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## Remember rhythm and rime:

2

## Memory and narratives in science communication

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*'Every man's memory is his private literature'*

9

Aldous Huxley

10

### 11 ***Abstract***

12 To study how memorable different ways of presenting information are is fundamental task  
13 for science communication in order to evaluate materials that not only need to be understood  
14 by the general public, but also need to be retained in the long-term as a part of the  
15 communication process. In this paper I will give a brief introduction to cognitive psychology,  
16 the study of memory and the tasks used for measuring this. I will present theoretical evidence  
17 from the field of memory studies, which suggests that narratives represent a good recall  
18 device. I will also be discussing emotion as a way of focusing attention, promoting rehearsal  
19 in memory and inducing long-term potentiation. I will examine the use of stories as modelling  
20 tools that organise information, provide schemas and allow extrapolation or prediction. I will  
21 likewise show the value of stories as mnemonic devices. I will discuss memory as a context-  
22 dependent phenomenon, and as a cross-referencing system. Finally I will address the concept  
23 of memory span and paired associate recall and their implications in storing and recalling  
24 narratives.

25

### 26 ***1. Introduction***

27

28 The question of how knowledge can be presented to the public in order to convey as much  
29 information as possible with a maximum of fidelity is a central one for science  
30 communication, (Dornan, 1990; Durant *et al.*, 1989). Memory is one possible way of



31 assessing learning (Sternberg, 2003), and therefore of judging the successful communication  
32 of information. Studying how memorable different text formats are, represents a fundamental  
33 task for science communication in order to produce materials that are not only expected to  
34 be understood by individuals but also stored in the long term memory.

35

36 Much of the information that we store in our memory is not acquired first hand through  
37 personal experience, but second hand, through reading or listening to other people talk about  
38 their experiences (Cohen, 1989). Memory for spoken information and memory for written  
39 information differ in important ways. Reading is a private and solitary occupation; it has no  
40 conversational context such as intention, intonation, gesture, facial expression, or personality  
41 of the speaker. Written material has to be much more formally structured and must conform  
42 to certain rules and formats to be intelligible to a wide range of potential readers.

43

44 In general, we remember meaning better than wording (Cohen, 1989). The general rule for  
45 narratives (short stories, drama, comics, novels, etc.) appears to be that the meaning, the gist,  
46 the most important and most relevant facts are preserved by the memory (Cohen, 1989).  
47 Almost any material becomes easier to remember if it is included in a narrative (Bruner,  
48 1986; 1990). There are several factors concerning memory that make narrative a lasting  
49 structure, some of them related to the memory process itself and others to the intrinsic  
50 characteristics of narratives as a means of expressing information

51

## 52 ***2. Objective and methodology***

53

54 The objective of this work is to provide a literary review of memory studies regarding  
55 narratives memorability.

56

57 In previous work (Negrete, 2009; Negrete and Lartigue, 2010; Negrete 2013; Rios and  
58 Negrete 2013; Negrete, 2014; Lartigue and Negrete 2016) I provided empirical evidence  
59 suggesting that narratives represent a memorable text format. In this opportunity my intention  
60 is to examine what has been reported in literature regarding features of the memory process  
61 that contributes to make narratives a memorable device. Although narratives have



62 implications in short memory processes, I will concentrate on long-term memory, the most  
63 relevant features for science communication.

### 64 **3. *Literary review on memory studies***

65

#### 66 **3.1 Cognitive Psychology**

67

68 Cognition is a sub-discipline of psychology that studies how humans perceive, learn,  
69 remember and think about information (Sternberg, 2003). Memory is the means by which  
70 humans retain and draw upon past experience and use this information in the present (Tulving  
71 and Craik, 2000). It is the record of experience that underlies learning. Learning can be  
72 defined as a biological mechanism that permits us to face a changing world, i.e., it is a process  
73 by which long lasting changes in the behaviour potential take place as a result of experience.

74

75 In cognitive psychology three main memory operations are distinguished: (i) encoding, (ii)  
76 storage, and (iii) retrieval (Baddeley, 2000). Each operation represents a stage in memory  
77 processing. Through encoding the individual transforms sensory data into a form of mental  
78 representation; through storage, the encoded information is maintained in the memory and  
79 through retrieval, it is pulled out for use. Pioneer work by Tulving and Pearlstone (1966), as  
80 well as Murdock (1961), suggested that although encoding, storage, and retrieval phenomena  
81 are theoretically clearly defined, in practice they represent a considerable overlap and they  
82 are therefore too interdependent to allow for working with each as a separate unit.

