



Information  
Literacy and  
Workplace  
Performance

Tom W. Goad

# Contents

---

---

Preface	ix
1. Information and Knowledge: Foundations for Twenty-First Century Work	1
2. Information Literacy: The One Skill	21
3. Communicating in the Digital Age: Mixing the Old with the New	41
4. Thinking and Action-Taking Skills: Exercising Information Power	63
5. Creativity, Innovation, and Risk Taking: Taking the Extra Step to Action	81
6. Computer Literacy: Information Literacy's Shadow	101
7. Subject Matter Literacy: Knowing the Territory	121
8. Learning How to Learn: A Foundation for Information Power	137
9. On-the-Job Help: A Click Away	155
10. Humans Don't Live on Digits Alone: Placing Information Power in Context	175

11. The Future: Maintaining Information Power	197
Notes	209
Index	225

# Contents

1	Introduction	1
1	1. Information and Knowledge: Foundations of the New Economy	1
11	2. Information and Knowledge: The New Economy	11
14	3. Information and Knowledge: The New Economy	14
24	4. Information and Knowledge: The New Economy	24
28	5. Information and Knowledge: The New Economy	28
32	6. Information and Knowledge: The New Economy	32
38	7. Information and Knowledge: The New Economy	38
44	8. Information and Knowledge: The New Economy	44
50	9. Information and Knowledge: The New Economy	50
56	10. Information and Knowledge: The New Economy	56
62	11. Information and Knowledge: The New Economy	62
68	12. Information and Knowledge: The New Economy	68
74	13. Information and Knowledge: The New Economy	74
80	14. Information and Knowledge: The New Economy	80
86	15. Information and Knowledge: The New Economy	86
92	16. Information and Knowledge: The New Economy	92
98	17. Information and Knowledge: The New Economy	98
104	18. Information and Knowledge: The New Economy	104
110	19. Information and Knowledge: The New Economy	110
116	20. Information and Knowledge: The New Economy	116
122	21. Information and Knowledge: The New Economy	122
128	22. Information and Knowledge: The New Economy	128
134	23. Information and Knowledge: The New Economy	134
140	24. Information and Knowledge: The New Economy	140
146	25. Information and Knowledge: The New Economy	146
152	26. Information and Knowledge: The New Economy	152
158	27. Information and Knowledge: The New Economy	158
164	28. Information and Knowledge: The New Economy	164
170	29. Information and Knowledge: The New Economy	170
176	30. Information and Knowledge: The New Economy	176
182	31. Information and Knowledge: The New Economy	182
188	32. Information and Knowledge: The New Economy	188
194	33. Information and Knowledge: The New Economy	194
200	34. Information and Knowledge: The New Economy	200
206	35. Information and Knowledge: The New Economy	206
212	36. Information and Knowledge: The New Economy	212
218	37. Information and Knowledge: The New Economy	218
224	38. Information and Knowledge: The New Economy	224
230	39. Information and Knowledge: The New Economy	230
236	40. Information and Knowledge: The New Economy	236
242	41. Information and Knowledge: The New Economy	242
248	42. Information and Knowledge: The New Economy	248
254	43. Information and Knowledge: The New Economy	254
260	44. Information and Knowledge: The New Economy	260
266	45. Information and Knowledge: The New Economy	266
272	46. Information and Knowledge: The New Economy	272
278	47. Information and Knowledge: The New Economy	278
284	48. Information and Knowledge: The New Economy	284
290	49. Information and Knowledge: The New Economy	290
296	50. Information and Knowledge: The New Economy	296
302	51. Information and Knowledge: The New Economy	302
308	52. Information and Knowledge: The New Economy	308
314	53. Information and Knowledge: The New Economy	314
320	54. Information and Knowledge: The New Economy	320
326	55. Information and Knowledge: The New Economy	326
332	56. Information and Knowledge: The New Economy	332
338	57. Information and Knowledge: The New Economy	338
344	58. Information and Knowledge: The New Economy	344
350	59. Information and Knowledge: The New Economy	350
356	60. Information and Knowledge: The New Economy	356
362	61. Information and Knowledge: The New Economy	362
368	62. Information and Knowledge: The New Economy	368
374	63. Information and Knowledge: The New Economy	374
380	64. Information and Knowledge: The New Economy	380
386	65. Information and Knowledge: The New Economy	386
392	66. Information and Knowledge: The New Economy	392
398	67. Information and Knowledge: The New Economy	398
404	68. Information and Knowledge: The New Economy	404
410	69. Information and Knowledge: The New Economy	410
416	70. Information and Knowledge: The New Economy	416
422	71. Information and Knowledge: The New Economy	422
428	72. Information and Knowledge: The New Economy	428
434	73. Information and Knowledge: The New Economy	434
440	74. Information and Knowledge: The New Economy	440
446	75. Information and Knowledge: The New Economy	446
452	76. Information and Knowledge: The New Economy	452
458	77. Information and Knowledge: The New Economy	458
464	78. Information and Knowledge: The New Economy	464
470	79. Information and Knowledge: The New Economy	470
476	80. Information and Knowledge: The New Economy	476
482	81. Information and Knowledge: The New Economy	482
488	82. Information and Knowledge: The New Economy	488
494	83. Information and Knowledge: The New Economy	494
500	84. Information and Knowledge: The New Economy	500
506	85. Information and Knowledge: The New Economy	506
512	86. Information and Knowledge: The New Economy	512
518	87. Information and Knowledge: The New Economy	518
524	88. Information and Knowledge: The New Economy	524
530	89. Information and Knowledge: The New Economy	530
536	90. Information and Knowledge: The New Economy	536
542	91. Information and Knowledge: The New Economy	542
548	92. Information and Knowledge: The New Economy	548
554	93. Information and Knowledge: The New Economy	554
560	94. Information and Knowledge: The New Economy	560
566	95. Information and Knowledge: The New Economy	566
572	96. Information and Knowledge: The New Economy	572
578	97. Information and Knowledge: The New Economy	578
584	98. Information and Knowledge: The New Economy	584
590	99. Information and Knowledge: The New Economy	590
596	100. Information and Knowledge: The New Economy	596