



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

*Andy Crabtree*

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

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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