83

#### 84 **3.2 Long-term Memory**

85

86 There are different ways of encoding in long-term memory (LTM). Most information stored  
87 in long-term memory seems to be semantically encoded. There is evidence in early work on  
88 the area that other forms of encoding exist in long-term memory, such as visual encoding  
89 (Frost, 1972) and acoustic encoding (Nelson and Rothbart, 1972), but they play a minor role  
90 in relation to semantic encoding.

91

92



93 Information from short-term memory is transferred to long-term memory depending on  
94 whether the information involves declarative (declarative knowledge refers to recalling facts)  
95 or non-declarative memory. Some forms of non-declarative memory like priming and  
96 habituation are ephemeral and dissipate rapidly; others such as procedural and conditioning  
97 are maintained for longer periods, especially when rehearsed. For declarative knowledge to  
98 enter into LTM, two main processes are involved: attention and association (of new  
99 information with previous knowledge and also of schemas). The process of integrating new  
100 information into stored information is referred as consolidation (Squire, 1986).

101

102 Retention and enhancement of memory during consolidation can be promoted with different  
103 meta-memory strategies (Koriat and Goldsmith, 1996; Metcalfe, 2000). These strategies  
104 involve a conscious act of reflection by rehearsing and organising (mnemonics) new  
105 information destined to stay in long-term memory.

106

### 107 3.2.1 Long-term Potentiation and Rehearsal

108

109 Every experience leaves a trace in the brain. Every experience is potentially a memory but  
110 only some traces seem to become permanently imprinted into brain tissue. Every experience  
111 – whether it is a real or perceived event, a thought, a feeling, a fragment of the imagination,  
112 or a recollection of a previous experience – involves the activation of a unique neural firing  
113 pattern (Maren, 1999). Some events produce strong and long-lasting patterns, which tend to  
114 recur continually. When connections are repeatedly activated, they form even more robust  
115 links, which bind them into a single unit: long-term potentiation (LTP). Research suggests  
116 that memories generated in this way (LTP) can last a lifetime (Barhrick & Hall, 1991).

117

118 Rehearsal is perhaps the simplest and most effective strategy that can be used in a memory  
119 task. It is an interactive process by which information in short-term memory is continually  
120 articulated or ‘refreshed’. Its importance is that it maintains information in short-term  
121 memory by ensuring a sufficiently high level of activation and it facilitates the transfer of  
122 information to long-term memory and subsequent retrieval by allowing additional time for  
123 more elaborate item processing (Dempster, 1981).



124 3.2.2 Oblivion

125

126 Oblivion is defined as the decline of performance after learning. It occurs after a certain  
127 period. To measure it, researchers observe behaviour after a period in which the learned  
128 behaviour has not taken place (retention period).

129

130 There is some controversy about the effect that time has on oblivion. Some authors believe  
131 that time does not produce oblivion, as time is not an event in itself. Therefore there are other  
132 events that cause it. An experiment by Squire (1986) showed that oblivion follows a potential  
133 curve (Anderson and Pichert, 1978).

134

135 It is worth noting that oblivion occurs quickly when we learn lists of unrelated words or  
136 unsystematic items. In contrast, if the text is meaningful, it is more likely that we will  
137 remember it for longer periods. Previous knowledge (proactive knowledge) can also reduce  
138 oblivion. Pioneer work by Sir Frederick Bartlett (1932) showed that a story which was  
139 difficult to understand was made modern and comprehensible by participants thanks to  
140 proactive knowledge. In the geosciences context, it has been suggested that Myths (a form  
141 of narratives) help in reducing oblivion of geological hazards (flooding, eruptions and  
142 earthquakes) and this proactive knowledge has helped to create a culture of prevention in  
143 different human groups (Lanza and Negrete, 2007).

144

145 3.3 Emotion and Attention

146

147 Experiencing emotion provides a basis for simple learning and memory (Sternberg, 2003).  
148 Emotional learning and memory such as fear conditioning are simple forms of associative  
149 learning that supports the acquisition of knowledge; it is acquired rapidly and retained over  
150 long periods (Maren, 1999). An effect of emotional stimulation is to direct attention towards  
151 the events that provoked it. This attention in turn augments the brain activation associated  
152 with the event. Attention is effectively the first stage of laying down memory (Rupp, 1998).

