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Making Sense of Sense-Making: Uncovering Dervin’s Hermeneutic Intentions

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Dervin is surprisingly vague about gap-bridging, a fundamental component of her theory and ultimately fails to describe how sense is actually made (Savolainen, 1999; Kari, 2001). **BUT** Dervin notes that individuals construct “interpretive bridges over a gappy reality” (Dervin, 1999b, p. 730), suggesting that the crux of Sense-Making is a *hermeneutic* process.

The pentagon model separates the individual’s hermeneutic *taking-as* moment from the subsequent information practices or actions that actually constitute gap-bridging.