

Slow and information

Sample question: *Do any sources of information contribute to the pressure or overload previously discussed?*

Participant #		Time
Mod.	<p>Can I, um, get us to [much laughter]...I'm loving it, it's related but it's just, yeah, 20 minutes to get through the last bit which is kind of the point of my thesis so...but to be honest, the conversation you've been having, I know that we've touched on all the stuff that I'm interested in so it's great but if we just try and get it sort of, like, focused, and get your recording sheets for this next bit, that'd be great. Um, so I'm going to be *whip* this time...not really. Erm, but anyway, erm, notice that the thinking exercises have gone completely out the window, I'd like you to all notice that! I apologise but we're going to kind of click on through. Um, so I want to talk about information, obviously, that's my background and you know that's why I wanted to talk to you guys. Um, and obviously we've been talking about it in some aspects, email for example could be considered information and communication as well.</p> <p>So I want first of all eh before we get on to kind of pressure and information, and Slow and information, to just talk about some contexts in which you use information, just everyday contexts where you consider that you're using information. This might seem a stupid question but there's a massive debate within the erm sort of academy of information science about who understands what by the term 'information' so we just need to kind of basically exchange our ideas on what we consider to be an information context, by which I mean when do you use it? When do you go and get it?</p>	1.47.52

6	Sorry. I probably need you to be a little more remedial. So you mean, how do I get it information? How do I use information?	
Mod.	When. Think of a situation, like today, was there a specific moment where you needed some information about something? That's kind of what I'm trying to get at, just literally, you know...	
2	How to find this building [and the nearest train station]	
6	Yeah, so...	
Mod.	There you go, so directions, that kind of thing? It's, it literally, it's not, yeah, er, I....	
6	So that would be like an answer, like how to find this building, this, I mean, or is it, how you got the information, like you wanted to know the...	
Mod.	No, just the, the situations in which you kind of go about finding some information, so, finding directions, erm, talking to people? Email?	
1	I had a very difficult meeting today, 6, 7 hour meeting, erm, and had to with my colleagues find out what the hidden agenda was, and so that wasn't merely a question of asking some questions and listening hard to the answers, it was also in terms of information, looking at body language, um, and in fact, when we had our debrief after that meeting, there was an awful lot of, kind of, it was interesting, everyone would, the main person we were trying to get information from, everyone, all my colleagues, were imitating him [gesture], you know, so what we were doing, was we were going over his body language that was saying more than "he said this", "do you think that?", it was more kind of	1.50.16

	representing his emotional, kind of, physicality and maybe 'cos I'm in the arts it's, I'm very, aware of people , aware of how they express themselves, how they're sitting, their facial language [shuffling, laughter, unclear] but I think that that's underestimated in terms of information, I think we think of information very much too, too linearly in terms of knowledge stuff, um, and I think that there's a whole picture to information.	
2	Hmmn. Yes. There's the information itself and there's also how it's conveyed, isn't it? That's pretty much what it is, it's not just, it's not <i>what</i> the information is, <i>how</i> you get it and how you use it and...	
Mod.	Yeah, I want to talk about sources if you like in a second.	
2	Technical sources?	
Mod.	Just sources of information but erm, we'll go on to that in a sec, but I really just wanted to try and find out sort of your perception of when you're using information during the day, that kind of thing.	
4	So I listen to the radio first thing in the morning to get the daily news, that's a context. When I'm wearing my PR hat, it's quite useful.	
7	I look at my diary, a lot, there's lots of information about what I'm doing next.	
2	I was going to say the prioritisation of what I should be focused on is where I get my information, what should I be doing now, next.	1.52.19
5	I pursue things on Wikipedia, just randomly, leisurely [unclear], "Ooh, what does that mean?", "What	

	happens in this town?”, “Who lives there?”, that kind of stuff.	
7	“Why is Little Women such an important book?” [laughter, unclear], I looked that up yesterday [#1: What was the book called?], Little Women, Louisa May Alcott’s book, I couldn’t understand why it’s such a big deal, but somebody I suggested I read it ‘cos, you know...	
1	And you asked that question?	
7	No, I just looked it up on Wikipedia, I’m like, what’s the big deal?	
2	Was it worth reading?	
7	*sigh*. Yeah, sorry.	
4	Google searches [agreement]	
3	I’ve an addiction to Google.	
7	Google and Wikipedia.	
4	Google Alerts.	
2	There’s a problem with Google, though, isn’t there?...	
1	Google Alerts? Wow. What’s that?	
2	There’s a problem with Google as in...	
4	Sending you information you’re looking for.	