153

154 Evidence shows that what distinguishes enduring experiences from those that are lost is that  
155 when they occurred they either created or coincided with higher than normal levels of



156 emotion (Baddeley, 1997). It is clearly vital for humans to remember events that are  
157 emotionally arousing because they are likely to be important ones. They can be used to guide  
158 present and future actions. They can be used, for example, to avoid danger (as geological  
159 hazards) or to steer us towards a desirable outcome (O'Brien, 2000). Interestingly, the same  
160 neuro-chemicals that are released into the bloodstream to put the body on alert also instruct  
161 the brain to store a lasting record of the moment. This is the case for acetylcholine,  
162 noradrenaline, dopamine and glutamate, which all participate in the creation of links between  
163 neurons (Rupp, 1998).

164

165 Durability of a particular memory seems to depend on how exciting the original experience  
166 was (or how excited the individual's brain was when it occurred), how much attention was  
167 paid to it and how often it is recalled. In Lotman's words (1990), 'narratives are a way of  
168 expressing ideas and amplifying emotions'. If emotions are generated, then opportunities to  
169 concentrate attention and produce long-term potentiation are higher. Also, the possibility to  
170 rehearse the emotions is greater, since we tend to repeatedly remember passages that result  
171 from a meaningful or emotional experience.

172

### 173 3.4 Memory in Context and Knowledge Networks

174

175 According to Gough (1993), context is of paramount importance in order to understand  
176 memory process. No subject exists in isolation. Knowledge does not remain neatly  
177 compartmentalised into disciplines, but spills over and 'transgresses' boundaries. Everything  
178 that happens has a context, not only circumstances and surroundings but also internal states,  
179 emotions and physical feelings. If an event is laid down as a memory, some of its context is  
180 laid down with it and becomes a hook for remembering (Rupp, 1998). Contextual elements  
181 can be valuable aids to recall because when one part of a memory is retrieved, it often 'hooks  
182 out' all the others.

183

184 Memories that have similar connotations, forming links based on meaning, are called  
185 semantic links. Semantic links act like a cross-referencing system: once we have found a  
186 useful piece of information, we can connect it with many more that might also be relevant  
187 (Cohen, 1989). Memories that are formed simultaneously are linked by association. These



188 associative links are fundamental to our understanding of the world and often allow us to  
189 make predictions based on previous experience (see also section on *Models and Schemas*).  
190 Most of the time, semantic and associative links work unconsciously: as soon as one concept  
191 is activated in memory, activation spreads automatically to other ideas related through  
192 meaning or past experiences.

193  
194 3.5 Human Memory Systems

195  
196 According to Tulving (1972), there are five major human memory systems: semantic,  
197 episodic, procedural, perceptual, representational and short term memory. There is  
198 reasonable evidence of the existence of the first two types: semantic and episodic memory.  
199 With the aid of semantic memory, individuals are able to register and store information about  
200 the world in the broadest sense (i.e. not personally experienced) and are capable of retrieving  
201 it. Semantic memory allows people to think about things that are absent to the senses at the  
202 time (Tulving 1972). Semantic memory is automatic, i.e., it does not require a conscious  
203 recollection. It develops earlier in childhood than episodic memory (Tulving 1972).

204  
205 3.6 Episodic Memory

206  
207 This is the type of memory used to remember events in our lives. Therefore, episodic memory  
208 is related to the self-experiences in subjective space and time. An episodic memory consists  
209 of memories that come from different areas of the brain that are bound together to create an  
210 ‘episode’, rather than a collection of impressions or items of knowledge. In contrast with  
211 semantic memory and other kinds of memory systems, in this case the individual is able to  
212 transport into the personal past and future at will (Tulving 2000). In times of crisis the  
213 individual is able to bring the past to the forefront in order to reinterpret the events of a  
214 lifetime.

215  
216 Tulving (1966) pointed out that retrieving information from each memory system is  
217 associated with distinct memory awareness experiences. According to this author, when an  
218 individual uses episodic memory, he is conscious of remembering past experiences, whereas



219 in the case of semantic memory, a person’s conceptual knowledge is characterised by  
220 memory awareness involving feelings of familiarity or “just knowing”.

