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 12. Virginia A. Walter
 13. Lennart Björneborn
 14. Tracie D. Hall
 15. Library Science
 16. Middleton
 17. Jim Thompson
 18. web site
 19. Oxymoron
 20. www.archive.org
 21. user-orientation
 22. Suominen
 23. userism
 24. web directory
 25. site map/index
 26. navigational links
 27. internal links
 28. open access
 29. annotated lists
 30. digital library
 31. wayback machine

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