The Semiotic Engineering of Human-Computer Interaction

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Activity-Centered Design: An Ecological Approach to Designing Smart Tools and Usable Systems
Geri Gay and Helene Hembrooke, 2004

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## Contents

Series Foreword ix  
List of Illustrations xi  
List of Tables xv  
List of Abbreviations xvii  
Preface xix  

I Foundation 1  
1 Introduction 3  
2 Fundamental Concepts in Semiotics 35  
3 Semiotic Engineering 83  

II Derivation 109  
4 Communicability and the Designer's Deputy Discourse 111  
5 The Semiotic Engineering of Customizable and Extensible Applications 163  
6 The Semiotic Engineering of Multi-User Computer Applications 201  

III Questions 245  
7 Reflection 247  

Notes 263  
Bibliographic References 265  
Software and Online Databases and Services 273  
Author Index 275  
Subject Index 279  
Software Index 285