221

222 Episodic memory is characterised by two aspects of temporal structuring: the location of the  
223 event in a specific past time in relation to the present and a temporal sequencing within the  
224 episode remembered (Nelson 1972). Both of these aspects rely on a sense of the “extended  
225 self” and apparently the role of autobiographic memory is to provide a sense of continuity of  
226 the self across time from past to future (Nelson 1972).

227

228 There is a strong link between episodic memory and emotions. The way in which memories  
229 are formatted determines their emotional significance and the retrieval pathways to other  
230 episodic memories. Earlier experiences tend to be recalled from a third person’s point of view  
231 (i.e. as an observer), while more recent events are usually recalled from the first person’s  
232 point of view (i.e. as a participant). Emotions are usually stronger when memories are  
233 recalled from a participant’s point of view, while the observer’s point of view tends to be  
234 more objective.

235

236 3.7 Mnemonics

237

238 Before the invention of writing, and long afterwards in many cultures, stories were sung or  
239 recited from memory. Rhythm, rhyme and melody were used to provide a framework that  
240 aided in their memorisation. Mnemonics was one method employed to aid recitation from  
241 memory. It is defined as the art of improving memory, or a system to aid the memory, i.e.,  
242 any strategy that helps people remember. It normally means signals for learning that will later  
243 induce the experience to be remembered.

244

245 In Yates’ view (1992), a feature of Cosmas Rossellius’s book (*Thesaurus artificiosae*  
246 *memoriae*) are the mnemonic verses given to help memorize orders of places in Hell, or the  
247 order of the signs of the zodiac. These verses were written by Dominican inquisitor. These  
248 carmina by the Inquisitor constitute an interesting example of the use of artificial memory  
249 via mnemonics (Yates, 1992).





250

251 According to Lotman (1990), mnemonics can be seen as a way of internal communication  
252 that is made up of messages to the self with the purpose of retaining information and includes  
253 different sorts of memoranda and reminders. Essentially, such reminder devices add meaning  
254 (or personal meaning) to otherwise meaningless, unrelated or arbitrary lists of items for the  
255 individual. Mnemonics superimposes an artificial, logical structure (which can be seen as a  
256 model) on data, which is not necessarily related. A mnemonic device can be an image, an  
257 acronym, a verse, a peg word, a catch phrase or a story that helps us to remember (Luria,  
258 1986).

259

260 Most of the world's great religions have strong oral traditions in which sacred texts are  
261 memorised in their entirety for prayer and to preserve them for posterity. For example, in the  
262 *Mishna*, the Jewish written record of the oral law, some literary resources such as metaphors,  
263 digressions and poetic images can actually be viewed as mnemonic aids. The *Qur'an* also  
264 contains mnemonic aids. This religious book was written both as a work of rhythmic prose  
265 and as an epic poem; thus, rhythm, rhyme, and meaning connect every word making it  
266 memorable (Luria, 1986).

267

### 268 3.8 Memory Span and Paired Recall Association

269

270 In early work in this area, Dempster (1981) defined memory span as the maximum length of  
271 a series of words, images or items that can be reproduced at different stages in time. One of  
272 the most practical and important implications of memory study is in education. As short-term  
273 memory span is indicative of overall intellectual ability it can be used as a diagnostic tool  
274 both for helping educators (and communicators) to adapt teaching (and learning materials)  
275 to the specific needs of the learner and for measuring improvements in intellectual ability  
276 Dempster (1981). Higher spans are the result of grouping and organisation (Estes, 1974).  
277 Organization, in turn, is one of the key elements of paired recall association.

278

279 Pioneer work by Epstein, Rock and Zuckerman (1960), suggested that when two objects have  
280 been perceived or imagined to be interacting, recalling the name of one, in response to the



281 name of the other, is more frequent than when the objects have been perceived or imagined  
282 to be side by side. This effect in memory is called paired recall association. As a result of the  
283 relationship between two objects, they develop certain properties and interactions. A relation  
284 or interaction constitutes a feature that characterises both objects, which enables the  
285 individual to retrieve one when the other is provided (Wilton, 1989).

