Lene Nielsen
Lektor
Digitalization, Democracy, and Governance
REFLACT
E-mail: lene@itu.dk

Publikationer

Messy Methods and Moderation in User Tests
Nielsen, L., Ertner, S. M., Jansen, B. J. & Salminen, J., 13 apr. 2026, *CHI EA '26: Proceedings of the Extended Abstracts of the 2026 CHI Conference on Human Factors in Computing Systems.* Association for Computing Machinery, s. 1-5 5 s. 463

Perspectives on Personas in Practice – An Analysis of LinkedIn Discussions Among UX Professionals
Nielsen, L. & Madsen, S., 28 jan. 2026, I: Communications in Computer and Information Science. 2797, s. 1-16 16 s.

Different Narrative Techniques in More-Than-Human Personas
Nielsen, L. & Neuhoff, R., 6 okt. 2025, *CHItaly '25: Proceedings of the 16th Biannual Conference of the Italian SIGCHI Chapter.* Association for Computing Machinery, s. 1-8 8 s. 4

Unpacking the Cooperative Ethos towards Re-imagining Organizational Purpose
Baka, V., Nicolajsen, H. W., Nielsen, L. & Marttila, S., jul. 2025, I: Academy of Management Annual Meeting Proceedings. 2025, 1

The design of non-human personas
Nielsen, L. & Neuhoff, R., 1 mar. 2025, *International Conference IADIS Information Systems 2025.* Nunes, M. B., Isaías, P., Powell, P. & Kommers, P. (red.). s. 434-438 5 s.

Introducing and Evaluating Service Design Tools in Organisations.
Abdelnour-Nocera, J. L., Nielsen, L. & Li, C., 13 okt. 2024, *NordiCHI '24 Adjunct: Adjunct Proceedings of the 2024 Nordic Conference on Human-Computer Interaction.* New York: Association for Computing Machinery, s. 1-3 3 s. 53

Personas, Scenarios, Journey Maps, and Storyboards
Nielsen, L., 16 aug. 2024, *User Experience Methods and Tools in Human-Computer Interaction.* Stephanidis, C. & Salvendy, G. (red.). Boca Raton: Taylor & Francis, s. 71 28 s.

A Sociotechnical Design and Evaluation Framework for Digital Democracy and Citizen Participation.
Abdelnour-Nocera, J. L., Gutiérrez, J. J. G., Alvarez, M. E. P. & Nielsen, L., 9 jul. 2024, *Design for Equality and Justice.* Springer, Bind 14536. s. 3-12 10 s. (Lecture Notes in Computer Science, Bind 14536).

Designing IT for Governance - The Case of Employee-Owned Businesses. The Case of Employee-Owned Businesses
Nielsen, L., Nicolajsen, H. W. & Baka, V., 9 jul. 2024, *Design for Equality and Justice: Interact 2023.* Springer, s. 13-26 14 s. (Lecture Notes in Computer Science, Bind 14536).

Action Research Booklet
Wang, C. (Redaktør), Juncker-Jensen, L. (Redaktør), Wang, C., Østerlund, C. S., Nicolajsen, H. W., Christensen, L. R., Juncker-Jensen, L., Nielsen, L., Marttila, S.-M., Finken, S., Jiang, Q., Baka, V., Guo, V. & Dittrich, Y., maj 2024, 1 udg. Copenhagen: Really Simple Syndication Press. 114 s.

A case of action research with a focus on collective learning about organisational challenges and solutions for democratically owned businesses
Nielsen, L., Nicolajsen, H. W. & Baka, V., 2024, *Action Research Booklet.* Wang, C. & Juncker-Jensen, L. (red.). Copenhagen: RSS Press, s. 1-4 4 s.

Organisations as material
Harre, O. T. & Nielsen, L., 12 dec. 2023, *The Materials of Service Design.* Blomquist, J., Clatworthy, S. & Holmlid, S. (red.). Edward Elgar Publishing, s. 95-100 4 s.

Proposing organisational usability as an enabler of organisational service design maturity
Nielsen, L., Harre, O. T., Abdelnour-Nocera, J. & Li, C., 29 nov. 2023, *ServDes2023: Entanglements and Flows Service Encounters and Meanings.* Linköping University Press, s. 759-768 8 s.

