End–User Computing: Concepts, Methodologies, Tools, and Applications

Steve Clarke
*University of Hull, UK*
Acquisitions Editor: Kristin Klinger
Development Editor: Kristin Roth
Senior Managing Editor: Jennifer Neidig
Managing Editor: Sara Reed
Typesetter: Michael Brehm, Jeff Ash, Carole Coulson, Elizabeth Duke, Sara Reed, Jamie Snavely, Sean Woznicki
Cover Design: Lisa Tosheff
Printed at: Yurchak Printing Inc.

Published in the United States of America by
Information Science Reference (an imprint of IGI Global)
701 E. Chocolate Avenue, Suite 200
Hershey PA 17033
Tel: 717-533-8845
Fax: 717-533-8661
E-mail: cust@igi-global.com
Web site: http://www.igi-global.com/reference

and in the United Kingdom by
Information Science Reference (an imprint of IGI Global)
3 Henrietta Street
Covent Garden
London WC2E 8LU
Tel: 44 20 7240 0856
Fax: 44 20 7379 0609
Web site: http://www.eurospanonline.com

Library of Congress Cataloging-in-Publication Data

End-user computing : concepts, methodologies, tools, and applications / Steve Clarke, editor.
p. cm.
Summary: "This collection compiles the most authoritative research in this area, . It provides libraries with definitive studies covering all of the salient issues of the field, it gives researchers, managers, and other professionals the knowledge and tools they need to properly understand the role of end-user computing in the modern organization"--Provided by publisher.
Includes bibliographical references and index.
1. End-user computing. I. Clarke, Steve, 1950-
QA76.9.E53E44 2008
004.01'9--dc22
2007041257

Copyright © 2008 by IGI Global. All rights reserved. No part of this publication may be reproduced, stored or distributed in any form or by any means, electronic or mechanical, including photocopying, without written permission from the publisher.

Product or company names used in this set are for identification purposes only. Inclusion of the names of the products or companies does not indicate a claim of ownership by IGI Global of the trademark or registered trademark.

British Cataloguing in Publication Data
A Cataloguing in Publication record for this book is available from the British Library.