About the Contributors

Bernard J. 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 information technology and systems across a multi-disciplinary range of journals and conferences. His 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. Jim is a member of the editorial boards of six international journals. He has received awards and honors, including an ACM Research Award and six application development awards, along with other writing, publishing, research, and leadership honors. Several agencies and corporations have supported his research. He teaches both undergraduate and graduate courses, as well as mentoring students in various research and educational efforts. He also has successfully conducted numerous consulting projects.

Isak Taksa is an associate professor in the Department of Computer Information Systems at Baruch College of the City University of New York (CUNY). His primary research interests include information retrieval, knowledge discovery and text and data mining. He has published extensively on theoretical and applied aspects of information retrieval and search engine technology in journals including Information Retrieval, Journal of the American Society for Information Science.

Amanda Spink is professor in the Faculty of Information Technology at the Queensland University of Technology and co-leader of the Information Science Cluster. Her primary research includes: basic, applied, industry and interdisciplinary studies in information science, information behavior, cognitive information retrieval; Web retrieval, including relevance, feedback and multitasking models. Professor Amanda Spink has published over 300 journal articles, refereed conference papers and book chapters, and 5 books. She is a member of numerous journal editorial boards including: Information Processing and Management, Journal of Documentation, Journal of Information Systems Education and Webology.

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Elmer Bernstam is an associate professor of health informatics and internal medicine at the University of Texas Health Science Center at Houston. Dr. Bernstam heads the clinical informatics focus at the School of Health Information Sciences. His research currently focuses on information retrieval,
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Danielle Booth is a graduate of The Pennsylvania State University with a BS in information sciences and technology with a minor in Japanese, and she is now an analyst at comScore. Danielle’s research deals mainly with analyzing human online searching behavior, and she is currently the coauthor of four publications in various journal and conferences.

Adriana A. Braga, PhD, is a Brazilian researcher with a Bachelor’s degree in Psychology and Master’s and Doctorate studies in Communication Sciences. She is Assistant Professor at the Pontificia Universidade Católica/Rio de Janeiro (PUC-RJ). Her PhD Thesis Computer-Mediated femininity: social interaction in a blog-circuit was the recipient of the 2007 Media Ecology Association’s Harold A. Innis Award and CAPES Award for best dissertation on Social Sciences 2007. Dr. Braga is the editor of the book CMC, Identidades e Género: teoria e método (Portugal, Editora UBI, 2005) and author of Personas Materno-Eletrônicas: uma análise do blog Mothern (Editora Sulina [forthcoming] 2008).

Michael Chau is an assistant professor in the School of Business at the University of Hong Kong. He received his PhD degree in management information systems from the University of Arizona and a bachelor degree in computer science and information systems from the University of Hong Kong. His current research interests include information retrieval, Web mining, data mining, knowledge management, electronic commerce, security informatics, and intelligence agents. He has published more than 60 research articles in leading journals and conferences, including IEEE Computer, ACM Transactions on Information Systems, Journal of the America Society for Information Science and Technology, Annual Review of Information Science and Technology, Decision Support Systems, Journal of the Association for Information Systems, International Journal of Human-Computer Studies, and Communications of the ACM. More information can be found at http://www.business.hku.hk/~mchau/

Brian Detlor is an Associate Professor of Information Systems in the DeGroote School of Business at McMaster University in Hamilton, Ontario, Canada. His research interests center on Web information seeking, portal adoption and use, information literacy, electronic government, and knowledge management. Brian teaches a large introductory course on information systems to undergraduate students and currently serves as the Director of the Ph.D. program at the DeGroote School of Business. He recently co-authored the first Canadian edition of an MIS textbook entitled “Business-Driven Information Systems” published by McGraw-Hill Ryerson in 2008.

Paul DiPerna is a host and moderator for the Blau Exchange Project. For more than six years DiPerna worked as a researcher and administrator at The Brookings Institution. He was a research analyst for the first five issues of the Brown Center Report on American Education (2000-2004) and served as the administrator for the National Working Commission on Choice in K-12 Education. DiPerna currently serves as a director at the Friedman Foundation for Educational Choice in Indianapolis. His publica-
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Articles have appeared in First Monday, Journal of Information Technology Impact, Education Next, and The Washington Examiner.

Anthony (Tony) Ferrini is currently an MBA student at the University of Montana. He has extensive experience in the world of search engine positioning and Web-based marketing, having run a successful company, AcquireMarketing.com, for the past 6 years. (Acquire Marketing delivers competitive placements for keyword results in the top search engines and directories.) In addition, he was the information technology manager for the University of Montana’s Continuing Education Department, overseeing all use of on-line course delivery modules through that program. He currently serves as the on-line course support liaison for all distance learning in the University of Montana’s MBA program.

Xiao Fang is an assistant professor of information systems at the College of Business Administration, University of Toledo. He received his PhD degree in management information systems from the University of Arizona in 2003. His current research interests are in the areas of business intelligence and knowledge management. He has published in such journals as Journal of Management Information Systems, ACM Transactions on Information Systems, ACM Transactions on Internet Technology, Communications of the ACM, INFORMS Journal on Computing, and Journal of the American Society for Information Science and Technology.

