

Paper #2 "Learning From Notes"

1) (Aside) Properties of Notes

- e-mail
- newsgroups

2) The Situation

- Notes introduced into corp.
- Introduction a early use observed.

3) Findings

A) Users saw notes as a single user tool

- Poor communication of purpose of notes

- Poor training

B) Notes conflicted w/ culture of corp

- poor reward system

- confusing policies/procedures

- corp. supported competition over collaboration

CSCW 09/23/97

Note to Martie -
Could you look at the MASH
session me

I. Re-PLACING SPACE:

A. BASIC premise:

SPACE is the opportunity;
PLACE is the understood
REALITY.

- house vs. home
- behavior associated w/ place

B. Place is space w/ something added

- accepted behavior changes overtime.
- placeness created & sustained
by patterns of use.
(appropriation of space)
- Takes time to develop
(maybe years)

4) Recommendations

- communicate value of tools
- train
- change culture (!?)

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III. Computer Systems & the Design of Organizational Interaction.

A. Theory:

1. TECH. CAN CHANGE WAY PEOPLE THINK & WHAT THEY DO.
2. HAPPENS EVEN IF DES. DOESN'T THINK ABOUT IT.
∴ BETTER TO THINK ABOUT IT.
3. TOOL SHOULD "TEACH" YOU HOW TO COMMUNICATE BETTER TO A GIVEN END.

- ^ LANGUAGE \Rightarrow
 - purpose
 - TOOLS SHOULD HELP PURPOSE

C. Examples of place w/o space
(or not much space)

- 1) USENET
- 2) Media Spaces

D. Conclusions

- Don't design place... design
For place.