2	You can put your name in and say I want to know [unclear] time my name appears on the internet and it'll send you an email, er...	
1	Oh god! Sounds like too much information.	
2	The problem with Google is though, is, it, it can skew the information you get, based on your pri...your profile.	
6	Did you work for Microsoft? [laughter]	
2	Yeah, Bing's much better! No. <i>Used</i> to work for Microsoft!	
Mod.	So if we, contexts is kind of proving a little...issue...	
7	Email? Sorry...	
Mod.	No, no, no, so sources as well, basically let's just talk about information, so email...	
7	Uh, context, meetings, actually, you know, so I was meetings today, in order for them, any, any one of them to be successful we needed information that we needed to analyse, and be able to take decisions from.	
6	I had phone conversations, so I guess meetings, but mine were over the phone [Mod.: Like, er, er, what's the word? Remote?], I had, like, yeah, conference calls because I'm just remote from my team.	1.54.06
2	How about the difference between relevant information and irrelevance? Or current information compared to non-current?	

Mod.	I don't think we want to go into that right now! We can do, erm, and that might be something that comes up in the next bit which is basically where we try and tie pressure into kind of information sources and things.	
2	And classification of information.	
Mod.	We're really not going there! Absolutely!	
2	'Cos I've done a long project for it so...	
Mod.	Yeah, yeah, um, but it is relevant and it is interesting, but...20 minutes, mate! Um, other...	
5	I ask people for information, so I manage a team and I'm like, "So how many have we got of this"? So just questioning people.	
	[pause]	
2	Sources-wise? [Mod.: Either] Do you want authoritative sources or non-authoritative sources?	
Mod.	Whatever! Seriously, like, you know whenever, during the course of the day, so, erm, there, well, I, I, I don't know, maybe there weren't, several instances of when you needed to find something out or...	
7	It's kind of constant, but the, er, to be honest, when you first asked that question I was a little bit overwhelmed by the opportunity er that I had to reply, you know, 'cos every meeting I'm in you need information, er, getting here I needed to know what time I was supposed to be here, um, whether there was going to be sandwiches, er, address...	

2	Telephone number, contact information...	
7	...it's kind of, eh, it's, it's er, it's you know, and it seems, seems, like a limitless answer, that answer which is what are the contexts in which I need information	
2	Nutritional information on the food you're eating... whether it's, whether it's, um, glu...um, not gluten free [unclear] vegetarian or not.	
4	Then there's the information you seek and then there's the information you just happen to receive 'cos you know, it's, I had a fascinating journey to get here, I've never been here, do you know what I mean?	
2	But you also need to know whether it's going to rain or not and how to prepare for it, so without that information you could've come dressed in [unclear] coat or you could've come in shorts and t-shirt.	
1	Seems to me there's too many variables here! This, it, yeah, ok, not going to get too philosophical kind of thing about there being just too many things to know, and what we do about it...	1.56.20
7	It's just that every situation I need information, whether it be someone's expression, so I know how to reply...	
6	Yeah, I mean, I'd look at the bus schedule, and make a decision, oh this bus is on diversion so then I needed to go, so I had to research some of the other schedules, which one I was going to get.	
1	But I would say I, I, I now seek more predictability in my life. So, much as body language and facial	1.56.59

	expressions is a ever, never-ending rich source of information, I would like to know that I can get somewhere without having to look at directions, or you know, that there's some predictable things. My life is so not about that that I, I would quite like there to be less variables, and be more, maybe it's also a sense of some of the conversations we were having at the beginning about being more in control.	
2	I think that's why the iPhone's taken off so well is because you now have that control in your hand, if you want something there's an app for it, you can get the information, you can get the data, you can look up ti..., bus ti., I used the, very quickly used the bus time route on my phone, instead of waiting until I got to the train station to look it up on a big map and stand there doing it, it was quicker to do it as I was travelling towards the place, so, having it <i>instantly</i> and availability and searching it and having it there quicker.	
7	On my, my, er er, so I often download podcasts relative to the things that I'm working on, and listen to them on that as I'm cycling to work.	
2	Yeah, yeah, yeah, I do that, go for a run and instead of listening to music listen to er people talking. It's a useful time-waster. You're not wasting your time on it.	
1	I haven't got into podcasts, do you not worry about, you know, lorries mowing you down as you're listening to it?	
7	Listening to podcasts help me not worry about that.	

6	I flick through the er newspaper to find out whether or not...[LP: sorry, I missed that, I'm afraid, my alarm for 20 minutes just...] I picked up a newspaper today to try to find out whether or not my er government was going to [unclear] so that was a, yeah, [LP: So, newspapers too] yeah.	1.58.22
4	BBC Online. I've been addicted to that.	
7	It's been the most extraordinary month for news [agreement]	
2	Ever since the news, collapse of the News of the World, suddenly news has taken off again, and now it's the funky thing again.	
6	[unclear] I got to stop and take a look at the headlines today and see what's going on, I, er, on the paper	
3	Yeah, we like our newspapers again just as they're going into free-fall.	
6	Yeah, exactly.	
2	I wonder if that's, um, is that part of what you're looking for as well is, whether we're looking for snippets of information or actually are we looking for the full context of information, so a lot of it, we read the headlines and understand what's gone on in the world based on headlines, without actually reading the whole article, and maybe reading from two different sides of the story, so I know when you read two different newspapers on the same story, you get almost two different stories...so you read the snippets as well.	1.59.05

