About the Contributors

Jonathan Foster is a lecturer in Information Management at the Information School, University of Sheffield. Prior to this he worked in a London-based electronic publishing house. His research interests are in information management and educational informatics. He has worked on a number of research projects in the areas of computer based collaborative group work and learning. He is currently investigating the implementation and evaluation of interactive archives for new media artworks.

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Norihisa Awamura is a doctoral student at Graduate School of Library and Information Science, Keio University and a Research Fellow of Japan Society for Promotion of Science (DC2). He specializes in User Study in Library and Information Science. The focus of his doctoral research is to establish a research framework to understand, analyze, and describe how practical management of knowledge is accomplished as a part of work activity, with a specific focus on situated information-related actions in actual settings. He is specifically interested in the area of collaborative information behavior and ethnomethodological studies of work and workplace. He has been conducting fieldwork by participating in PARC’s ethnographic research projects with two IT companies. He obtained his M.A. and B.A. in Library and Information Science from Keio University in Japan.

Anne Beamish is a Research Scientist in the Design Laboratory at MIT. She teaches classes in the Department of Urban Studies and Planning and the Media Lab within the School of Architecture and Planning and is the Creative Director of ArchNet. From 2002-2007, she was Assistant Professor in the graduate Community and Regional Planning Program in the School of Architecture, the University of Texas at Austin. She received her Ph.D. from the Department of Urban Studies and Planning at MIT. An architect and urban planner by training, her research and teaching interests include the social and spatial aspects of information and communication technologies; the design of online environments to support physical and virtual communities; organizational and practice-based learning; public art; and urban public space.

David A. Bray deployed in 2009 for 120-days to Afghanistan to help NATO and U.S. Forces “think differently” about inter-organizational strategies among military and humanitarian organizations in the region. He previously served as IT Chief for the Bioterrorism Preparedness and Response Program at the U.S. Centers for Disease Control from 2000-2005. He led the technology aspects of the program in response to 9/11, anthrax, West Nile, SARS, and other major outbreaks; later receiving the CDC Director’s Award for Information Services. He holds a PhD from the Goizueta Business School, Emory University.
and subsequently served as a Post-Doctoral Research Associate with MIT’s Center for Collective Intelligence and the Harvard Kennedy School. He also served as a Visiting Associate at the University of Oxford’s Internet Institute. David’s work and research focuses on grassroots collaborations within and across organizations, particularly for national security and crisis response.

**Richard Chalfen**, Ph.D. is currently Senior Scientist at the Center on Media and Child Health at Children’s Hospital Boston/Harvard Medical School and Emeritus Professor of Anthropology, Temple University, continuing to teach at the Japan campus in Tokyo. He is past-president of the American Anthropological Association’s Society of Visual Anthropology and former Chair of Temple’s Department of Anthropology. He is the author of over 100 publications some of which have been translated into Italian, Hungarian, German and Russian. Current interests include applied visual studies, comparative studies of visual culture (US and Japan), health and participatory media research, and cross-cultural home media.

**William H. Dutton** (B.A. University of Missouri; M.A., PhD. SUNYBuffalo, 1974) is Director of the Oxford Internet Institute, Professor of Internet Studies, University of Oxford, and a Professorial Fellow of Balliol College. Bill is also Principal Investigator of the Oxford e-Social Science (OeSS) Project of the UK’s National Centre for E-Social Science (NceSS), and Principal Investigator of the Oxford Internet Surveys (OxIS). He is currently working on the potential for the emergence of a Fifth Estate enabled by the Internet, the rise of Collaborative Network Organizations (CNOs), and the diffusion and implications of innovations in e-Research — the use of advances in the Internet and related ICTs in research across the disciplines. In addition to his academic roles, he was appointed in February 2009 to chair Ofcom’s Advisory Committee for England and to represent the South East within the committee.

**Sanda Erdelez** is an Associate Professor at the University of Missouri, U.S.A., School of Information Science and Learning Technologies and the founder of the Information Experience Laboratory (http://ielab.missouri.edu). She obtained bachelors and masters degrees from the University of Osijek, Croatia; and a Ph.D. from Syracuse University, where she studied as a Fulbright Scholar. Dr. Erdelez conducts research, teaching, and consulting in human information behavior, Internet search behavior, and usability evaluation. Her research in accidental aspects of information behavior (information encountering) has been funded by SBC Communication and Dell Inc., and she also served as a research team member and a co-PI on research projects funded by the U.S. Department of Education and the National Science Foundation. Dr. Erdelez co-edited (with K. Fisher and L. McKechnie) the Theories of Information Behavior (Information Today, 2005) and authored more than 80 research papers and presentations.

