### A

AOL instant messenger (AIM) 169
a priori 111, 114
ArchNet 37, 38, 39, 40, 41, 42, 46, 47, 48
Ariadne 76, 143, 150, 151
A Swarm of Angels (ASOA) 4, 8, 9, 10, 11, 14
asynchronous collaboration 83, 130
asynchronous communication 36
asynchronous learning 129

### B

BI market 56
BI systems 56
blended-learning 128, 129
blind spots 181
Business Intelligence (BI) 56, 64, 65, 68

### C

childbearing women 198, 200
chronic illness 180
CIR prototype 80
clinical interaction 198, 199
clinical results 197, 204, 205
CNO Architecture 4
CNO ecology 12
Coagmento 147, 152, 153, 154, 158
collaboration 1, 2, 3, 4, 10, 13, 36, 38, 40, 49, 52, 109, 110, 112, 113, 114, 115, 116, 117, 120, 121, 122, 123, 124, 125, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 153, 154, 155, 156, 157, 158, 180, 181, 182, 187, 190, 191, 192, 243
collaboration tools 55
collaborative creation 2
collaborative exploratory search 143
collaborative filtering system 145
collaborative group workspaces 37
Collaborative Information Behavior (CIB) 73, 74, 75, 76, 77, 78, 79, 80, 82, 83, 84, 87, 89, 91, 92, 93, 94, 105, 107, 109, 110, 111, 112, 114, 115, 116, 117, 120, 121, 122, 123, 124, 125, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 153, 154, 155
collaborative information retrieval (CIR) systems 73, 74, 75, 76, 77, 79, 80, 82, 83, 84, 85, 92, 143, 155, 156
collaborative information seeking (CIS) 74, 75, 82, 92, 106, 143, 150, 152, 157, 199, 200, 220
collaborative information synthesis 143
collaborative innovation network (COIN) 110, 125
collaborative load 147, 155
Collaborative Network Organizations (CNO) 1, 2, 3, 4, 7, 8, 11, 12, 13
collaborative research 55, 69
collaborative retrieval tools 76
collaborative talk 226, 240
collaborative work 89, 92, 93, 94, 105, 109, 197
Index

collaborative writing 55, 63, 69, 71
collective information behavior (CIB) 16, 17, 18, 20, 21, 22, 25, 28, 29
collective-mediated experimenting 17, 22, 26, 28
collective-mediated learning 16, 17, 22, 26, 27, 28, 29
column-separated-values (CSV) 59
communication 180, 181, 187, 188, 192, 193, 195, 196
communication software 39
communities of practice (COPS) 36, 37, 38, 40, 46, 48, 51, 53, 54, 110
Completely Online Groups (COGs) 109, 110, 111, 112, 113, 114, 115, 116, 117, 120, 121, 122, 123, 124, 125
computer-mediated communication (CMC) 160, 164, 165, 169, 170, 171, 174
communication software 39
Computer Supported Cooperative Work (CSCW) 3, 55, 76, 79, 82, 84, 85, 86, 87, 90, 105, 106, 107, 144, 145, 146, 155, 156, 157
Computer Support for Collaborative Learning (CSCL) 109, 115
concurrent search 143
constructionism 16, 17, 18, 20, 22
contributing 1, 11, 12, 13
conversation analysis (CA) 202, 203, 211, 213, 214, 216, 217
corpus linguistics 226
cooperation 109, 122
coreference 233
coreference annotation 234
cooperative learning 221, 229, 231, 234, 244
cooperative work 107
Creative Commons (CC) 9, 10
cross-disciplinary 160, 165, 176
cumulative talk 226
cystic fibrosis 180, 184, 187, 188, 189
Discourse analysis (DA) 197, 200, 202, 203, 211, 212, 213, 215, 216, 217
discourse move 222, 223, 224, 228, 230, 243
disputational talk 227, 239
documents 197, 199, 203
E
education 18, 24, 127, 128, 130, 131, 132, 133, 134, 140
educational multimedia 127
electronic platform 9
elicitation moves 233
embedded exchange 224, 228, 236
electronic platform 9
equity 16
equality 16
emergency department (ED) 78, 79
event-based reasoning 197
etnography 89, 106
ethnomethodology 199, 200, 213, 216
exploratory talk 226, 227, 230
F
fieldwork 89, 90, 94, 95, 99, 100, 102, 105
Free and Open Source Software teams (FOSS) 109, 110, 111, 112, 113, 124
Freedom of Information Act (FOIA) 56
Fujimoto (FU) 97, 100, 101, 104, 108
G
grounded theory (GT) 77
grounding moves 234, 237
Group Leader (GL) 95, 96, 97, 98, 101, 102, 103, 104, 108
groupware 141, 147, 148, 149, 153
group workspaces 37, 41, 43, 44, 45, 48, 51
health 180, 184, 185, 186, 189, 190, 191, 193, 195, 196
healthcare 73, 78, 82, 197, 206, 207, 215
health care communications 197
health care infrastructure 197
health care provider 198, 199, 205
health information management 197
higher education (HE) 129, 130, 131, 132, 133, 134, 140
H
data processing 55, 57, 58, 60, 61, 62, 63, 64, 65, 66
data warehousing 55
dependent exchange 224, 225, 226, 227, 239, 241
developing world 16, 24
digital age 18
human information behaviour (HIB)  91, 92, 93, 109, 113
human-machine systems  55

