Homebrew Databases:
Complexities of Everyday Information Management in Nonprofit Organizations

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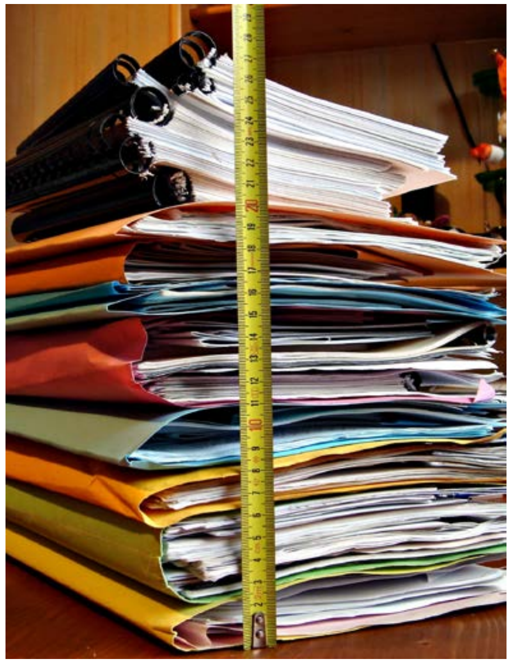
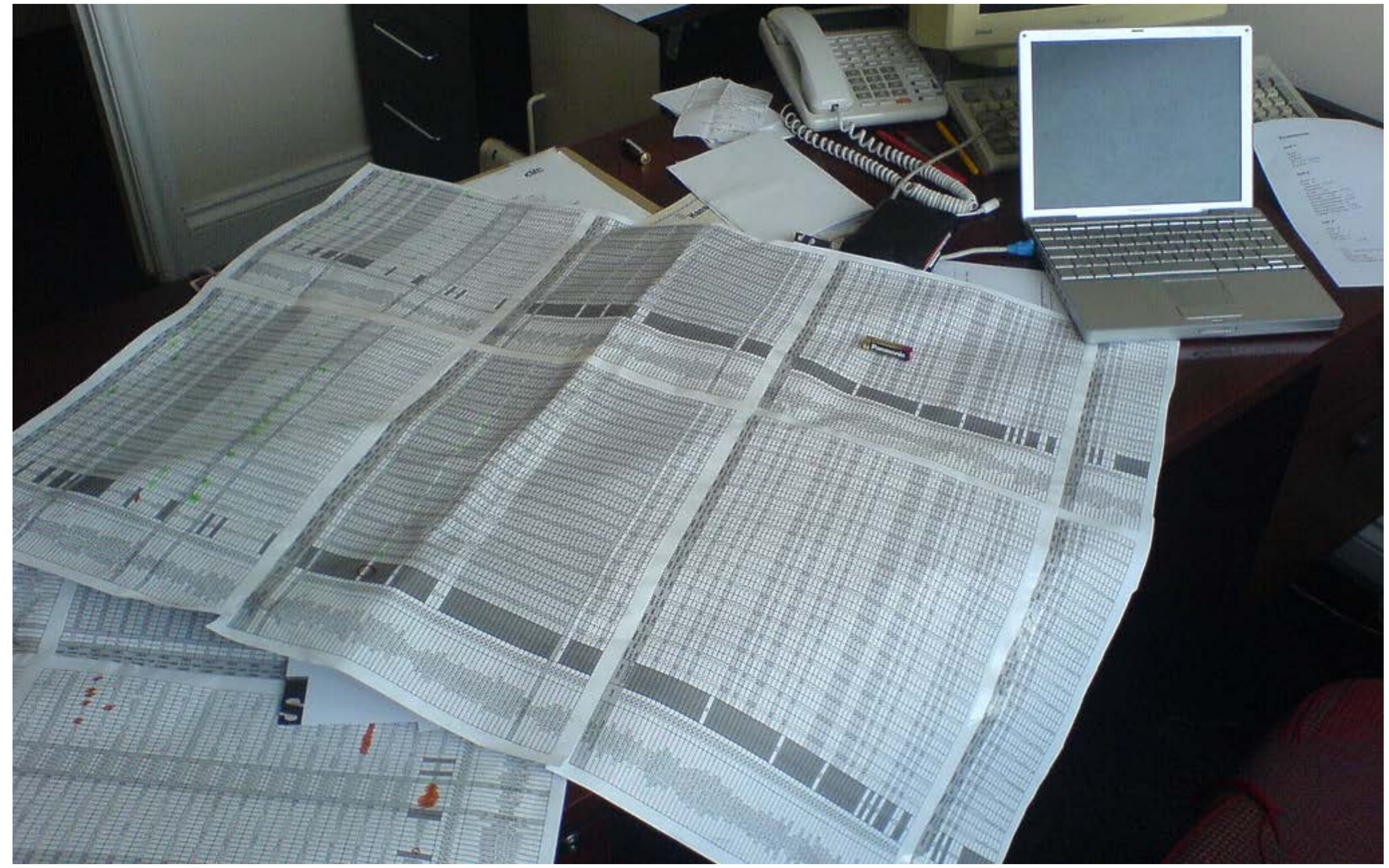
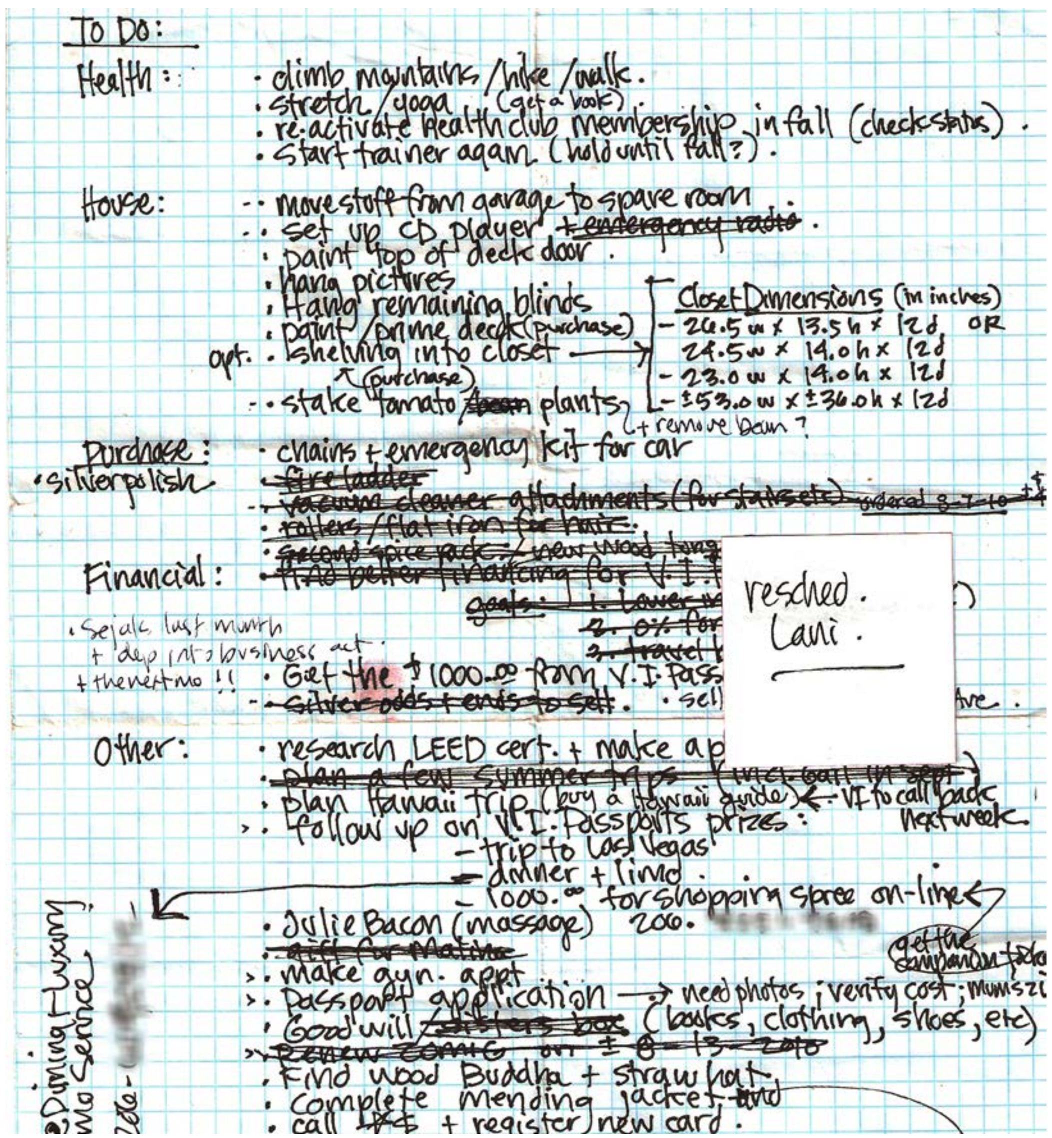






