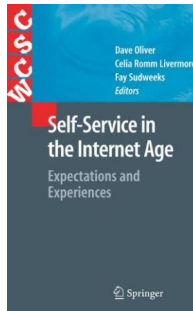


Self-Service in the Internet Age: Expectations and Experiences (Computer Supported Cooperative Work)



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