1	See, I don't Tweet, and I er, er, have a certain amount of pressure at work, I've got an awful lot of people requested to follow me, and I just find actually in terms of reactions, it just intimidates me. I don't want to do [click, click] an instant "Oh, by the way, this evening, I'm doing this", who gives a shit? I really don't want to do that. I would rather try and focus my, my mind and read a really good newspaper article.	
6	I read a blog...[#1: You, you, you, oh, how often?].no, I read, I, yeah, I'm not very disciplined in blogging, I just, I read a blog today to get some information about something that I needed to find out, and it directed me to this blog to get the information so I don't know if that's...	
2	And that all comes down to whether that's authoritative or not, is it, is it their, is it someone's opinion in a blog, or is it someone blogging authoritatively on something.	
5	So, canal boats, if my engine screws up I go [types] "My engine's screwed up, what do you think?" and hopefully people will say oh, just, "Have you turned the key?" [#4: In a forum], yeah, that kind of thing.	
2	There's broadcast information and, compared to private information as well, I think it's more kind of down the classification of it, but there's some information you want that no-one else has, or you have to, get, there's only certain ways of getting that information, and other information is freely available, like Tweeting is completely public, whereas Facebook is people you generally know, hopefully!	
3	Well, I just want my information edited. I don't want to have to go through reams and reams of it, I	

	want the, I want the critical points at the top, and if you want to delve into [#2: The exec summary], yeah, I do, I want the bullet points at the top and then, you know, so that you don't have to...	
2	But do you ever delve deeper into the article?	
3	Yes, yeah, but then you can sort of edit out the stuff that you need much more quickly rather than going through the whole, the whole thing	
6	Yeah, I actually got information today from a Powerpoint presentation I needed to make a recommendation and, I just looked at the presentation that was put forward and pulled together [#2: Based it on that], yeah, based it on that.	2.01.06
2	That goes back to being Slow, isn't it, it's whether you've got time to actually delve into the report behind that or do you only have time to read the exec summary?	
Mod.	[transition] So I just want to try and tie it into pressure. Obviously we talked about pressure earlier on, and I wonder if any of these [gesture] cause a particular kind of pressure, or add to the pressure that we were talking about before. Are they responsible, is the sort of ubiquity of information in itself, does that lead to pressure in any way? And then talk about if there are any steps that you take to alleviate <i>that</i> kind of pressure, when we were talking about emotional reactions before to other kinds. So, first of all, do any of these in particular strike you...	2.01.29
2	The meetings one does because with a meeting you've got a certain deadline to get there on time, erm, then the directions of where it is, and who's going to be attending, and what the subject is all	

	about and what your participation of it is. , and if you haven't read all that beforehand, and you're coming out of back-to-back meetings, getting to your next place when it's three floors up and all the way up the other end of the building, means you end up going to be late for the next one.	
Mod.	So, because of the deadlines, and...	
2	There's a lot of pressure there to wrap up a meeting quickly, so you can get to the next one on time, even if that meeting you're currently in is more important, or is, went really well, you have to knock it off because you've scheduled your life so you've got 8 meetings in 8 hours.	
Mod.	So it's the time pressure?	
2	Yeah, it's the pressure, and then, then like I say, if you haven't had time to review the next meeting before you go in to it, you're going into it blind, and you might not know where it is, and you haven't, you know, worked your path out of how to get there.	
1	I had a really pleasurable experience coming here because I was late, and I was rushing, and when I got here, Deirdre forgot how to get here, so we got lost, and had a wonderful time, and we were just going back and forth, and I found that there was like that little bit of that letting go, of *sigh* [laughter], we're lost! It was great. So I felt less pressure.	
4	'Cos somebody else [unclear] [laughter]	
2	If you're going to be late, and also if you're going to be late, does it matter if you're late 1 minute or 5 minutes?	

7	So, your, your question, is the ubiquity of information [Mod.: This was, that was specifically at you because you said that as being...], yeah, do you know, I've, er, I am a little in love with the internet, because it makes getting hold of information that would have taken me a lot longer to do, much swifter, the accuracy of it may be not up to brilliant, but the accuracy is good enough for me, for what I need it for, and if I need better accurate information, I can buy it but the free information that's available on the internet, and now on my iPhone even if I'm not near a PC, has transformed the stress I have around trying to get hold of information, it's much less stressful.	2.03.27
6	So, I would agree with that but then I also probably have this Jekyll and Hyde personality, on one hand I'm like, yeah, I agree, it's eased, but then on the other hand, it's just this constant push, push, push, push at me, and like the minute my eyes are like this [opening], I'm in bed, I roll over and pick up my iPad and I'm like *cho cho cho* [gesture scrolling], I'm on my iPhone, I mean that's <i>bad!</i> Like, 6.30 in the morning and I'm already, like, I can tell you, I can tell you the top 10 things that have already happened, you know, but to your [#2] point, it's just the snippets, whether it's true or not, but I can tell you what happened in sport, what happened in the gossip column, what happened in the financial situation sector, it's like, I'm just constantly *cho cho cho* [gesture scrolling].	2.04.17
2	But is it because you get given like a list of say the top 10 things, and then click on it and follow it, or you...?	
6	No, 'cos I have, ha, I don't really have ADD but because I have all these just varied interests, I'm like, oh, I've got to check out, you know, the BBC and look at their, you know, their little app and, oh, ok,	