286

287 When words are used as units of meaning, the semantic components of the words are  
288 activated (Wilton, 1990). If two words are associated semantically, this assures that common  
289 structures are activated in that task. Therefore, in the search for recall, the items to be recalled  
290 are found together. On the other hand, when words are used as a collection of symbols  
291 without semantic meaning, the common structures are not activated and recall is  
292 disorganised.

293

### 294 3.9 Models and schemas

295

296 Memories are not simple records of past events. Memories are, in fact, reconstructions or  
297 models of what occurred (Baddeley, 1997). Models and schemas (abstract, content-free  
298 information about certain structure) are useful to organise knowledge acquired in previous  
299 experiences, to fill in gaps in memories, to make educated guesses about things that are not  
300 remembered fully and to extrapolate on those that are not known but where there is a previous  
301 knowledge that allows it.

302

#### 303 3.9.1 Story schemas

304

305 One of the earliest studies of memory and narratives was carried out by Frederic Bartlett  
306 (1932). Unlike many psychologists of his day, Bartlett recognised the need to study memory  
307 retrieval with connected texts rather than studying unconnected strings of digits, words or  
308 nonsense syllables. He introduced the idea that schemas, or mental frameworks, built up from  
309 prior knowledge and experience, are influential in determining and shaping the memory of a  
310 story. His experiments consisted in presenting an indigenous, North American story called  
311 *The War of Ghosts* to a group of participants in Britain. Bartlett found that his participants  
312 distorted their recall to provide a story that was more comprehensive to them. Their previous



313 knowledge and expectations had a substantial effect on their recollection. In so doing, Bartlett  
314 developed the idea that in memory tasks, we use our already existing schemas, which affect  
315 the way in which we recall and learn.

316

317 During the decade of the 1970s, Bransford and Johnson (1973) challenged the idea that  
318 schemas work at retrieval stage. They constructed texts that described a situation in such a  
319 way that the reader was unable to understand its meaning unless some clues were provided.  
320 The researchers suggested that when new information cannot be related to an appropriate  
321 schema, very little is remembered. Other researchers found similar results in comparative  
322 experiments of prose retention (see Dooling and Lachman, 1971).

323

324 Today two kinds of schemas are distinguished: event schemas and story schemas. Event  
325 schemas consist of knowledge about the subject matter of the story (Cohen, 1989). For  
326 example, the event schemas activated in remembering *The Man Who Mistook His Wife for a*  
327 *Hat* by Oliver Sacks might include knowledge of psychiatric hospitals, self-identity,  
328 physiology of the brain, sensory ghosts, disembodiment, or autism. Story schemas consist of  
329 abstract, content-free knowledge about the structure of a typical story.

330

### 331 3.9.2 Models

332

333 According to the classical work by Giere (1979), models can be classified into three  
334 categories: scale models that represent reality to a particular scale; analogue models which  
335 are useful for understanding other proposed new models; and theoretical models, the most  
336 abstract form of a model as they are imaginary and often explained with analogical models.

337

338 In Casti's (1993) view, models can serve three purposes: they can be predictive, explanatory  
339 and prescriptive. Prescriptive models give us the opportunity not just to explain or predict  
340 but also to manipulate some aspect of the world through 'handles' on the model (*op.cit.*).

341

342 Casti (1993) compares modelling with painting and other artistic disciplines. When an artist  
343 paints, he never creates on canvas the exact image of the subject in front of him. Instead he



344 tries to capture the essence of meaningful characteristics so that the viewer is able to know  
345 more about the object painted than from looking at the real thing. In this sense the object art  
346 (paint, sculpture, music, or literature) shows hidden characteristics by using magnifying  
347 glasses, special lights, tones, rhythms or narrative resources. Giere's (1979) and Casti's  
348 (1993) arguments claim that stories can be seen as narrative models that has the power to  
349 explain, the capacity to show scale, an ability to predict the future, to produce analogies and  
350 metaphors as well as to theorise.

351

352 Yuri Lotman (1977) suggested that semiotic systems are models that explain the world in  
353 which we live. Amongst all semiotic systems, language is the primary modelling system in  
354 which we apprehend the world by means of the model that it provides. Myth, cultural rules,  
355 religion, paint, music, literature (narratives) and science are secondary modelling systems.  
356 All of them are of equal interest as models to understand and talk about the world.