Toru Fujimoto is a PhD student in the professor in the Instructional Systems Program at the Pennsylvania State University.

Kirstie Hawkey is a postdoctoral research fellow in the Departments of Computer Science and Electrical & Computer Engineering at the University of British Columbia. She received her PhD in computer science from Dalhousie University in 2007. Her research interests include personal information management and usable privacy and security, particularly within the context of group work. As part of her dissertation research, Kirstie conducted two field studies investigating privacy concerns for web browsing activity for which she developed client-side logging software and an electronic diary for participant annotation of log data.

William Hersh is professor and chair of the Department of Medical Informatics & Clinical Epidemiology at Oregon Health & Science University (OHSU) in Portland, Oregon, USA. Dr. Hersh’s main research focus has been in the area of information retrieval, where he has authored over 100 scientific papers as well as the book, Information Retrieval: A Health & Biomedical Perspective, now in its second edition. He is well known for his work looking at how clinicians and researchers search for and use information to improve their work. Most recently, he has focused his efforts in biomedical image retrieval, assessing the best methods for indexing and retrieval of images.

Jorge Herskovic is a Doctoral candidate at the University of Texas School of Health Information Sciences at Houston. In addition to his research, which focuses on biomedical information retrieval, Dr. Herskovic is an instructor for the Foundations of Health Informatics Course at the same school. He holds an MD and an MS in health informatics. Dr. Herskovic completed a two-year Keck Doctoral Fellowship and is currently preparing his dissertation. He is fully dedicated to the research and practice of informatics.
Paula Hooper received her PhD from MIT’s Media Laboratory in 1998 and is currently a senior research fellow at TERC. Her research investigates the role of cultural resources and computational media in children’s scientific and mathematical sense-making. Dr. Hooper has also worked on school reform efforts as a teacher, principal, and researcher.

Maureen Hupfer is an associate professor of marketing in the DeGroote School of Business at McMaster University. In addition to social marketing and the consumption of visual imagery, her research with Brian Detlor addresses the effects of gender and self-concept in online environments. Specifically, they have examined how gender-related self-concept traits predict a) how often individuals search for information that is important to themselves versus someone close to them, b) how frequently individuals use online applications with relationship implications, and c) individuals’ importance ratings for shopping site features that promote efficiency and effort minimization versus those that allow more elaborate processing.

Melanie Kellar is a user experience researcher with Google. She received her PhD in computer science from Dalhousie University in 2007. Her research interests include information seeking, web browser tools, and methodologies for studying user behavior on the Web. Melanie’s dissertation investigated how people use their web browsers to satisfy their information needs, providing new understanding of the high level tasks in which users engage on the Web as well as how people interact with their web browsers in the context of task. As part of her PhD research, Melanie developed a custom browser that logged user interactions on the Web.

KyoungNa Kim is a PhD student in the Instructional Systems Program at the Pennsylvania State University.

Udo Kruschwitz received a diploma in computer science from Humboldt University Berlin and a PhD in computer science from University of Essex. He is now a lecturer in the Department of Computing and Electronic Systems at the University of Essex. His main research is in natural language processing (NLP), information retrieval (IR) and the implementation of such techniques in real applications. He gained prior research experience in the Verbmobil and Yellow Pages Assistant projects, the latter funded by BT, for whom he also worked as a consultant. Dr. Kruschwitz is the author of the monograph “Intelligent Document Retrieval: Exploiting Markup Structure”, published in Springer’s Information Retrieval series.

Sam Ladner is currently a doctoral candidate in the Department of Sociology at York University. She researches the intersections between technology, work and organizations and is particularly interested in new, online social research methods. She has ten years’ experience working on the Web, with a specialty in qualitative and quantitative user research, including web analytics, ethnographic observation, and usability testing. She has consulted major media and financial services companies on their online strategies and design, as well as taught hundreds of undergraduate students on social theory and social research methods.

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Marie-Francine Moens is an associate professor at the Department of Computer Science of the Katholieke Universiteit Leuven, Belgium. She holds a MSc and a PhD degree in computer science from this university. She currently leads a research team of 10 researchers and PhD students who study topics of text based information retrieval. Her main interests are in the domain of automated content retrieval from texts using a combination of statistical, machine learning and symbolic techniques, and exploiting insights from linguistic and cognitive theories.

Jakki J. Mohr is the Jeff and Martha Hamilton Distinguished Faculty Fellow and professor of marketing at the University of Montana-Missoula. Before beginning her academic career, she worked in Silicon Valley in the advertising area for both Hewlett Packard's Personal Computer Group and TeleVideo Systems. An innovator in the field of marketing high-technology products and services, Mohr's book, “Marketing of High-Technology Products and Innovations,” has achieved international acclaim. In addition to her numerous teaching and research awards, she provides consulting to a variety of companies (ranging in size from Fortune 500 companies to small high-tech start-ups) in the area of technology and marketing.