	scan, scan, oh, I'm like, I've got to check out Yahoo 'cos, you know, who can pass up a nice little celebrity gossip thing, right [*] [laughter]...I know...	
2	[*Then in getting more information*] you actually end up getting less information through trying to get more.	
6	Absolutely, but you see, so I'm like, I just have these things, I'm like, oh, and then I'll email, see if my Mom sent me anything, see my sister, doo, doo, somebody, you know.	
5	I guess one pressure is, it's about if you need to stay ahead of the game for work perhaps then it could be quite, it's not really relevant for my role, but it could be quite competitive and all this, if somebody has more time, or more ability to absorb more of this information, maybe that's a pressure, maybe everybody needs to have access to all this information or the majority of it to, a lot like that before	
Mod.	To keep up in some way?	
5	To keep up. To stay ahead of the game, yeah, yeah.	
7	It's, er, er, there's something, I think another reflection is it's interesting how information's become much more a 2 way process, so I was kind of reflecting on what you were saying about the pressure to Tweet, er, and I met Martha Lane Fox the other day, who's giving my organisation some funding, and she's kind of saying, "oh, I'm Tweeting all the time", and I thought I should have a bit of a Tweet about the meeting that I had with her, and it's like, fucking hell, that's something else to, so, the	2.05.57

	pressure for me to generate information is a pain in the hole.	
2	But there's people [unclear] that helps people follow you will then understand what you're doing, and then understand your cause, and then it could lead onto more potent...it's a, it's a marketing opportunity [some agreement].	
7	I'm, er, I'm not convinced by it, there's something un...er, and this is very much a personal thing, is that, is that I feel uncomfortable about Twitter, because it feels a bit egotistical, it's like, "Listen to me!" and I'm not entirely convinced [unclear, some agreement].	
2	Some people use it just purely to, as a, as a source to get you to the blog or to get you to the other, it's a more, it's a er advertisement, more than anything else, than you talking about yourself...	2.06.53
7	I understand how it works [#2: Sorry], that's ok, er, so I'm not convinced about how useful, and when I read Twitter, there's so much shit to scroll through before you find something useful [#4: Yeah], erm, so I'm, I think there's a two way thing about it, er, not only do you have to absorb it, but actually you've got to generate something in order to be successful on it, and I think that's a pain.	
4	I think that's a very important thing actually, I think that the, because I think we're now increasingly with Facebook, with blogging, that's it, we're meant to be generating as well as receiving...and generating, I mean, you feel like, you sort of feel if you're not doing it then, like, "Am I functioning properly?" [agreement] [unclear] I mean, at my age, I don't do Twitter, that's the thing, but in the PR agencies, no, 'cos it's all the young, what we call the Young Types, do it, that's their area, but, um,	2.07.23

	you do feel like you're losing it.	
1	I think it <i>is</i> a generational thing, actually, where I work, people in my kind of age bracket tend not to, and people much younger are kind of obsessed with it, but I think just picking up on something you [#7] were saying, it, it feels to me as if it's a very useful advocacy tool, I'm not sure it says very much of depth, and even when it's linking to a blog, it's about, you know, something that's kind of, out, something about what you said about egotistical rings true for me, um.	
3	But I like the idea that a load of people can go to a conference and then be Tweeting each other afterwards about the conference and that's, you know, a select group of people that you might want to carry on having a dialogue with [#2: It enables communication], and I think it can enable continued communication, and, about specific things, and I hate the ego side of it but I can see how it can be very useful at work for, sort of, trying, you know, trying to sort of highlight certain things that you're doing, that might actually be quite good [#1: Sure].	2.08.25
7	I think that's a really helpful reflection, er, I can really see the value there.	
3	Yeah, I like it.	
2	There's a lot of people saying that they can get in touch with celebrities through that, because they'll respond quicker to a Tweet than they would, say, an email. So you can, 'cos they're only short characters and you can quickly fire an answer back very easily, it's easier to mention someone or to talk to them directly, and then they'll re, respond sometimes.	

