

## Old Forms & New Documents

An Experiment With  
Hypertextual Glossaries

## Personalizable Documents

- 'Electronic Paper'
- Additional content not necessarily for sharing
- Supporting users making meaning from documents
- Glossaries as a type of annotation
  - Support users' personalization
  - Structure → information scaffolding

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## Personalizable Documents

- 'Electronic Paper'
- Supporting users making meaning from documents

Post-It™  
Note from  
Hypertext version

- Glossaries as a type of annotation
  - Support users' personalization
  - Structure → information scaffolding

### Part of Bob's Glossary

#### Freedom Fighter

- noble but pitiable underdog
  - sympathetic figure / heroic
- cf. [guerrilla warrior](#), militant  
q.v. rhetorical codewords

#### Guerrilla Warrior

- indecent cowardly savage
  - despicable figure / an enemy
- cf. [freedom fighter](#), militant  
q.v. rhetorical codewords

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## Hypotheses

- Glossaries will help users understand
- Glossaries will not be confusing
- Glossaries will be used
- Update-able glossaries will be better than static glossaries

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## Method

- $n = 40$
- Mixed design (2 sessions)
  - Within Ss for Glossary vs. No Glossary
  - Between Ss for Simple vs. Full Featured
  - Controlled for document and order
- Pre- & Post-task comprehension test
- Simulated real-world condition
  - Online articles about diseases (asthma, bronchitis, etc.)
  - Read articles to understand severity and treatment options
  - Imagine that you need to understand the text

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**Glossary Terms:**

- >virus
- >nausea
- >depress
- >adverse
- >bacteria
- >diabetes
- >pandemic
- >high risk
- >immunized
- >antibiotics
- >antibodies
- >Zanamivir
- >contagious
- >antibodies
- >amantadine
- >inactivated
- >rimantadine
- >Oseltamivir
- >ineffective
- >burning eyes
- >complication
- >tuberculosis
- >viral strains
- >acetaminophen
- >tremulousness
- >bronchiectasis
- >major families
- >cystic fibrosis
- >gastro-intestinal
- >metabolic

**WHAT IS INFLUENZA (FLU) AND HOW IS IT CAUSED?**

Influenza is a **contagious** disease caused by a **virus**. Influenza **viruses** infect many parts of the body, including the lungs.

When someone who has influenza sneezes, coughs, or even talks, the influenza **virus** is expelled into the air and may be inhaled by anyone close by.

**WHAT HAPPENS WHEN YOU GET INFLUENZA?**

When influenza strikes the lungs, the lining of the respiratory tract is damaged. The damage is rarely permanent. The tissues usually heal within a few weeks.

Influenza is often called a respiratory disease, but it affects the whole body. The influenza sufferer may also have a sore throat and a dry cough, **nausea**, and **burning eyes**.

The fever mounts quickly; temperature may rise to 104 degrees Fahrenheit (40 degrees Celsius) but after two or three days, it usually subsides. The patient is often left exhausted for days afterwards.

**IS INFLUENZA CONSIDERED SERIOUS?**

For healthy children and adults, influenza is typically a moderately severe illness. For people who are not healthy or well to begin with, influenza can be very severe and even fatal.

Most of these **complications** are **bacterial** infections because the body can be so weakened by influenza that its defenses against **bacteria** are low. Bacterial

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Glossary Tools:

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## Selected Results

- ✓ Glossaries are affectively successful
- ✓ No delay in reading
- ✓ Glossaries ↔ greater understanding
- ? No diff between glossary types
- ? Ss did not use update-able glossary
  - Would re-use help? Ss said so

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## Implications

- Glossaries can work on the WWW
  - Change from Wright *et al.*, Black *et al.*, etc.
  - Can be incorporated into browsers & sites
- But which will be best?
  - Personal vs. Shared
  - Floating vs. Tied
  - [Table in hypertext article](#)

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## Take Home Message

- Glossaries *can* work on the WWW
- Floating tools can be good for users
- Tied tools can be good for vendors
  
- Personalizable Glossaries are needed
  - Bridges to connect documents
  - Note taking & Sense making support

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