To Do:

Health: · climb mountains / hike / walk.
· stretch / yoga (get a book)
· re-activate health club membership in fall (check status).
· Start trainer again (hold until fall?)

House: · move stuff from garage to spare room
· set up CD player ~~+ emergency radio~~.
· paint top of deck door
· hang pictures
· Hang remaining blinds
· paint / prime deck (purchase)
opt. · shelving into closet (purchase)
· stake tomato plants (+ remove bean?)

Closet Dimensions (in inches)
- 26.5 w x 13.5 h x 12 d OR
- 24.5 w x 14.0 h x 12 d
- 23.0 w x 14.0 h x 12 d
- 53.0 w x ±36.0 h x 12 d

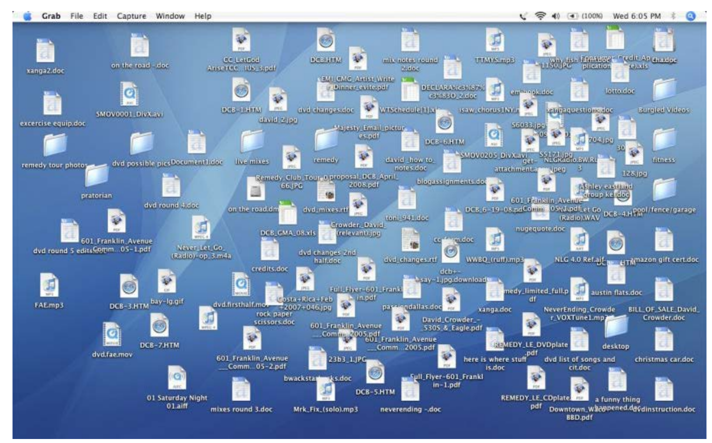
Purchase: · silver polish · chains + emergency kit for car
~~fire ladder~~
~~vacuum cleaner attachments (for stairsets)~~
~~rollers / flat iron for hair~~

Financial:

· Get the $1000.00 from V.I. Pass
~~silver odds + ends to sell~~

resched. Lani.

Other: · research LEED cert. + make ap
~~plan a few summer trips~~
· plan Hawaii trip (buy a Hawaii guide) ← VI to call back next week.
· follow up on V.I. Passports prizes.
– trip to Las Vegas
– dinner + limo
– 1000.00 for shopping spree on-line
· Julie Bacon (massage) 200.
· make gyn. appt
· passport application → need photos; verify cost
· Goodwill (books, clothing, shoes, etc)
· Find wood Buddha + straw hat
· complete mending jacket
· call + register new card