The Choice of a Persona: An Analysis of Why Stakeholders Choose a Given Persona for a Design Task
Salminen, J., Şengün, S., Santos, J. M., Jung, S.-G., Nielsen, L. & Jansen, B. J., 25 nov. 2023, *Lecture Notes in Computer Science.* Kurosa, M. (red.). Springer, Bind 14054. s. 288-310 22 s.

HCI for Digital Democracy and Citizen Participation
Abdelnour-Nocera, J., Gutiérrez, J. J. G., Álvarez, M. E. P. & Nielsen, L., aug. 2023, *Lecture Notes in Computer Science.* Switzerland: Springer, Bind 14145. s. 627-631 4 s.

Enacting cooperative governance in the digital era
Nicolajsen, H. W., Baka, V. & Nielsen, L., 10 jul. 2023. 3 s.

Employee-owned startups in the digital era
Nicolajsen, H. W., Nielsen, L., Baka, V. & Victor, F. F., 10 dec. 2022.

Creating More Personas Improves Representation of Demographically Diverse Populations: Implications Towards Interactive Persona Systems
Salminen, J., Jung, S.-G., Nielsen, L. & Jansen, B., 10 okt. 2022, *Nordic Human-Computer Interaction Conference (NordiCHI '22).* Association for Computing Machinery, s. 1-11 10 s. 12

Demokratisk Iværksætteri-Erhvervsfremme og iværksætteri for demokratiske virksomheder i Danmark
Nielsen, L., Nicolajsen, H. W., Baka, V., Victor, F. F., Sivertsen, S., Stana, R., Hansen, A. V., Riisgaard, L. & Jakobsen, G., jun. 2022, Erhvervsministeriet.

Engaging with competing demands in systems through design: Fostering a paradox lens
Neuhoff, R., Harre, O., Simeone, L., Nielsen, L. & Holst Laursen, L., jun. 2022, *DRS2022.* Bilbao: Design Research Society

How does varying the number of personas affect user perceptions and behavior? Challenging the 'small personas' hypothesis!
Salminen, J., Jung, S.-G., Nielsen, L., Şengün, S. & Jansen, B. J., 2022, I: International Journal of Human-Computer Studies. 168, s. 102915 17 s.

How to Create Personas: Three Persona Creation Methodologies with Implications for Practical Employment
Jansen, B. J., Nielsen, L., Guan, K. & Salminen, J., 2022, I: Pacific Asia Journal of the Association for Information Systems . 14, 3, 1.

Persona preparedness: a survey instrument for measuring the organizational readiness for deploying personas
Salminen, J., Nielsen, L., Bahlouh, M., Sørensen, R. G., Santos, J. M., Jung, S.-G. & Jansen, B. J., 2022, I: Information Technology and Management. 26 s.

Personas: New Data, New Trends
Nielsen, L., Jansen, B. J., Salminen, J., Abdelnour-Nocera, J. & Jung, S.-G., 2022, *CHI Conference on Human Factors in Computing Systems Extended Abstracts.* s. 1-3

Feasibility of transcutaneous auricular vagus nerve stimulation in treatment of drug resistant epilepsy: A multicenter prospective study
Sabers, A., Wagner, S. A., Christensen, L. R., Henning, O., Kostov, K., Lossius, M., Majoie, M., Mertens, A., Nielsen, L., Vonck, K. & Wagner, L., 1 nov. 2021, I: Epilepsy Research. 177, s. 106776

Remote User Testing: - Experiences and Trends
Larsen, L. B., Pedersen, T. Ø., Nielsen, L. & Larusdottir, M., 30 aug. 2021, *Human-Computer Interaction – INTERACT 2021.* Ardito, C. (red.). Springer, Bind 12936. s. 579-583 4 s. (Lecture Notes in Computer Science).

Think-Aloud Surveys: A Method for Eliciting Enhanced Insights During User Studies
Nielsen, L., Salminen, J., Jung, S.-G. & Jansen, B. J., 30 aug. 2021, *Human-Computer Interaction – INTERACT 2021.* Ardito, C. (red.). Springer, Bind 12936. s. 504-508 4 s. (Lecture Notes in Computer Science, Bind vol 12936).

Understanding Users Through Three Types of Personas
Nielsen, L., Larusdottir, M. & Larsen, L. B., 30 aug. 2021, *Human-Computer Interaction – INTERACT 2021.* Ardito, C. (red.). Springer, Bind 12933. s. 330-348 18 s. (Lecture Notes in Computer Science, Bind 12933).

