Supporting Transitions in Work: Informing Large Display Application Design by Understanding Whiteboard Use

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**Problem:** What applications will suit these displays?

**Question:** What role should they take on in our everyday work?

**Approach:** Consider what role traditional surfaces already play in our everyday work.

**Study:** Questionnaires and contextual interviews

**Data:** 12 interviews, 135 survey responses, 250 whiteboards

**Analysis:** Open coding, affinity diagramming

**Opportunities for design:** Understanding affordances of whiteboards that enable transitions

**Container for information**
- reliably persistent (explicit removal), modifiable structure

**Visible and modifiable**
- visible without action, editable without overhead

**Contextually located**
- location commutes meaning

**Representations used across activities**
- flexible medium for evolving representations

**Outcome:** 2x2 matrix of whiteboard use

<table>
<thead>
<tr>
<th>Degree of Coupling</th>
<th>Independent</th>
<th>Collaborative</th>
</tr>
</thead>
<tbody>
<tr>
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**Time**
- Same (now)
- Different (later)

**Worker” Uses**
- “Flow (boxes and arrows) of a presentation I am about to give”
- “Two different design diagrams, drawn by me to illustrate points for coworkers”

**Personal Information Management**
- “Six different to-do lists, for each project I’m working on ... with ideas or sketches I don’t want to forget, on the to-do list for that project”
- “All active projects and their schedules”

**Coordination/Awareness**
- “All active projects and their schedules”
- “Two different design diagrams, drawn by me to illustrate points for coworkers”

**Real-time Collaboration**
- “Two different design diagrams, drawn by me to illustrate points for coworkers”
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**Outcome**
- 2x2 matrix of whiteboard use

**Understand:** Whiteboards support fluid transitions between related tasks