- Reggae
- WorldBeat CDi...
- ΩStarry
- ΩiTunes Friday
- `New Rips
- * This Years Mod...
- *Gravitas
- 5 count
- 150 greatest hits
- 2002-03 models
- 2004 models
- 2005 Models
- a randomizer 90
- Albumizer
- All
- Chios files
- high res unplayed
- Music Videos
- R&B
- R&B Podilizer
- Reggae CDizer
- RockSnob iPod
- World Beat
- Zoinks iPod
- (Clutter)
- 33.3
- 500 Rolling Stone
- 500 RS Chios
- Best songs 2004
- Block Party!
- brains
- Celtic Groove
- Crazy Grits
- Debut albums
- emusic
- Punk rainbow
- Rock Snobs

	Name	Artist	Time	Album	Year	Last Played	Play C	My Rating	Genre	Dat
2	Jesus The Missing Years	Prine, John	5:55	The Missing Years	1991	9/13/06 10:20 AM	13	★★★★	Folk	1
3	The Luck of the Irish	Lennon, John	2:56	Sometime in New York ...	1972	9/13/06 10:22 AM	14	★★★★	Rock	1
4	Screw You, We're from Texas	Hubbard, Ray W...	4:04	Growl	2003	9/13/06 10:26 AM	5	★★★★	Alt-Country	2
5	The Great Curve	Talking Heads	6:42	The Name Of This Ban...	1980	9/13/06 10:33 AM	11	★★★★	Indie	9
6	The Big Country	Talking Heads	5:09	The Name Of This Ban...	1978	9/13/06 10:38 AM	14	★★★★	Indie	9
7	Cut Your Hair	Pavement	3:06	Crooked Rain Crooked ...	1994	9/13/06 10:41 AM	14	★★★★	Alternative...	1
8	Cabbage Alley	Meters	3:30	Very Best Of The Meters	1972	9/13/06 10:45 AM	14	★★★★	Funk	1
9	Positive	Spearhead	4:29	Home	1994	9/13/06 10:49 AM	7	★★★★	Hip Hop/Rap	5
10	Strange	Wire	3:58	Pink Flag	1977	9/13/06 10:54 AM	9	★★★★	Alternative...	1
11	Long Legged Guitar Pickin' ...	Cash, Johnny &...	2:37	Carryin' On with Johnn...	1973	9/13/06 10:55 AM	14	★★★★	Folk	7
12	Ring Worm	Morrison, Van	1:32	The Bang Records Con...	1968	9/13/06 10:57 AM	8	★★★★	Indie	9
13	Fool's Paradise	Allison, Mose	3:32	Mose Alive	1967	9/13/06 11:00 AM	9	★★★★	Jazz	7
14	We Better Talk This Over	Dylan, Bob	4:07	Street Legal	1978	9/13/06 11:04 AM	14	★★★★	Rock	2
15	Baba L'Rouami	Gnawa Night Sp...	3:07	Gnawa Music Of Marra...	1990	8/14/06 10:41 PM	12	★★★★	African	3
16	Jesus Wants Me For A Sunb...	Vaselines, The	3:31	The Way Of The Vaseli...	1992	5/26/06 8:04 AM	3	★★★★	Indie	4
17	Where I Lead Me	Van Zandt, Tow...	2:47	Delta Momma Blues	1971	8/14/06 9:30 AM	9	★★★★	Cosmic A...	1
18	I Ain't Got No Home [Live]	Band, The	3:46	A Musical History	1968	8/31/06 11:05 PM	4	★★★★	Rock	7
19	Sir Duke	Wonder, Stevie	3:54	Songs In The Key of Life	1976	8/3/06 10:26 AM	8	★★★★	R&B	6
20	Oculi Filioli (Junior's Eyes)	Rondellus	5:33	Sabbatum	2002	9/9/06 4:20 PM	16	★★★★	Classical	1

Generic Templates - Windows Internet Explorer provided by Cherokee Nation Entertainment

http://srv-dev-psfwb01.cnent.com:10020/psp/FS90DEV/EMPLOYEE/ERP/c/WORKFLOW_ADMINISTRATOR_WL...