6	<p>The str...the thing I struggle with, between erm, you know, Facebook, Twitter, all of those, you know, social media, is that um I feel like it's, it's kind of removing the personalisation of it, like your relationships, and your friendships with people, like suddenly I don't really have anything to talk about 'cos I'm like, "Oh, you had pasta for dinner, so when I do get together and meet with them [laughter], what do you talk about? Right, it de-personalises everything, and so, erm, I'm actually, er, I've actually kind of decided I'm anti-Facebook now and the whole reason I did it was like, oh, show my pictures, my experiences and it's your point, it is, it feels very egotistical, it's like "Look how great I am, look at what I did, look what I did this" [agreement], and I'm like, wait a minute, I would rather, you know, call someone up and say "Hey, let's go meet for dinner and catch up", but instead of doing that, we don't, we'd rather sit behind our computers and [#4: Status update], yeah, I mean that's the thing I struggle with a lot because, you know, all my friends are on Facebook, when I realised the last time I got together with some friends in the States, was like I actually know everything that's going on, yet I haven't been there for over a year, we had very little to talk about, I was like "Sooooo..." [agreement] right, and, we, it was, it was kind of weird, so like, you know, so on one hand it was kind of cool, because I'm like, oh, I know what was going on, but on the other hand, there's something that's missed by looking at someone and talking to them, and getting enthusiastic about the experience, "Hey, I made this amazing pasta dish the other night, it had this and that", and, you know, he just snapped the picture and said "Look at this great...", you know, so, I just didn't have that same experience and I felt, I feel a little, bit at a, at a, at a loss or a little emptier because of it, and so I struggle with it, I don't know...you know...</p>	2.09.17
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5	I guess it's that whole thing about when people, what do they call it, over-status? [#1: You mean there's a term?], or, over-reveal [recognition], yeah, yeah, and people just talk about utter shit, loads of prosaic stuff and I think people that do that can't really be enigmatic and I think most [unclear] are pretty interesting and withdrawn [unclear] but if somebody's going, you know, every half hour, "Walked the dog", "Made pasta".	
2	They're bored.	
6	And, and for me, like so I'm kind of like, I'm going, "Guys, I'm going off Facebook, I'm going on Twitter", erm, but I've been on Twitter for, you know, as an early adopter of it, and kind of got bored of it really quickly 'cos of the egotistical thing, but, I've found new ways to use it which is I'm actually now just following groups that I'm interested in, like the Slow Food, like it helped me as I moved into this country, find out about some of the movements and interests, like, you know, I subscribe to The Guardian, I, you know, [unclear], like, like, things that are going to help me get more information and much more focused, and, you know, different restaurant tours, and, you know, gardening things, so I...	2.11.37
2	That's the key thing, is learning how to use it [#6: Yeah], using it in the right way, same with Facebook, some people don't just misuse it and abuse it, and therefore it becomes useless for everybody, others use it correctly, so I only started using Facebook because I started meeting people internationally, I had no other way of keeping in touch with them other than if I knew them on Facebook, I don't follow their status and read about their lives, but when I want to get in touch with	

	them, it's more like my address book than anything else, and I can write to them quickly and get in touch with them again.	
6	Yeah, see, I don't know, I just struggle, I have on one side, I'm like "Yeah" and the other I'm like "Uhhh".	2.12.41
2	Have you lived without it, for a month? Have you ever tried not looking at Facebook for a month? Or not looking at it your...no?	
6	Yeh, yes, I have [#2: It's a good exercise to try], mmn mmn, it is, but I consider all this stuff, is almost an addiction though, like I consider, like my iPad and my iPhone and all the information that's being out there, I, I feel like I do have an addiction to it, which is probably, sounds bad but, like, who's compelled to wake up at 6.30 in the morning and go [gestures scrolling]. Seriously.	
2	[Laughing] You can disable your account, and then you can see how many people actually respond to you and go, "Eh, you're not on Facebook anymore" and then see how [unclear] truly are your friends.	
	[unclear]	
6	Yeah, you know what I post? I don't. That's exactly right. I don't post any more but I still like [#1: Lurk?], I do!	
Mod.	Sorry. This one, I think um, obviously writing these recording sheets I had in mind certain conversations, and, er, erm, so the, you might not have spoken directly about these particular questions, is what I'm saying. But I think that the conversations that you've been having have been	

	incredibly interesting, and useful, so if you can't, sort of, off the cuff, think of things, don't worry too much, erm, I do have the recording, erm, to fill in. Erm, I'm basically trying to say that they might not relate to what we've been discussing, so I apologise if that's the case...[wrap up]	
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Appendix M
Focus group individual recording sheets
(arranged by participant)

Participant # 1

Slow meaning & practice

Can you describe a situation where you chose a Slow option?

Regular commuting by bus to & from work.

What issues did Slow address in this situation?

Acceptance of where I am.

Parentetical time.

Permission to do nothing – what else can I do?

Can you describe the Slow approach?

Being 'present' in the moment.

Self-aware and aware of others.