**Sean P. Goggins** is an Assistant Professor at Drexel University, U.S.A., College of Information Science and Technology. He obtained a bachelors degree from the University of Wisconsin-Madison, a masters degree from the University of Minnesota and a Ph.D. from the University of Missouri. Dr. Goggins conducts research and teaching in social computing, collaborative information behavior and the uptake and use of information and communication technologies that support distributed work and learning groups. Dr. Goggins has worked on research projects examining context awareness tools in online environments, usability of 3D Virtual Environments and the development of small groups who come together exclusively online. Dr. Goggins has 15 years of industry experience researching, designing and implementing collaborative technology solutions.
Elizabeth Meyers Hendrickson’s primary interests involve the organizational communication systems found within various mediums. Her studies have examined the relationship between magazine editor and celebrity publicists during booking negotiations, as well as how media framing can recast politicians as celebrities. Recent work has studied how computer mediated communication can work as an organizational tool for media, while also considering the interpersonal dynamic ramifications of such instruments. She has published in the journal *Journalism Practice* and *Journal of Magazine and New Media Research*, has written chapters for books on celebrity culture and media ethics and reviews regularly for a range of other journals and academic publishers. She is a member of Kappa Tau Alpha, AEJMC and ICA. Dr. Hendrickson was an entertainment editor at magazines such as Ladies’ Home Journal, Glamour and First for Women before obtaining her graduate degrees.

Nozomi Ikeya is a research scientist at Palo Alto Research Center (PARC). Her interest is in “practical management of knowledge” - how knowledge is created, shared, transferred, and used as part of activities. She studies “knowledge in action” in social settings from an ethnomethodological perspective. She has conducted ethnographic studies of work in various professional work settings, library services, particularly service design practices and reference service interactions; emergency medical practice at hospitals and call centers; project management of software engineering; and IT hardware designers’ work practices. She was formerly Associate Professor of the Sociology Department at Toyo University in Japan, and she received M.A. in Library and Information Science from Keio University in Japan, and Ph.D. in Sociology from University of Manchester in the United Kingdom.

Bernard J. Jansen - Dr. Jim Jansen is an assistant professor in the College of Information Sciences and Technology at The Pennsylvania State University. Jim has more than 150 publications in the area of information technology and systems, with articles appearing in a multi-disciplinary range of journals and conferences. His specific areas of expertise are Web searching, sponsored search, and personalization for information searching. He is co-author of the book, Web Search: Public Searching of the Web and co-editor of the book Handbook of Weblog Analysis. Jim is a member of the editorial boards of six international journals. He has received several awards and honors and six application development awards, along with other writing, publishing, research, and leadership honors. Several agencies and corporations have supported his research. He is actively involved in teaching both undergraduate and graduate level courses, as well as mentoring students in a variety of research and educational efforts. He also has successfully conducted numerous consulting projects.

Daniel Lemire is a Full Professor of Computer Science at the University of Quebec at Montreal (UQAM) and an Adjunct Professor at the University of New Brunswick. He is a member of the research center in Cognitive Computer Science LICEF. Previously, he was a research officer at the National Research Council of Canada (NRC) where he led the e-Health Research Group, and an assistant professor at Acadia University. He was also a post-doctoral fellow at the Biomedical Engineering Institute. He has a B.Sc. and M.Sc. in Mathematics from the University of Toronto, and a Ph.D. in Engineering Mathematics from the Ecole Polytechnique and the Université de Montréal. His research interests include Collaborative Data Management, Information Filtering and Retrieval, Database Theory, e-Learning, and Data Warehousing.
About the Contributors

Pam McKenzie is Associate Professor and Assistant Dean, Research at the Faculty of Information and Media Studies at The University of Western Ontario. Her research focuses on the ways that individuals in local settings collaboratively construct information needs, seeking, and use. She is interested in temporal, textual and interactional aspects of information practices, in the intersections of information work and caring work, and in gendered and embodied information practices and spaces.

Sylvie Noël, PhD, is a research scientist for the Communications Research Centre of Canada. She has worked at the CRC for the past ten years on the human factors of computer-supported cooperative work and collaborative virtual worlds. Her research projects have included the development of collaborative editing tools, the support of quality of experience during video conferencing, the use of tags in online social applications, and the impact of adding haptics and emotions to virtual worlds. Previously she worked at the Department of Psychology of the University of Western Australia in Perth, Australia, on a computer-supported learning project. Her research interests also include collaborative data analysis, sensors and ubiquitous computing, tangible interfaces, and small screen interactions.