File Edit View Favorites Tools Help

Favorites | Generic Templates

ORACLE

Below is the list of available variables for this template.

You can use template variables within your subject or me

The following variables can also be used:

%Date, %DateTime, %Time, %ServerTimeZone, %Emai

%NotificationToList, %NotificationCCList

Template Variables

*Value	*Description
%1	URL
%2	EMPLID
%3	EMPLNAME
%4	SUBMISSION_DATE
%5	SHEET_ID
%6	SHEET_NAME
%7	BUSINESS_PURPOSE
%8	TOTAL_AMOUNT
%9	TOTAL_REIMB_AMT
%10	CURRENCY_CD
%11	HI_THERE_I_SEE_YOU

Save | Return to Search | Notify | Add | Update/Display

Generic Template Definition | Blackberry Email Responses

Application Designer - Untitled - [EX_SHEET_HDR_SEL.0.GBL. .1900-01-01 (SQL Definition)]

File Edit View Insert Build Debug Tools Go Window Help

Untitled

Development | Upgrade

[default]

```
SELECT A.EMPLID
 , B.NAME EMPLNAME
 , %DateOut(A.SUBMISSION_DATE)
 , A.SHEET_ID
 , A.SHEET_NAME
 , C.DESCR BUSINESS_PURPOSE
 , A.TOTAL_AMT
 , SUM(CASE WHEN E.REIMBURSEMENT_CD = 'R'
   AND F.EXPEND_MTHD_EDIT = 'EMP' THEN E.MON
END) - A.ADVANCE_AMT
   , A.CURRENCY_CD
, Z.HI_THERE_I_SEE_YOU
FROM PS_EX_SHEET_HDR A
   , PS_PERSONAL_DATA B
   , PS_EX_PURPOSE_TBL C
   , PS_EX_SHEET_LINE E
   , PS_EX_EXP_MTHD_TBL F
```