Aware of senses / perception of the environment.

Noticing.

Counter-arguments

Are there situations or times when you don't want to adopt a Slow approach?

Not really – when would not being aware be of value?

Sometimes choose to mentally zone out but this is a choice.

Are there situations or times when you don't need to adopt a Slow approach?

Expedient needs – to address a problem quickly that means *just* doing it.

When I'm indifferent.

Are there situations or times when you can't adopt a Slow approach?

Emotional scenarios – particularly anger.

Danger – need to just react.

In situations of deliberate loss of control – alcohol / drugs / illness.

Life today

In which aspects of your everyday life do you feel the most pressure?

Work – too much input – phone, email, others' demands based on their agendas.

Personal – others' expectations of me – sometimes based on role such as mother.

My own often too high standards.

What emotional effect does that pressure have on you?

Close down.

Resentful.

Occasionally self-sabotage.

Not think / reflect clearly.

What are your reactions to that pressure? What do you do?

Either try to conquer & overwork or just 'flight' by ignoring.

Adopt strategies to manage – some successful, some not.

What, if any, steps do you take to alleviate this pressure?

More artful choices, prioritising.

Self-awareness.

What else might alleviate this pressure?

Listen better.

Slow and information

In which contexts does information cause you the most pressure?

Overload at work & at home in email.

Need to respond.

Too much information!

Can you isolate why in these and not other contexts?

Not sought for information and therefore not in control so much.

Which information sources cause you the most pressure?

Meaningless attachments – minutes / agendas.

Can you isolate what it is about these and not other sources that causes pressure?

Bumpf I have to read but is not relevant or meaningful.

What, if any, steps do you take to alleviate this particular kind of pressure?

Don't read it & take the consequences.

What else might alleviate this pressure?

Say so!

Participant # 2

Slow meaning and practice

Can you describe a situation where you chose a Slow option?

Reading stories to my children, not rushing more than one story (if still awake!).

Instead of hurrying to do something else like work.

What issues did Slow address in this situation?

Better relationships, time to listen to them reading and help them improve.
Opens up to discussion about the characters & story.

Can you describe the Slow approach?

Setting time aside for each activity to ensure it is not rushed, and to ensure it is not excessive. Too much focus in one area detracts from another.

It's about finding *balance*.

Counter-arguments

Are there situations or times when you don't want to adopt a Slow approach?

Situations I don't enjoy (cooking).

Are there situations or times when you don't need to adopt a Slow approach?

When in flow, situation is naturally Slow.

Or situations calls for spontaneity & passion.

Creativity.

Are there situations or times when you can't adopt a Slow approach?

When not in control of the situation.

Reacting on instincts.

Danger situations.

Life today

In which aspects of your everyday life do you feel the most pressure?

Work – to perform at a high level, to be present & engaged.

Family – quality time, to listen, to share.

What emotional effect does that pressure have on you?

Defensiveness or disengagement.

Rise to the challenge and exceed – focused effort.

What are your reactions to that pressure? What do you do?

Reflect and review – then prioritise.

What, if any, steps do you take to alleviate this pressure?

Disengage – find a distraction.

Dedicate focused time and effort.

What else might alleviate this pressure?

Focus on results – long term gain over short term issue.

Slow and Information

In which contexts does information cause you the most pressure?

Not having enough. Or can't find it.

Having to produce it.

Can you isolate why in these and not other contexts?

Which information sources cause you the most pressure?

Unorganised, too detailed or not detailed enough.

Can you isolate what it is about these and not other sources that causes pressure?

What, if any, steps do you take to alleviate this particular kind of pressure?

Have a list of information sources that I trust.

What else might alleviate this pressure?

Participant # 3

Slow meaning and practice

Can you describe a situation where you chose a Slow option?

Taking time to communicate to people on journeys (mainly bus / train not

tube).

Used to be in a 'zone' going from A – B.

What issues did Slow address in this situation?

Not sure about issues, but it usually ends up in some fascinating piece of story or information being told.

Can you describe the Slow approach?

Being more present, conscious, taking time.

Being in the *here and now* not the *if only* of after of the *what if* of before.

Counter-arguments

Are there situations or times when you don't want to adopt a Slow approach?

When I get consumerist...

I want...

Are there situations or times when you don't need to adopt a Slow approach?

Are there situations or times when you can't adopt a Slow approach?

Emotional over-reacting.

Used to be pretty pushy to get things done.

Life today

In which aspects of your everyday life do you feel the most pressure?

Now. Lack of general organisational skill.

Not achieving as much as I would like.

What emotional effect does that pressure have on you?

Anxiety (chronic). Sick with nerves feeling.

What are your reactions to that pressure? What do you do?

Eat. Drink.

Get angry. Blame someone else.

What, if any, steps do you take to alleviate this pressure?

Watch TV. Get creative.

What else might alleviate this pressure?

Exercise! Yoga.