Towards a Measurement Scale of Organizational Readiness for Personas
Salminen, J., Nielsen, L., Jung, S.-G. & Jansen, B. J., 8 maj 2021, *Extended Abstracts of : the 2021 CHI Conference on Human Factors in Computing Systems..* Association for Computing Machinery, Bind Article 384. s. 1-7 7 s.

Information Design for Personas in Four Professional Domains of User Experience Design, Healthcare, Market Research, and Social Media Strategy
Guan, K., Salminen, J., Nielsen, L., Jung, S.-G. & Jansen, B. J., jan. 2021, *Proceedings of the 54th Hawaii International Conference on System Sciences.* University of Hawai'i at Manoa, s. 4446-4455 10 s.

Strengths and Weaknesses of Persona Creation Methods: Guidelines and Opportunities for Digital Innovations
Jansen, B. J., Jung, S.-G., Salminen, J., Guan, K. & Nielsen, L., jan. 2021, *Proceedings of the 54th Hawaii International Conference on System Sciences.* University of Hawai'i at Manoa, s. 4971-4980 10 s.

Moving from products to services: Supporting strategic thinking through design workshops
Harre, O. T., Simeone, L. & Nielsen, L., 2021, *14th European Academy of Design Conference : Safe harbours for design research.* Lancaster

Co-Designing Personas for User Experience and Engagement in Automation
Abdelnour-Nocera, J., Cabrero, D. G., Campos, P., Gonçalves, F., Clemmensen, T., Gissing, R., Nielsen, L. & Saadati, P., 25 okt. 2020, *Proceedings of the 11th Nordic Conference on Human-Computer Interaction: Shaping Experiences, Shaping Society (NordiCHI '20)..* Association for Computing Machinery, s. 1-3 123

A Template for Data-Driven Personas: Analyzing 31 Quantitatively Oriented Persona Profiles
Salminen, J., Guan, K., Nielsen, L., Jung, S.-G. & Jansen, B. J., 19 jul. 2020, *Human Interface and the Management of Information. Designing Information.* Yamamoto, S. & Mori, H. (red.). Springer, Bind 12184. s. 125-144 (Lecture Notes in Computer Science, Bind 12184).

From product centricity to services: Design workshops and maps as tools in strategy articulation
Harre, O. T. & Nielsen, L., 2020, *ServDes.2020: Tensions, Paradoxes, Plurality: Linköping Electronic Conference Proceedings 173.* Akama, Y., Fennessy, L., Harrington , S. & Farrago, A. (red.). Melbourne, Australia: Linköping University Press, s. 311 326 s.

User Persona of Mother of Preterm Neonate
Bhutkar, G., Dongre, A., Deshmukh, S., Nielsen, L. & Joshi, J., 2020, *Human Computer Interaction and Emerging Technologies: Adjunct Proceedings from the INTERACT 2019 Workshops.* Loizides, F., Winckler, M., Chatterjee, U., Abdelnour-Nocera, J. & Parmaxi, A. (red.). Cardiff University Press, s. 151–156

Confusion and information triggered by photos in persona profiles
Salminen, J., Jung, S.-G., An, J., Kwak, H., Nielsen, L. & Jansen, B. J., 1 sep. 2019, I: International Journal of Human-Computer Studies. 129, s. 1-14 14 s.

Personas: User Focused Design
Nielsen, L., jan. 2019, 2. udg. London: Springer. 179 s. (Human-Computer Interaction Series).

Innovation for Leadership
Richter, A., Nicolajsen, H. W., Nielsen, L., Müller, O., Krancher, O. & Stana, R., 2019, IT-Universitetet. 26 s.

DESIGN PERSONAS–NEW WAYS, NEW CONTEXTS
Nielsen, L., nov. 2018, I: Personas Studies. 4, 2, s. 1-4 4 s.

The role of UX professionals in agile development: a case study from industry
Bruun, A., Larusdottir, M., Nielsen, L., Nielsen, P. A. & Persson, J. S., 1 okt. 2018, *Proceedings of the 10th Nordic Conference on Human-Computer Interaction: NordiCHI '18.* Association for Computing Machinery, s. 352-363 11 s.

UX in Agile before and during development: NordiCHI '18
Larusdottir, M., Nielsen, L., Bruun, A., Larsen, L. B., Nielsen, P. A. & Persson, J. S., 1 okt. 2018, *Proceedings of the 10th Nordic Conference on Human-Computer Interact.* Association for Computing Machinery, s. 984-987 4 s. (ACM International Conference Proceeding Series).

