Designing Collaborative Systems: A Practical Guide to Ethnography (Computer Supported Cooperative Work)

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An invaluable introduction to the new 'ethnographic' approach to designing effective and user friendly collaborative and interactive systems. Here, designers are shown how to analyse the social circumstances in which a particular system will be used. Consisting of four sections the book covers: the requirements problem; how to describe and analyse cooperative work; the design process; and how to evaluate systems supporting cooperative work. Practical examples are provided throughout, based on the development case of a collaborative library database system.

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