Slow and information

In which contexts does information cause you the most pressure?

Forms. Lots of forms of information in big wordy blocks. Am creative and ADD so need visuals with my words.

Can you isolate why in these and not other contexts?

Which information sources cause you the most pressure?

Internet – equally good and bad.

Need to really focus on time use whilst on the internet – easily diverted.

Can you isolate what it is about these and not other sources that causes pressure?

Choice.

What, if any, steps do you take to alleviate this particular kind of pressure?

What else might alleviate this pressure?

Participant # 4

Slow meaning and practice

Can you describe a situation where you chose a Slow option?

“A painting for lunch” – a practice sitting in the National Gallery & just getting to know *one* painting over lunch.

Frequently take the bus – which takes longer – but gives me time to read and just look & be.

What issues did Slow address in this situation?

1 – Slow – got me out of my head – sitting with a painting can be a visceral experience.

Slow – a transport can [...] the present – less worried about, what’s happening next, will I get there, etc.

Can you describe the Slow approach?

For me, Slow is about becoming more conscious of who & where I am. It’s about *having / doing* less and *being* more. Slow helps me make connections to myself & others.

I honestly think I’m more efficient when I take the ‘Slow’ approach.

Counter-arguments

Are there situations or times when you don’t want to adopt a Slow approach?

Yes. When I’m under pressure I forget the principles of Slow.

It’s sometimes when I’m hiding from myself i.e. I want to have X and I want it now; or I want to enjoy the self-righteousness of being right or of being angry.

Are there situations or times when you don’t need to adopt a Slow approach?

When the activity I’m doing invites Slow – e.g. yoga, meditation, sailing.

When I’m giving craniosacral therapy sessions – which are incredibly Slow.

Are there situations or times when you can’t adopt a Slow approach?

Emergency situations – when I’m in the heat of emotions (anger, desire, etc.).

When I've lost my balance due to pressure and I forget.

Life today

In which aspects of your everyday life do you feel the most pressure?

Within the work environment (PR / media) but generally its pressure I enjoy. I do sense a social pressure to achieve more – more income / status etc but largely I eschew that to live the 'down-sized' life I have chosen.

Recently I've felt workplace pressure due to complexities within the team I'm part of – where there's been poor management, making it challenging to be more effective.

What emotional effect does that pressure have on you?

Frustration, irritation, angry.

What are your reactions to that pressure? What do you do?

Tendency to work harder, but also stand back and look at the bigger picture & what's realistic.

Induces poorer habits, of eating, less exercise, etc – leads to lower performance.

What, if any, steps do you take to alleviate this pressure?

If I remember to stand back & see what's going on.

Yoga, meditation, reading, etc.

What else might alleviate this pressure?

Time with friends – get realistic.

Slow and information

In which contexts does information cause you the most pressure?

News / TV / radio / internet.

Can you isolate why in these and not other contexts?

Because I use them for PR work.

Which information sources cause you the most pressure?

Social media & the pressure to publish & be an information source (Twitter / blog / FB).

Can you isolate what it is about these and not other sources that causes pressure?

Social / peer pressure.

What, if any, steps do you take to alleviate this particular kind of pressure?

Avoidance. Don't read FB v much – and don't follow much with Twitter – or ever blog.

What else might alleviate this pressure?

Participant # 5

Slow meaning and practice

Can you describe a situation where you chose a Slow option?

Moving to a narrow boat, from central London.

What issues did Slow address in this situation?

- Access to nature
- Coming off the grid in terms of power, water, amenities
- Moving into a ready-made community
- Appreciating the seasonal changes
- Moving away from noise / light pollution

Can you describe the Slow approach?

For me it was after a period of reflection and decision making, i.e. should I stay in London?

The Slow Movement has made it easier for me to drop a gear, and live a more varied and mindful life.

Counter-arguments

Are there situations or times when you don't want to adopt a Slow approach?

During certain social occasions, during certain aspects of my working life (when I'd rather quickly be finished with a project).

Are there situations or times when you don't need to adopt a Slow approach?

Maybe by buying artisan products (enjoying someone else's home cooking).

Are there situations or times when you can't adopt a Slow approach?

Certain 'head states', i.e. intoxication, emotion, depression, etc.

Certain dictated events, i.e. work pressures, etc.

Life today

In which aspects of your everyday life do you feel the most pressure?

Work (and remaining employed).

What emotional effect does that pressure have on you?

Makes me unable to plan for longer term future.

Can make me feel worried about future, leads to over-thinking.

What are your reactions to that pressure? What do you do?

Divert mind from it.

Socialise, drink, escapist pursuits...

Sometimes social withdrawal.

What, if any, steps do you take to alleviate this pressure?

Talk to partner, friends. Adopt a rational approach to it. Fantasise / visualise new life in new career.

What else might alleviate this pressure?

Seeing the positives about not being employed.

Slow and information

In which contexts does information cause you the most pressure?