Build | Upgrade | Results | Validate

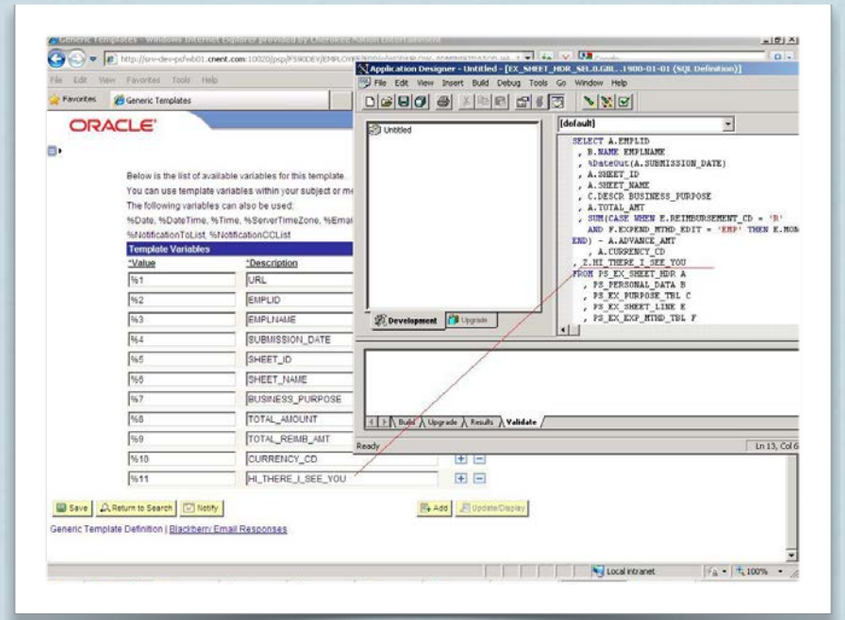
Ready

Ln 13, Col 6

Local intranet

100%


Gnawa Night Spirit Masters
The Name Of This Band Is Talking Heads
Talking Heads


ORACLE
Below is the list of available variables for this template.
Template Variables
*Value
*Description
%1 URL
%2 EMPLID
%3 EMPLNAME
%4 SUBMISSION_DATE
%5 SHEET_ID
%6 SHEET_NAME
%7 BUSINESS_PURPOSE
%8 TOTAL_AMOUNT
%9 TOTAL_REIMB_AMT
%10 CURRENCY_CD
%11 HI_THERE_I_SEE_YOU
Save
Return to Search
Notify
Add
Update/Display
Generic Template Definition | Blackberry Email Responses


89.7 WC
Listen online at TheClassicalStation.org
WCPE
Chef's Apron
Available for a donation of
$100


60
Front Covers
C
D


DIZZY GILLESPIE
EXIT
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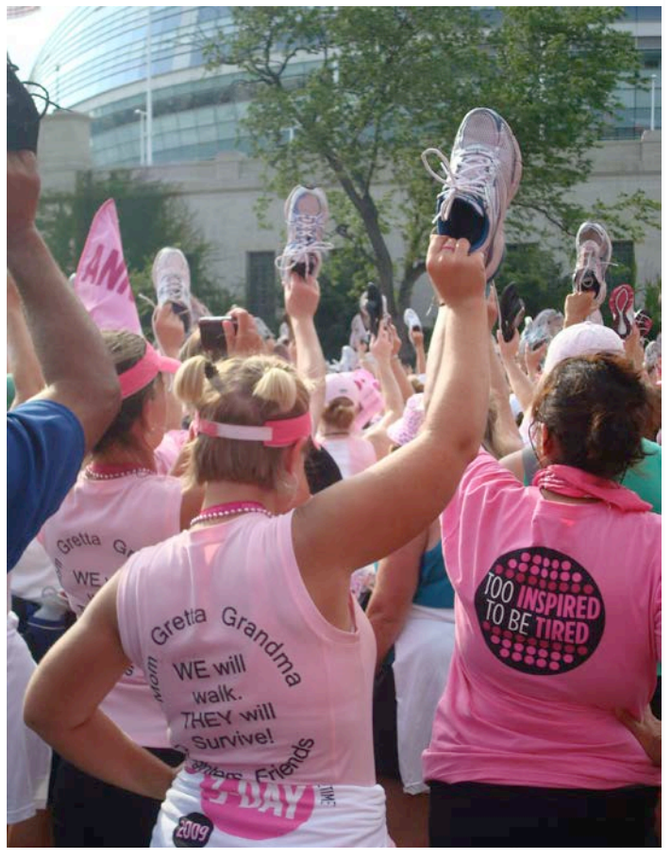
books. cats.
good.


Hunt's
PRIMA QUALITA
SPAGHETTI SAUCE


Gretta Grandma
WE will walk. THEY will Survive!
TOO INSPIRED TO BE TIRED
2009


DIZZY GILLESPIE
EXIT
VL


Volunteer
Coordinator
for peace
www.friendsforpeace.org
American Friends
Service Committee

- This is where we get crazy. This is nuts. We actually—we don't have a database of our volunteers…. I shouldn't say that. We have probably seven databases for volunteers. All of them have different information. It took us three to four months to even figure out who had what databases.

  - - Volunteer Coordinator at a Human Services Nonprofit (P1)

Your Whirlwind Tour of Homebrew Databases

- Method
- Homebrew Databases: Example & Definition
- Homebrew Databases: Configurations & Challenges
  - Personal Office Applications as “Databases”
  - Paper-Based “Databases”
  - Enterprise & Custom Databases

Method

- Semi-structured Interviews
- 23 Volunteer Coordinators
  - Variety of Job Titles, Locations within the Organization
  - Variety of Sizes (& Maturity) of Volunteer Programs
  - Variety of Domains for Nonprofit Work
- Iterative, Inductive Data Analysis

Challenges with a Multiplicity of Systems

- Redundant data entry... have to (manually) re-enter a different subset of the data in every system
- Version control issues... information falls out of sync across multiple “databases”
- Information management systems are abandoned

- …and at the point when you have to do multiple entries is when you don’t do entries. You know, it just is so time-consuming and redundant that you have so many other things to do, that you just don’t have the time to enter it.