Fixation and Confusion: Investigating Eye-tracking Participants' Exposure to Information in Personas
Salminen, J., Jansen, B. J., Jung, S.-G., An, J., Nielsen, L. & Kwak, H., 2018, *Proceedings of the 2018 Conference on Human Information Interaction & Retrieval: CHIIR'18.* Association for Computing Machinery, s. 110-119 10 s.

"Is More Better?": Impact of Multiple Photos on Perception of Persona Profiles
Salminen, J., Nielsen, L., Jung, S.-G., An, J., Kwak, H. & Jansen, B. J., 2018, *Proceedings of the 2018 CHI Conference on Human Factors in Computing Systems: CHI '18.* Association for Computing Machinery, s. 1-13 13 s.

Who are your users? Comparing media professionals' preconception of users to data-driven personas
Nielsen, L., Salminen, J., Jung, S.-G., Kwak, H., An, J. & Jansen, B. J., 4 dec. 2017, *OZCHI '17 Proceedings of the 29th Australian Conference on Computer-Human Interaction.* Association for Computing Machinery, s. 602-606 4 s. (ACM International Conference Proceeding Series).

Do we have to Include HCI Issues in Clinical Trials of Medical Devices? – A Discussion
Nielsen, L., Christensen, L. R. & Sabers, A., 28 nov. 2017, *OzCHI '17, Proceedings of the 29th Australian Conference on Computer-Human Interaction: November 28-December 1, 2017, Brisbane, QLD, Australia.* Brisbane: Association for Computing Machinery, s. 352-355 4 s.

"Imagine that ...": How to Activate and Capture Users' Ability to Think Creatively about Future Use
Nielsen, L., Madsen, S. & Hansen, A. V., maj 2017, *The Role of Creativity in the Management of Innovation: State of the Art and Future Research Outlook.* Brem, A., Puente-Diaz , R. & Agogué, M. (red.). World Scientific Publishing, Bind 27. s. 271-285

Persona Generation from Aggregated Social Media Data
Jung, S.-G., An, J., Kwak, H., Ahmad, M., Nielsen, L. & Jansen, B. J., maj 2017, *Proceedings of the 2017 CHI Conference Extended Abstracts on Human Factors in Computing Systems .* Denver, Colorado: Association for Computing Machinery, s. 1748-1755 8 s.

Developing International Personas: A new intercultural communication practice in globalized societies
Jensen, I., Hautopp, H., Nielsen, L. & Madsen, S., mar. 2017, I: Journal of Intercultural Communication. 43, Marts 2017, 18 s., 43.

Socio-technical HCI for Ethical Value Exchange: A Case of Service Design and Innovation 'at the Margins' in Resource Constrained Environments
Abdelnour-Nocera, J., Nielsen, L., Christensen, L. R. & Clemmensen, T., 2017, *The 16th IFIP TC13 International Conference on Human–Computer Interaction.* Springer, s. 254-262 9 s. (Lecture Notes in Computer Science).

An Empirical Investigation of the Practices and Challenges Specific to International User Studies
Madsen, S., Nielsen, L., Jensen, I. & Hautopp, H., sep. 2015, *Human-Computer Interaction – INTERACT 2015: 15th IFIP TC 13 International Conference, Bamberg, Germany, September 14-18, 2015, Proceedings, Part III*. Springer, s. 132-148 17 s. (Lecture Notes in Computer Science).

A Template for Design Personas: Analysis of 47 Persona Descriptions from Danish Industries and Organizations
Nielsen, L., Hansen, K. S., Stage, J. & Billestrup, J., 1 jan. 2015, I: International Journal of Sociotechnology and Knowledge Development. 7, 1, s. 45-61 17 s., 4.

大規模システムのための参加型ペルソナ構築: デンマークの電子政府の事例より
Jensen, M. Y. & Nielsen, L., sep. 2014, I: Information Systems Society of Japan. 10, 1, s. 14-30 15 s., 1.

International user studies: How companies collect and present data about users on international markets
Nielsen, L., Madsen, S., Jensen, I., Hautopp, H. & Mulvad, L., aug. 2014, IT-Universitetet i København. 30 s.

Personas is Applicable: A Study On the Use of Personas In Denmark
Nielsen, L. & Hansen, K. S., 1 maj 2014, *Proceedings of the SIGCHI Conference on Human Factors in Computing Systems* . Association for Computing Machinery, s. 1665-1674 10 s.