Gheorghe Muresan is a senior software development engineer in Microsoft’s Live Search. At the time of submission he was an assistant professor in the School of Communication, Information and Library Studies at the Rutgers University. His research interest are in Web IR, user modeling for personalizing information retrieval, studying the user interaction in the information-seeking context, and in methodologies for evaluating search success.

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Lee Rainie is the director of the Pew Internet & American Life Project. Since December 1999, the Washington D.C. research center has examined how people’s internet use affects their families, communities, health care, education, civic and political life, and work places. The Project has issued more than 120 reports based on its surveys that monitor people’s online activities and the internet’s role in their lives. Prior to launching the Pew Internet Project, Lee was managing editor of U.S. News & World Report. He is a graduate of Harvard College and has a Master’s degree in political science from Long Island University.

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Umar Ruhi is a lecturer in the Telfer School of Management at the University of Ottawa. He teaches various undergraduate and graduate level courses in management information systems and e-business. Additionally, he teaches in the University’s interdisciplinary graduate program in e-business technologies. His primary research interests include community informatics, computer-mediated-communication and e-business strategies. For the past three years, Umar has been involved in consulting, advisory, and analytical roles in conducting research in the areas of e-government, community portals and knowledge management. He has been involved in the authorship of several academic and practitioner journal articles and book chapters related to his research projects, and has presented at various international conferences. More information about Umar is available at http://www.umar.biz

Priya Sharma is an assistant professor in the Instructional Systems Program at the Pennsylvania State University. Before moving to academia, she worked in the corporate sector in India and the U.S. for over 5 years designing, developing, and evaluating multimedia training and instruction. Her current research focuses on the enabling role of technologies in fostering reflection and self-organized learning.
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**Brain Smith** is a professor in the College of Information Sciences and Technology, the Pennsylvania State University. Dr. Smith’s research studies the use of computation to support and augment human performance and learning. He is particularly interested in ways ubiquitous computing technologies can be created to assist people in reflecting on prior beliefs and ways of doing. Examples of his work include video annotation systems for biology education, GPS-enabled cameras and image databases for history education, and interventions around photography and computer visualizations to promote awareness of personal health practices. Current projects are underway to explore information design for informal, everyday decision-making.

**Richard Sutcliffe** received a BSc in computational science from St. Andrews University and a PhD in computer science from University of Essex. He is now a senior lecturer at the University of Limerick. His research lies within the areas of natural language processing and information retrieval. Since 2002 he has been working on question answering (QA) and has participated in TREC and NTCIR as well as being a co-organiser of the Multiple Language QA Track at CLEF. He has co-chaired workshops at COLING, EACL and elsewhere, and has co-authored many articles. Recent projects have included creating a query collection for parallel evaluation across languages, using decision trees to search document collections, extracting definitions from texts in different genres, investigating the characteristics of IR within QA, and applying QA techniques to the analysis of query logs.

**Nick Webb** received a BSc in artificial intelligence and a MSc in computer science (natural language understanding), both from the University of Essex, and is completing his PhD in computer science at the University of Sheffield. He is now lead research scientist in the Institute for Informatics, Logics and Security Studies, at the University at Albany, part of the State University of New York. Prior to this, Nick was a research fellow in the NLP Group at the University of Sheffield, and a senior research officer at the University of Essex. Within NLP, his research focus is on dialogue and conversational systems, most recently combining dialogue with information systems to further develop the paradigm of interactive question answering (IQA). Nick is co-editing an upcoming special issue of the Journal of Natural Language Engineering on IQA with Bonnie Webber, to appear in spring 2008.

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Gi Woong Yun is an assistant professor at the School of Communication Studies, Bowling Green State University. His research interests are Internet as media. He works on social psychological theories of communication, online interactive forums, Internet research methodology and more. He enjoys thinking about tools and theories developed by communication researchers. Also, he manages to spend his time working on Web applications and he is currently running several Web sites. He likes to incorporate computers in his social psychological approaches in communication field and he likes to have fun with students working on class projects.

Sarah Zelikovitz received her BS with honors and MA degrees in computer information science from Brooklyn College of CUNY, and in 2002, received her PhD in computer science from Rutgers University. She joined the faculty of the Computer Science Department at the College of Staten Island of the City University of New York in 2002 as an assistant professor. Dr. Zelikovitz’s research interests lie in the use of unlabeled or background knowledge in the aid of text classification. Over the last few years she has published conference and journal articles in this area.

Mimi Zhang is currently a PhD candidate in the College of Information Sciences and Technology, the Pennsylvania State University. She is interested in information seeking behavior and especially in applying relevant theories from multiple disciplines to gain a better understanding of users and advance the theoretical framework. She has been involved in different types of user studies, ranging from qualitative studies to quantitative studies, surveys to interviews, lab studies to transaction log analysis. She has a number of publications in conferences and journals.