CONTENTS

Preface
J. Bowers and S. Benford v

Part One - The Concept of CSCW

Introduction 1

CSCW: Four Characters in Search of a Context
L. Bannon and K. Schmidt 3

Describing Cooperation -
The Creation of Different Psychological Phenomena
U. Holm and T. Danielsen 17

Part Two - Real Time and Multimedia Technologies

Introduction 29

Preliminary Experiments with a Distributed, Multi-media,
Problem Solving Environment
R. Smith, T. O'Shea, C. O'Malley, E. Scanlon and J. Taylor 31

Adding Audio and Video to an Office Environment
S. Gale 49

Conference Toolkit: A Framework for Real-Time Conferencing
A. Bonfiglio, G. MalATESTA and F. Tisato 63

CoAUTHOR - A Hypermedia Group Authoring Environment
U. Hahn, M. Jarke, S. Eherer and K. Kreplin 79

Part Three - Generic Models and Configurable Systems

Introduction 101

AI Techniques for Supporting Human to Human Communication in CHAOS
C. Bignoli and C. Simone 103

Supporting the Design of Office Procedures in the DOMINO System
F. Victor and E. Sommer 119

A Design Tool for Autonomous Group Agents
T. Kreiefelts, F. Victor, G. Woetzel and M. Woittass 131
An Object-Oriented Framework for Modelling Organisational Communication
H. Smith, P. Hennessy and G. Lunt

Building Conversations Using Mailtrays
T. Rodden and I. Sommerville

Experiences in Building a Configurable CSCW System
J. Dollimore and S. Wilbur

Knowledge-Based Office Automation and CSCW
M. Tueni, J. Li and J. Ang

Part Four - Empirical Studies of Cooperative Work and System Use

Introduction

Negotiation of Dialogue Focus:
Implications for the Design of Computer Supported Cooperative Learning Environments
R. Joiner

The Dynamics of Small Group Decision-Making Using Electronic Mail
D. Fafchamps, D. Reynolds and A. Kuchinsky

Harmonious Working and CSCW: Computer Technology and Air Traffic Control
R. Harper, J. Hughes and D. Shapiro

Pay Bargaining in a Shared Information Space
M. Robinson

Part Five - Infrastructure for CSCW

Introduction

Experiences in Designing the Hohenheim CATeam Room
T. Ferwagner, Y. Wang, H. Lewe and H. Krcmar

Relevance of the X.500 Directory to CSCW Applications - Directory Support for Computer Based Group Communication
W. Prinz and P. Pennelli

Requirements of Activity Management
S. Benford

Information Domains in CSCW
P. Hennessy
Part Six - CSCW and Design: Principles and Practices

Introduction 313

Cooperative Prototyping Studies - Users and Designers 315
Envision A Dental Case Record System
S. Bødker and K. Grønbæk

The Janus Faces of Design: Some Critical Questions for CSCW 333
J. Bowers

Author Index 351

Subject Index 353