Persona Usage in Software Development: Advantages and Obstacles
Billestrup, J., Stage, J., Nielsen, L. & Hansen, K. S., 23 mar. 2014, *Proceedings of ACHI 2014, The Seventh International Conference on Advances in Computer - Human Interactions.* Miller, L. (red.). IARIA XPS Press

Personas
Nielsen, L., 15 jan. 2014, I: Encyclopedia of Human-Computer Interaction. s. 1-37 37 s.

Creating and Using Personas in Software Development: Experiences from Practice.
Billestrup, J., Stage, J., Bruun, A., Nielsen, L. & Nielsen, K. S., 2014, *Human-Centered Software Engineering (HCSE).* Sauer, S., Bogdan, C., Forbrig, P., Bernhaupt, R. & Winckler, M. (red.). 2014 udg. Berlin: Springer, Bind 8742. s. 251-258 8 s. (Lecture Notes in Computer Science, Bind 8742).

Brugen af personas hos danske virksomheder - 2012/13: En rapport om hvordan virksomheder anvender personas
Nielsen, L. & Nielsen, K. S., mar. 2013, I: I T University. Technical Report Series. 28 s.

Agile Development, Usability, and End User Participation
Nielsen, L. & Madsen, S., 2013, *Proceedings of Interaction South America 2012.* s. 1-9 9 s.

Going Global with Personas
Nielsen, L., Nielsen, K. S., Billestrup, J. & Stage, J., 2013, *Human-Computer Interaction – INTERACT 2013.* Springer, s. 350-357 (Lecture Notes in Computer Science, Bind 8120).

Personas - from poster to performance
Nielsen, L. & Nielsen, K. S., 2013, *Proceedings of the Participatory Innovation Conference - PIN-C 2013.* Melkas, H. & Buur, J. (red.). Lappeenranta, Bind 1. s. 270 4 s.

Time, Interaction, and Design in Support of a Good Life
Froes, I. C. G., Laaksolahti, J. M., Witzner Hansen, D., Heyer, C., Kotamraju, N. P., Malmborg, L., Nielsen, L., Pedersen, J. & Shklovski, I., 2013. 7 s.

The Usability Expert's Fear of Agility: An Empirical Study of Global Trends and Emerging Practices
Nielsen, L. & Madsen, S., 17 okt. 2012, *NordiCHI '12 Proceedings of the 7th Nordic Conference on Human-Computer Interaction: Making Sense Through Design* . Association for Computing Machinery, s. 261-264 4 s.

Personas: User Focused Design
Nielsen, L., 15 aug. 2012, Springer. (Human Computer Interaction).

ACTING AS SOMEONE LIKE ME – PERSONAS IN PARTICIPATORY INNOVATION
Nielsen, L., 2012. 4 s.

Persona: Brugerfokuseret design
Nielsen, L., 15 aug. 2011, 1 udg. Aarhus: Aarhus Universitetsforlag. 205 s.

Personas in Co-creation and Co-design
Nielsen, L., 2011, *Proceedings of the 11th Danish Human-Computer Interaction Research Symposium (DHRS2011).* Copenhagen Business School Press, s. 38-40 3 s.

Exploring Persona-Scenarios - Using Storytelling to Create Design Ideas.
Madsen, S. & Nielsen, L., 2009, *HWID.* s. 57-66 10 s.

Personas in Cross-Cultural Projects.
Nielsen, L., 2009, *HWID.* s. 76-82 7 s.

Differences in Task Descriptions in the Think Aloud Test.
Nielsen, L. & Chavan, S., 2007, *HCI (10).* s. 174-180 7 s.

Enabling User Centered Design Processes in Open Source Communities
Bødker, M., Nielsen, L. & Orngreen, R., 2007, *Usability and Internationalization. HCI and Culture: Second International Conference on Usability and Internationalization, UI-HCII 2007, Held as Second International Conference on Usability and Internationalization, UI-HCII 2007, Held as Part of HCI International 2007, Beijing, China, July 22-27, 2007, Proceedings, Part I.* Aykin, N. (red.). Berlin: Springer, s. 10-18 9 s. (Lecture Notes in Computer Science; Nr. 4559).

Personas: communication or process?
Nielsen, L., 2007, *Proceedings of the 7th Danish HCI Research Symposium.* Helms Jørgensen, A. & Harning, M. B. (red.). s. 25-26 2 s.