I
individual information behavior (IIB)  73, 74, 78, 79
individual personal workspaces  44
information access  197
information and communication technologies (ICTs)  21, 24, 31, 33, 34, 109, 125
information fragmentation  78
information resource  127
information retrieval (IR) systems  73, 74, 75, 76, 79, 80, 83, 85, 86, 142, 143, 149, 150, 155, 156
information sciences  109
information seeking  141, 142, 143, 145, 150, 151, 152, 156, 157
information sharing  89, 90, 91, 92, 93, 94, 95, 101, 104, 105
informing move  229, 230
instant messaging (IM)  17, 18, 76, 160, 161, 164, 169, 170, 171, 173, 174, 175
Intellectual Property Rights (IPR)  4, 14
Internet  1, 2, 3, 5, 8, 12, 13, 14, 16, 20, 21, 24, 30
inter-organizational relationships  197
interpersonal relationship  198

J
JAVA  80

K
knowledge management  89, 106
knowledge sharing  40, 51, 89, 90, 106, 107

L
learning activities  219
learning communities  36
learning organizations  38
Learn, Share, Experiment (LSE)  16, 17, 22, 26, 28, 29, 30, 35
lurkers  36, 38, 39, 40, 47, 50, 51, 52, 53, 54

M
management information needs  89
medical advice  197
medical consultation  197
medical knowledge  197
medical record  197, 198
midwife  197, 198, 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 214
mobile computing  149
mobile phone  16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 32, 34
MSN Messenger  169
multitasking  89
Multi-User Search Engine (MUSE)  80, 81, 82

N
networking  1, 3
new media technology  16, 20, 30
nuclear exchange  223, 224, 225, 227, 229, 240
NVivo7 (QSR International)  77

O
object reuse  127
online communication  36
online communities  36, 38, 40, 46, 47, 48, 49, 50, 51, 52, 53
online groups  109, 110, 112, 114, 121
open communication  181
open source software (OSS)  2, 9, 10
organizational knowledge  89
organization theory  160, 165, 169, 173

P
participant media  180, 182, 184
participation  36, 37, 38, 39, 41, 44, 46, 47, 48, 49, 50, 51, 52, 53
patient education  197
peer-production  1, 10
performance management  1
personal workspaces  37, 44, 45, 46, 50
preparatory exchange  222, 223, 225, 227, 233
Index

presence and instant messaging applications (PIM) 169
principal investigator (PI) 183
project director (PD) 183
project management 9
project team 197
public calling office (PCO) 23, 24, 35

Q
qualitative research methods 73

R
relational analysis 203
research frameworks 197
Return on Entertainment (ROE) 8, 10
Return On Investment (ROI) 8
re-usable learning objects (RLOs) 127, 128

S
SearchTogether 143, 146, 149, 150, 151, 152, 153, 157
Sermo 4, 5, 6, 7, 11, 12, 13, 14
sharing 1, 2, 3, 4, 5, 9, 11
SIM-switching 21, 23, 28
SMS 17, 19, 22, 35
social-cultural environment 39, 48
social impact of technology 16
social-interaction 17, 18, 19, 22, 28, 30
social networks 113, 114
social relations 198, 203, 216
social searching 143
social web 55, 60
socio-cultural 181
socio-technical systems 114
spina bifida 180, 184, 186, 187, 188, 189, 195
Structured Definition Language (SDL) 144
surgical intensive care unit (SICU) 78, 79
synchronous communication 36
synchronous learning 129
system designs 141, 142

T
task management 89, 90, 95, 96, 97, 98, 99, 102, 103, 104
teams 73, 74, 75, 78, 81, 82, 85
technology domestication 17, 19
transformation of practice 89, 105

U
user interfaces 141

V
VIA methodology 182, 183, 186, 192
video-conferencing 24, 75
video content 127
Video Intervention/Prevention Assessment (VIA) , 180, 181, ix, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 194, 195
virtual chat rooms 169
virtual groups 109
virtual newsroom 160, 161, 174, 177
virtual office 170
virtual organization 169
virtual teams 109
virtual teamwork 169, 170
virtual workplace 170, 171, 175, 177
visual narratives 180, 183, 185, 186, 187, 188, 190, 191, 193, 194, 195, 196

W
Web 2.0 3, 12
web-based applications 55, 57, 63
web-based interactions 36
Web conferencing 76
website 160, 174, 176
wisdom of crowds 2, 11
work practice 90, 91, 94, 98, 106

Y
Yahoo! Messenger 169