

**SHIH, CLAIRE Y. NAVIGATING THE WEB: A QUALITATIVE EYE TRACKING-BASED STUDY OF TRANSLATORS' WEB SEARCH BEHAVIOUR. CAMBRIDGE, CAMBRIDGE UNIVERSITY PRESS, 2023, 69 PP., ISBN 978-1-009-11413-4**

Information literacy is widely recognised as a fundamental competence in translators' professional practice, and the Internet has become the most frequently consulted source for resolving linguistic, terminological and extralinguistic problems in specialised translation (Enríquez-Raído, 2013; Shi, 2017, 2019, 2021). While a substantial body of research has examined translators' information behaviour in general terms (e.g. Pinto & Sales, 2007, 2008a, 2008b; Sales, 2008; Sales & Pinto, 2011; Sales *et al.*, 2018), studies that specifically examines the web search processes of translators as a crucial part of their translation activity is still limited. Notable exceptions include the work of Enríquez-Raído (2013) and Shih (2017, 2019, 2021). Against this backdrop, Shih's monograph makes a timely and substantive contribution by offering an empirically grounded and theoretically informed examination of translators' web search behaviour as situated, task-dependent activity.

The book is organised into five chapters. The introductory chapter clearly identifies a key gap in search engine and human-computer interaction research, namely the insufficient differentiation of web search behaviour across specific user groups, tasks and purposes. According to Shih (2019, pp. 911–912), generic log-based or aggregate analyses fail to capture the contextual specificity of translators' information needs. By positioning translators as a distinct group of expert users operating under time pressure and cognitive constraints, the introduction convincingly determines the relevance and necessity of the present study.

Chapter 2 establishes the theoretical and conceptual foundation of the monograph. Its first section offers a clear and well-structured overview of key theories in Human Information Behaviour that are directly relevant to understanding how and why translators interact with web-based information and systems. Shih makes a persuasive argument that, although translation process research has traditionally focused on translators' Information Seeking Behaviour as a form of purposeful problem-solving, this perspective alone is insufficient to capture the fine-grained dynamics of online interaction. She therefore adopts the concept of Information Search Behaviour and argues for examining translators' activity at a more granular, micro-level, encompassing query formulation, browsing, clicking and relevance evaluation. This conceptual shift addresses a notable gap in existing research. The second section turns to the technical dimension of web search, outlining how search

engine mechanisms shape and constrain translators' behaviour. The chapter concludes with a structured review of empirical research on translators' online information behaviour in Translation Studies, offering a clear distinction between qualitative and quantitative lines of inquiry. Overall, the chapter excels in its interdisciplinary scope and provides a solid theoretical and methodological rationale for the empirical work that follows.

Chapter 3 presents the methodology of the study and constitutes one of the book's most original contributions. Shih (2023) offers a compelling justification for adopting a qualitative eye-tracking approach, challenging the prevailing assumption that eye-tracking research in translation must be primarily quantitative and hypothesis-driven. By combining gaze replay with retrospective think-aloud protocols, the study captures not only where translators look and for how long, but also why particular search decisions are made at specific moments. From the perspective of translation process research, this methodological choice is both innovative and well justified. The two-stage data collection procedure yields complementary datasets that illuminate the temporal unfolding of web search behaviour as well as translators' metacognitive reflections. The study involves eleven student translators and ten professional translators rendering a 136-word medical text from English into their respective first languages (Arabic, Chinese, German, Japanese, Russian, and Spanish). Although the sample is small, the design allows for in-depth qualitative analysis and supports the exploratory aims of the study.

Chapter 4 forms the analytical core of the monograph. Drawing on the earlier theoretical framework, Shih (2023) examines translators' use of web-based resources, query formulation, and browsing and clicking behavior. The findings reveal that search engines are among the most frequently used web resources and are often employed efficiently as stand-alone tools at early stages of the translation process to gain an overall understanding of the subject matter, rather than as gateways to other resources, as searches frequently end without clicking on hyperlinks. Language combination is shown to influence translators' preferences for search engines (e.g., Chinese translators' use of Baidu rather than Google), with such preferences developing dynamically through everyday web use and being shaped by broader cultural and digital contexts rather than translation experience alone.

Equally insightful is the discussion of browsing and clicking behaviour on search engine results pages. Shih (2023) identifies "three points of judgement of relevance" (p. 55) in the translation process, at which the translators evaluate how relevant the information appearing in the search results is to fulfil their query intent (translators' intention for posing their queries in search engines), which leads to clicking or non-clicking browsing

decisions and further shifts in query intent. The identification of non-clicking as a prevalent translator behaviour in web searching is particularly significant, as it reflects translators' "satisficing" strategy, a tendency to prioritise information that is "good enough" rather than exhaustive for time efficiency (p. 31). It challenges the assumption that successful web search necessarily involves extensive navigation across multiple webpages. The analysis further shows that higher perceived task difficulty leads to more rapid switching between webpages and search engine results pages, likely as a result of cognitive overload. It has clear implications for translator training to improve trainees' working memory capacity.

In the concluding chapter, Shih (2023) synthesises the main findings and situates them within the broader literature. The study confirms earlier observations regarding translators' primary reliance on online dictionaries and search engines as the main web resources used, while also documenting the increasing (passive) use of neural machine translation outputs, as they are progressively embedded in modern search engines and online dictionary packages. More importantly, the book advances our understanding of the cognitive and contextual factors shaping query formulation, evaluation and abandonment.

Overall, this monograph represents one of the most systematic and methodologically rigorous studies of translators' web search behaviour to date. Building on her earlier work, Shih (2023) does not merely replicate existing findings but extends them in two important ways. First, she integrates theories from Human Information Behaviour and Information Retrieval more systematically into translation process research than has previously been achieved. Secondly, she adopts an innovative qualitative eye-tracking methodology that enables access to both observable behaviour and translators' underlying reasoning. As a result, the book addresses a persistent limitation in previous research, namely the tendency to privilege either surface behavioural patterns or post-hoc self-reports, without fully capturing the dynamic interplay between the two.

That said, the book could be further strengthened by a more explicit discussion of certain limitations, such as sample size, genre specificity, and the transferability of findings across different language pairs and professional contexts. Given the relatively small number of participants across six language pairs and the use of a short source text, the findings should be interpreted as exploratory rather than generalisable. In addition, while pedagogical implications are occasionally noted, a more sustained engagement with how these findings might inform translator training curricula, as well as clearer directions for future research, would enhance the book's applied relevance.

Despite these minor limitations, the monograph makes a significant contribution to the translation process research and to the study of information behaviour in translation. It will be of great interest to scholars working on eye tracking, human-computer interaction, and translator cognition, and it provides a robust methodological model for future research in this rapidly developing area.

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