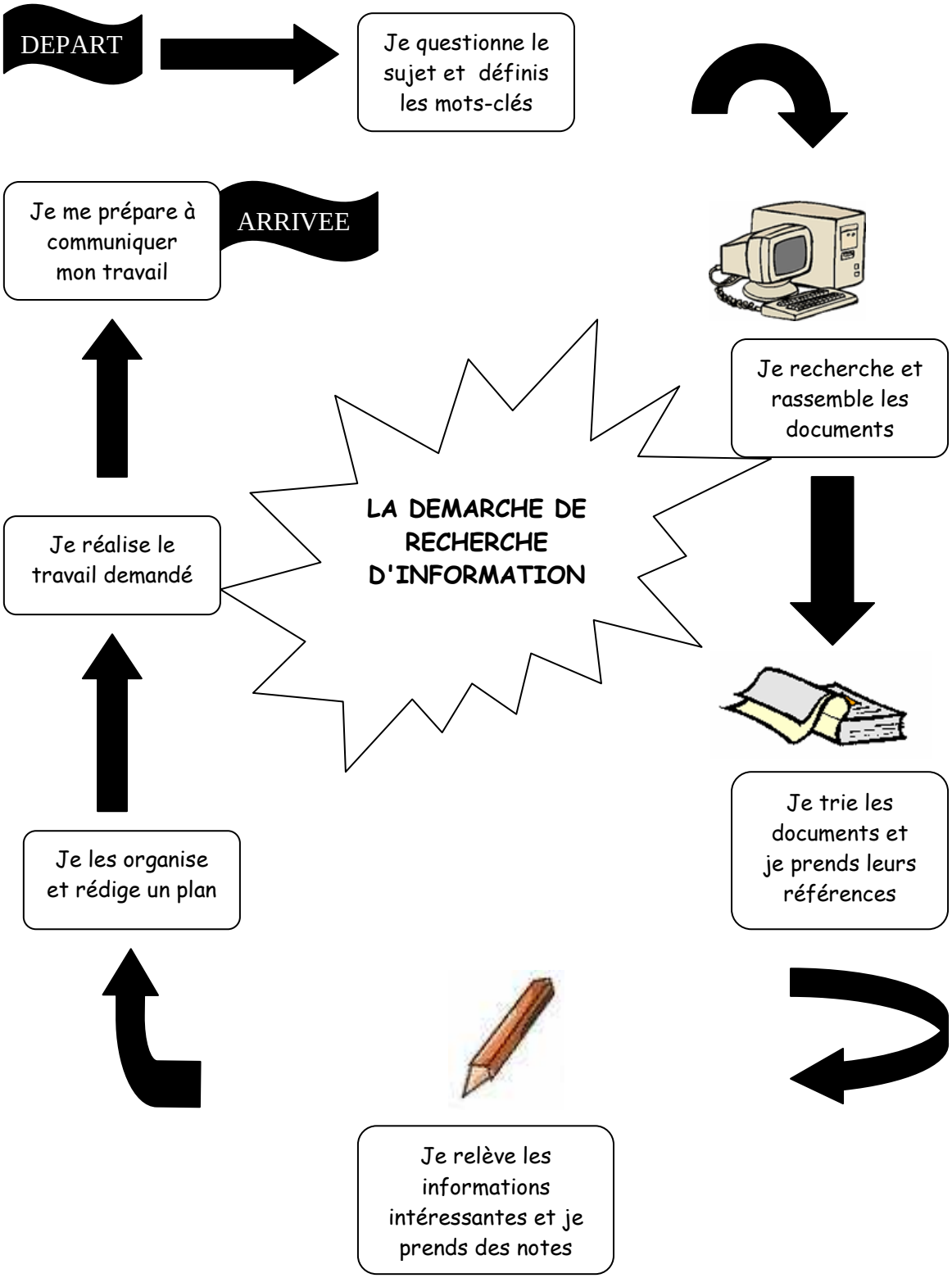Les étapes de la recherche d'information