Madhu C. Reddy is an Assistant Professor in the College of Information Sciences and Technology at Penn State University. He received his Ph.D. in Information and Computer Science from the University of California, Irvine. Dr. Reddy’s primary research interests are at the intersections of Medical Informatics, Computer Supported Cooperative Work (CSCW), and Information Sciences. He is especially interested in the design, implementation and adoption of collaborative healthcare technologies such as electronic patient records. Dr. Reddy’s current research is focused on how well these and other technologies support information behavior and decision-making in multidisciplinary patient-care teams. He has published his research in a variety of leading journals in different fields such as medical informatics and information sciences.

Michael Rich, MD, MPH is Associate Professor of Pediatrics at Harvard Medical School, Associate Professor in Society, Human Development and Health at Harvard School of Public Health. At Children’s Hospital Boston, he practices adolescent medicine and is founder and Director of the Center on Media and Child Health. Dr. Rich has authored numerous research reports and reviews for the peer-reviewed medical and public health literature, chapters in books on media and their effects on health and practice policy statements for the American Academy of Pediatrics (AAP). He received the New Investigator Award from the Society for Adolescent Medicine for developing Video Intervention/Prevention Assessment (VIA) and the Holroyd-Sherry Award from the AAP for his contributions to the understanding of the influence of media on the health of children and adolescents.

Wolf Richter joined the Oxford Internet Institute as a DPhil student in October 2006 to study the economic and legal impact of the Internet on the production and distribution of digital media. For his DPhil thesis, he was involved in a cooperation with Tsinghua University in Beijing and the Berkman Center at Harvard University to study blanket licensing models for on-campus file-sharing networks. His recent research includes the role of intellectual property law in distributed problem-solving networks, open content film production, and the performance of online news aggregators. Wolf is a strategy consultant with McKinsey & Company on academic leave. He holds Masters degrees in Intellectual property law from Swiss Federal Institute of Technology in Zurich and Computer Sciences from Humboldt University in Berlin.
About the Contributors

Shinichiro Sakai is a Ph.D candidate at the Graduate School of Sociology, Rikkyo University in Japan. His research interests lie in Ethnomethodology, sociology of media and studies of work and workplace in particular. Over the last couple of years he has been conducting fieldwork in a Japanese corporation. Prior to that he was involved in a three-year project on a workplace study of the activity of plumbers. He is currently a visiting researcher at Palo Alto Research Center.

Philip Scown has a background in cognitive psychology and computer science. His PhD, carried out at Loughborough University, researched the knowledge needs of agents, people or software based, working collaboratively and simultaneously in real-time systems. Such systems are, for example, found in process control, aviation, and international banking. Since then he has worked on the use of multimedia podcasts as both a collaborative activity and a tool for assessment in Higher Education. Other research interests include quantifying the user experience of modern consumer devices. Outside of the University system Philip has worked both the public and private sectors: in banking, telecommunications, electricity supply.

Chirag Shah is an assistant professor in School of Communication & Information (SC&I) at Rutgers, The State University of New Jersey. He received his PhD from the School of Information & Library Science (SILS) at University of North Carolina (UNC) at Chapel Hill. He holds an MS in Computer Science from UMass Amherst. He has also worked at many world-renowned research laboratories, such as FXPAL in California and National Institute of Informatics in Tokyo, Japan. His dissertation was focused on collaborative information seeking. He is also interested in social search and question-answering, social medias, and contextual information extraction. He has developed several tools for exploratory information seeking and extraction, including “Coagmento” for collaborative information seeking, and “ContextMiner” for capturing contextual information from multiple online sources.

Patricia Ruma Spence is an experienced IT consultant currently pursuing a PhD in the College of Information Sciences and Technology at The Pennsylvania State University – University Park. Her research focuses on the collaborative information use of multidisciplinary teams. As a native of Missouri, she received her B.S. in Engineering Management and her M.S. in Information Science & Technology, both from Missouri University of Science & Technology (MS&T). Before returning to graduate school, Patricia worked as a consultant at Andersen Consulting, LLP and The Extraprise Group, Inc. She has a solid background and experience in the strategic planning and implementation of information technologies, with strong emphasis in business analysis and change management. Patricia also has extensive experience in facilitation and communication at all levels of an organization, as well as the management, development and implementation of large-scale technologies.

Andrew Wong is a Senior Research Scientist at TRICAP (Telenor Research and Development Center Asia Pacific), part of the Telenor’s Corporate Development Division. His research focuses on the role of information and communication technologies play in the developing countries, mainly in Telenor’s Asia business units footprint. In addition he conducts research on the use of formal and informal financial services by the un-banked and un-served, mainly in Bangladesh, Pakistan, Thailand and India. Prior to joining the Telenor Group, Andrew worked with IDC (International Data Corporation), an advisory and market intelligence firm, with its headquarter in Boston, MA. Andrew holds a doctorate in Management from Multimedia University (Malaysia) and a Master in Business Administration from Cardiff University (United Kingdom).