Competing information: how do you know if there is a bias?

Can you isolate why in these and not other contexts?

For example, travel (in London) apps sometimes recommend a variety of options. How do you know which is better?...

Which information sources cause you the most pressure?

Emails (work related).

Sometimes texts.

Can you isolate what it is about these and not other sources that causes pressure?

I feel there is an urgency to respond.

What, if any, steps do you take to alleviate this particular kind of pressure?

Take a step back, attempt to make a priority list...

What else might alleviate this pressure?

Temporary withdrawal from emails?

Participant # 6

Slow meaning and practice

Can you describe a situation where you chose a Slow option?

1. Moving away from consumerism. Being mindful of my wants vs needs. Being aware of my purchasing decisions – choosing to spend a few extra

GBPs to buy something I needed which was made by an individual or small business vs mass produced

2. Giving up my car. Taking the bus, walking! Tube – with the occasional taxi 😊

What issues did Slow address in this situation?

1. Reducing my lack of appreciation for the materials products I purchased. Made me think twice if I really needed it given I'd be more than likely paying more GBP for a product made locally.

2. Forced me to be more present and improve the quality of my life. Specifically my multitasking reduced. I take more time for myself! I don't try to do 50 things in a day, I can only do 5 things in a day. Result I'm more appreciative of what I do.

Can you describe the Slow approach?

Being more mindful and present about the impact my decisions have on the world.

Appreciating experiences: material good not just a tick box off a list.

Counter-arguments

Are there situations or times when you don't want to adopt a Slow approach?

Certain aspects of my carbon footprint.

Are there situations or times when you don't need to adopt a Slow approach?

When I need to get information vs want.

When I need to communicate in certain situations – urgency vs perceived urgency.

Are there situations or times when you can't adopt a Slow approach?

Certain aspects of the choices I've made in the way I conduct my career/ personal life that do not allow me to adopt a Slow approach.

Life today

In which aspects of your everyday life do you feel the most pressure?

Dealing with what I perceive as people being self-absorbed – and not thinking about the consequences of their actions.

Personal agendas at work.

What emotional effect does that pressure have on you?

Grumpy, resentful, lose sight of being present / mindful.

Not appreciative of what I have.

What are your reactions to that pressure? What do you do?

Hold it in, let it become focus of my conversations.

Losing sight of the present.

Take it out on other people, i.e. become shorter / snap.

What, if any, steps do you take to alleviate this pressure?

Take a walk, be more mindful. Watch for the triggers.

What else might alleviate this pressure?

Write it down. Don't take things so personally, i.e. separate the personal from professional.

Don't get in between people / their problems.

Slow and information

In which contexts does information cause you the most pressure?

Ease of information availability.

Knowing it's there I feel compelled to seek it out. Because of this, I'm always on and don't unplug.

Can you isolate why in these and not other contexts?

No, because this is the only context which spans all aspects of my life.

Which information sources cause you the most pressure?

My iPhone, my iPad, my computer.

Can you isolate what it is about these and not other sources that causes pressure?

Knowing there is something out there that I haven't heard about, read or understood.

What, if any, steps do you take to alleviate this particular kind of pressure?

Take a few hours away from technology.

What else might alleviate this pressure?

Learn to balance better and realise there is a place & time: instant gratification isn't all that it's worth.

Participant # 7

Slow meaning and practice

Can you describe a situation where you chose a Slow option?

Cycling to work I sometimes listen to podcasts of news analysis.

What issues did Slow address in this situation?

It stops me from thinking about work before I get there and gives me an opportunity to muse about issues – larger than my immediate self.

Can you describe the Slow approach?

Being mindful of oneself, one's relationships, one's surroundings.

Counter-arguments

Are there situations or times when you don't want to adopt a Slow approach?

When I'm happy being superficial.

Are there situations or times when you don't need to adopt a Slow approach?

When I'm with someone with whom I feel fluent & we're excited about our work / activity.

Are there situations or times when you can't adopt a Slow approach?

High emotion.

Danger situations.

Life today

In which aspects of your everyday life do you feel the most pressure?

Emotional tension.

Financial anxieties.

What emotional effect does that pressure have on you?

Depression.

Anxiety.

Hysteria.

Paranoia.

What are your reactions to that pressure? What do you do?

Give up.

Defensive.

Exhaustion.

What, if any, steps do you take to alleviate this pressure?

Drink.

What else might alleviate this pressure?

Perspective.

Slow and information

In which contexts does information cause you the most pressure?

When I feel I have to generate it – Twitter.

Can you isolate why in these and not other contexts?

It's an additional layer of information.

Which information sources cause you the most pressure?

Email.

Can you isolate what it is about these and not other sources that causes pressure?

The volume.

What, if any, steps do you take to alleviate this particular kind of pressure?

Rigorous filtering and filing.

What else might alleviate this pressure?

Being without a job.