

Criteria	File	Email	Web
Nature of info contained in hierarchy	Actual item	Actual item	Reference to a remote document stored elsewhere
Creation rate of items	Low - estimate 1 or 2 a day on average)	High - many users receive dozens every day	Low - Abrams (1997) estimates 5 or fewer per session
Authorship of items	Mostly self-authored, some from group	Mostly received from others, although some copies of own emails	Majority authored by others
Homogeneity of information items	Many different types (e.g. text, source code, binaries, images)	Homogenous but with attached files and bookmarks contained within some emails	Homogenous references
Location where resources stored	Mainly in file system, or as desktop icons. Some attached to emails.	Almost all in email folders. One user saved as Word documents.	Mainly web folders. Some desktop icons, some attached to emails.
Use of search tools	Integrated search	Integrated search	Online search engines
Key metadata utilised	Filename, date, type (encoded as extension)	Subject, author, date received	Website name, Time created
Context of folders	Often mixed up with system folders	Separated	Separated
Additional uses	Reminders (esp. icons), knowledge transfer	Reminders (in Inbox), Knowledge transfer, scheduling/time management	Reminders
Use of default folders	Few: "My Documents" (Win), "Desktop" (MacOS)	Yes (hardwired): Inbox, Outbox etc.	No: almost completely ignored