357

358 In Johnson-Laird's (1983) words: '... stories are represented as mental models in the reader's  
359 mind'. To construct a mental model of a story is to imagine what was happening in the  
360 narrative. A mental model is a global representation that integrates information from different  
361 parts of the story. It is constructed as the story unfolds, and represents the scene, characters,  
362 and events, incorporating spatial, temporal, and casual relations (Johnson-Laird, 1983).  
363 Mental models have the intuitively appealing feature of treating memory for stories and  
364 memory for real-world events as essentially the same (Yates, 1992).

365

366

### 367 **Narratives as mnemonic devices for Science Communication**

368

369 In the previous section I provided a literature review on memory studies supporting the idea  
370 that narratives represent a memorable structure. In the following part I will summarise these  
371 findings and highlight their importance for Science Communication.

372

373 There are three important moments for Long Term Potentiation (long lasting memory):  
374 attention, emotional response and rehearsal (see section 3.2.1). It is interesting noting that a  
375 typical oral joke (normally the narrative of something funny happening to somebody)



376 concentrate these tree elements. When someone is going to tell a joke people pay “attention”  
377 to the speaker. If the joke is good, they “laugh” (emotional response). Hours later or even the  
378 next day, when people remember the joke, they will laugh probably again (rehearsal). That  
379 is the way people learn the jokes and reproduce them with friends and colleagues. The joke  
380 has a precise structure in order to be funny. It is interesting how we are able to remember  
381 such structure with remarkable fidelity so we are able to retell the joke with the precision  
382 required to make people laugh. Humorous narratives should be considered as an important  
383 resource for science communication as they represent a tool that can induce Long Term  
384 Potentiation by promoting attention, emotional response, and rehearsal.

385

386 A story can be seen as an expressive device that by means of a plot associates characters,  
387 situations, places, and information to produce semantic links and a cross-referencing system  
388 that can assist in storing and retrieving information in, and from, memory (see section 3.4).  
389 Following this line of argument, it would be plausible that stories represent a means of  
390 increasing memory span, a way to facilitate retrieval from memory by paired recall  
391 association and a powerful device to convey science to the general public in a long lasting  
392 way (see section 3.8).

393

394 Narratives offer information that is contextualised in real-life situations (episodes). When an  
395 episode in a narrative work evokes emotion in the reader, this incident may become  
396 memorable. Fictional narratives provide the opportunity to create episodes (see section 3.6).  
397 If the narrative episode evoke emotions and part of it contain science, then it would be  
398 reasonable to expect that information contained in it (included science) will form a lasting  
399 memory.

400

401 Narratives can be seen as mnemonic structures that superimpose an artificial, logical structure  
402 on data which is not necessarily related (see section 3.7). In this way scientific factual  
403 information can be communicated by being embedded in a mnemonic structure (the story)  
404 which facilitates future recollection.

405

406 For science communication, one of the advantages of stories schemas is that the majority of  
407 people have been exposed to them since childhood in such forms as religious instruction,



408 drama, or reading fictional literature. Therefore it represents a widespread and well-  
409 established knowledge held by the general public that can be used, without previous  
410 instruction, to the benefit of popularisation of science.

411

412 Finally, narratives can also be seen as secondary modelling systems in which information is  
413 represented and organised by means of a plot (see section 3.9.2). This enables us to make  
414 sense of reality and prepare information in an organised structure ready for future recall.  
415 Stories can be seen as narrative models as they depict the model which has the capacity to  
416 explain. For example in *Carbon* by Primo Levi (1985), the capacity to show scale as in *The*  
417 *Crabs Take Over the Island* by Anatoly Dnieprov (1966), an ability to predict the future as  
418 in *The Time Machine* by H.G. Wells (1895), or to produce analogies and metaphors as in  
419 *Flatland* by Edwin A. Abbot (1884) and to theorise as in Italo Calvino's *Cosmicomics* (1969).  
420 Again, needless to say, a great opportunity for science communication to use a powerful tool  
421 (narratives) to communicate science.

422

423

424 ***Final note***

425

426

427 The evidence from literature that I have exposed in this paper, together with empirical work  
428 that I published in previous work (Negrete, 2009; Negrete and Lartigue, 2010; Negrete 2013;  
429 Rios and Negrete 2013; Negrete, 2014; Lartigue and Negrete 2016) suggest that narratives  
430 represent an interesting tool for science communication to convey science not only in an  
431 attractive and reliable format, but also in a memorable way.

432



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434

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