  - - Volunteer Coordinator at a Housing & Shelter Nonprofit (L2)

Homebrew Database

- An assemblage of information management resources that people have pieced together to satisfice their information management needs.
- Involved multiple systems
- Sometimes included actual database software but more typically consisted of other resources
- Participants referred to it as their “database” or “databases”

Types of Systems in the Homebrew Databases

- Personal office applications as “databases”
- Paper-based “databases”
- Enterprise or custom databases

Personal Office Applications as Databases

Personal Office Applications as Databases

- The allure...
- Readily available
- Already familiar
- Can be used flexibly

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The problems that arise...

- Failure to scale
  - Number of users
  - Number of records
  - Dimensions of data
- Inaccessibility
  - Access and aggregation
  - From off-site locations

- We were crashing the system for a year and a half and no one told us. Our network would go down every time we sent an email out to all the volunteers, but there was never the connection made. And one day I was pulled over to the data room and, “Do you recognize these email addresses?” I’m like, “Yes, those are our volunteers!”

  - - Volunteer Coordinator at an Animal Welfare Nonprofit (D2)

Personal Office Applications as Databases

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- Already familiar

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Paper-Based Databases

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The allure...

- Supports collaboration
- Tangible “master” copy doesn’t fall out of sync
- Serves as a lowest common demoninator
- Provides a shared awareness of process

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The problems that arise...

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- Inaccessibility

...but magnified!

Enterprise or Custom Databases

Enterprise or Custom Databases

- The allure...
- Ability to handle scalability of data and users

Enterprise or Custom Databases

The allure...