To Do or Not To Do: Usability in Open Source Development
Nielsen, L. & Bødker, M., 2007, I: Interfaces. 71, s. 10-11 2 s.

How Do You Get Developers to Care for the Itches of Others? Introducing Usability to an Open Source Community
Nielsen, L., Bødker, M. & Ørngreen, R., nov. 2006, *Proceedings of the Sixth Danish Human-Computer Interaction Research Symposium. DHRS 2006.* Bertelsen, O., Brynskov, M., Dalsgård, P., Iversen, O., Graves Petersen, M. & Wetterstrand, M. (red.). Aarhus: Aarhus Universitet, s. 13-14 2 s. (Daimi Report Series; Nr. PB 580).

Embedding Complementarity in HCI Methods and Techniques: Designing for the "Cultural Other"
Nielsen, J., Yssing, C., Levinsen, K. T., Clemmensen, T., Ørngreen, R. & Nielsen, L., 2006, *Human Work Interaction Design: Designing for Human Work.* Clemmensen, T., Campos, P., Ørngreen, R., Mark Pejtersen, A. & Wong, W. (red.). Boston, MA: Springer, s. 93-102 10 s.

Engagement in Users: A New Approach to Open Source Development
Nielsen, L., Ørngreen, R. & Nielsen, J., 2006, *Proceedings of the fourth Nordic conference on Human-Computer Interaction (NordiCHI 2006), Workshop 10: 3rd International Design for Engagement Conference (Idec3), 14-18 Oktober, 2006, Oslo, Norway.*

Storytelling as Method for Sharing Knowledge across IT Projects.
Nielsen, L. & Madsen, S., 2006, *Proceedings of the 39th Annual Hawaii International Conference on System Sciences .* Kauai, HI, USA: IEEE

Using Storytelling to Reflect on IT Projects
Madsen, S. & Nielsen, L., 2006, I: JITTA: Journal of Information Technology Theory & Application. 7, 4, s. 35-47 12 s.

Proceedings of the 5th Danish Human-Computer Interaction Research Symposium
Clemmensen, T. (Redaktør) & Nielsen, L. (Redaktør), 2005, København: Copenhagen Business School Press. 122 s.

The Human Being in the 21st Century: Design Perspectives on the Representation of Users in IS Development
Ørngreen, R., Clemmensen, T., Nielsen, J., Christiansen, N., Tweddell Levinsen, K., Nielsen, L. & Yssing, C., 2005, *Proceedings in Conjunction with Tenth IFIP TC13 International Conference on Human-Computer Interaction, INTERACT 2005, 12-16 September 2005, Rome, Italy.* s. 54-59

Then the Picture Comes in Your Mind of What You Have Seen on TV: A Study of Personas Descriptions and Use
Nielsen, L., 2005, *Proceedings of The 5th Danish Human-Computer Interaction Research Symposium.* Clemmensen, T. & Nielsen, L. (red.). Frederiksberg: Copenhagen Business School Press, s. 68-73 6 s. (Working Paper; Nr. 2005-012).

Design Through Engagement
Nielsen, L., 2004.

Det 21. århundredes menneske: Et design perspektiv på repræsentationer af mennesket i Informationsteknologiens metoder og teknikker
Nielsen, J., Ørngreen, R., Tweddell Levinsen, K., Yssing, C., Clemmensen, T. & Nielsen, L., 2004, Frederiksberg: Copenhagen Business School Press, 9 s. (Working Paper / Institut for Informatik. Handelshøjskolen i København; Nr. 5-2004).

Engaging Personas and Narrative Scenarios: A study on how user-centered approach influenced the perception of the design process in the e-business group at AstraZeneca
Nielsen, L., 2004, København: Samfundslitteratur. 354 s.

Constructing the User
Nielsen, L., 2003, *Human - Computer Interaction, Theory and Practice, part 2: Proceedings of the Human Computer Interaction International Conference. HCII 20003, June 22-27, Crete, Greece.* Lawrence Erlbaum Associates, s. 430-434

From user to character: an investigation into user-descriptions in scenarios.
Nielsen, L., 2002, *Symposium on Designing Interactive Systems.* s. 99-104 6 s.

Scenarios: A Design Tool to Ensure User-narratives
Nielsen, L., 2002, *Learning and narrativity in digital media.* Danielsen, O., Nielsen, J. & Holm Sørensen, B. (red.). København: Samfundslitteratur, s. 165-181 17 s.