

Task-oriented Information Access for Europe

- **Do not play catch-up with someone else's success!**
- **What characteristics are specific for European information access needs?**
- **How can we leverage those characteristics?**



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What to run with?

- Many (equal!) languages; literate and multi-lingual population; increasingly migratory.
- Wide variation in style and practice of governance, but inclusive principles: objective to close gap between the information privileged and the have-nots.
- Transparency and citizen's rights by directive (yet to be implemented!): in general, high trust in public sector: good use case.



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Quality – in context

- Most strongly felt need for users is *quality*: Quality judgment is *very difficult* but often *socially determined*.
- Bridging gap between proficient and novice crucial in this respect.
- Merge media-independent models:
Context models; social informatics; positional models; mobile informatics; usage models
to create *new target metric* for evaluation.



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