- Ability to handle scalability of data and users

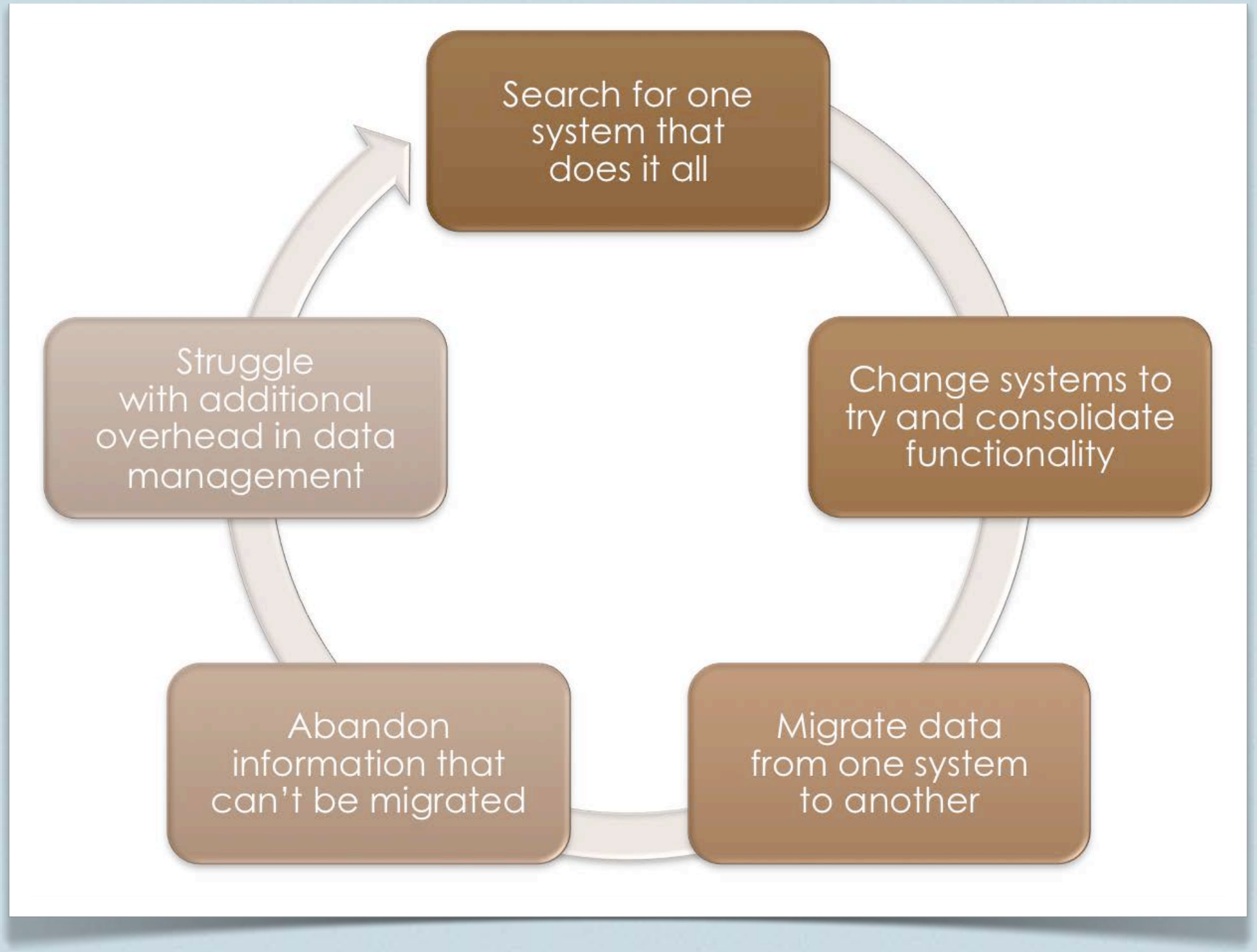
The problems that arise...

- Overhead & setup cost
  - Developing the system
  - Training people to use the system
  - Initial data entry
- Inaccessibility of the data
- Ongoing overhead with data entry

- So, I guess that's part of the daily [work], too, is the input of the night before's volunteer hours, which is a little backed up right now… My volunteer who does that has been sick for a while…. We try to keep up with it and it just gets away from you. We could use extra hands, but that means extra computers and extra spots to sit.

  - - Volunteer Coordinator at a Food & Nutrition Nonprofit (K1)

The Cycle of Reconfiguration

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Improving the Human Factors Aspect of Database Interactions

BEN SHNEIDERMAN
University of Maryland

The widespread dissemination of computer and information systems to nontechnically trained individuals requires a new approach to the design and development of database interfaces. This paper provides the motivational background for controlled psychological experimentation in exploring the person/machine interface. Frameworks for the reductionist approach are given, research methods discussed, research issues presented, and a small experiment is offered as an example of what can be accomplished. This experiment is a comparison of natural and artificial language query facilities. Although subjects posed approximately equal numbers of valid queries with either facility, natural language users made significantly more invalid queries which could not be answered from the database that was described.

Key Words and Phrases: human factors, database systems, data models, query languages, natural language interfaces, psychology, experimentation
CR Categories: 4.33, 4.6, 3.72

1. INTRODUCTION

As questions of technical feasibility and performance of database systems are resolved, increased attention is being paid to human factors. There is widespread recognition that future systems will be commercially viable only if the user interface is in harmony with user skills and task requirements. Management increasingly focuses on human factors, but technical professionals have shown little predilection to go beyond introspection and their own experience. Unfortunately, the background of a systems or language designer may be profoundly different from the background of the intended users. Even if this were not the case, casual introspection hardly seems an adequate basis to develop costly and widely used computer and information systems.

The programming language community has begun to take a more psychologically oriented approach to studying programmer behavior and utilization of language facilities [1–6]. Research in this area is leading to improved guidelines

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