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Anticipatory action learning that
enabled a traditional academic publisher to
metamorphose for the Internet

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PRESTOUNGRANGE UNIVERSITY PRESS

© 2000 Prestoungrange University Press
(Prestonpans, East Lothian, Scotland)
21 Beaumont Street, Oxford OX1 2NH, England
Ph. (44) (0) 1865 207600; Fax. (44) (0) 1865 207601
email: prestoungrange@compuserve.com

www.prestoungrange.org

ISBN 086176-652-0

Printed and published for

The Baron Courts of Prestoungrange & Dolphinstoun
by MCB-UP Limited
60/62 Toller Lane, Bradford, West Yorkshire BD8 9BY, England

List of abbreviations

BLDSC	British Library Document Supply Centre
CMC	computer-mediated communication
DDS	document delivery service
DMU	decision-making unit
EP	electronic publishing
EPD	Electronic Publishing Division
EPI	Electronic Publishing Initiative
HEFC	Higher Education Funding Council
LA	Library Association
RAE	Research Assessment Exercise