About the Contributors

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J. Ignacio Criado is an assistant professor at Universidad Autónoma de Madrid, Spain. He has been visiting researcher in different international institutions (Monash University, University of Manchester, London School of Economics, or European Institute of Public Administration), visiting fellow at Oxford Internet Institute, University of Oxford, and postdoctoral scholar at Center for Technology in Government, State University of New York (SUNY at Albany). He has published two award-winning books about e-Government. He is also the author or co-author of articles published (or to be published) in Government Information Quarterly, Social Science Computer Review, Information Polity, International Journal of Electronic Governance, Internacional Journal of Public Sector Management, Gestión y Política Pública, Reforma y Democracia, among others. His research interests include Web 2.0, social media and open government interoperability, inter-organizational collaboration, Europeanisation of e-Government, leadership and Internet in the public sector, Latin American public administration, regional and local government adoption and utilization of ICTs, citizens perception and evaluation of public services, quality management in public administration, or information society policy.
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Julie Freeman is a postdoctoral research fellow in communication and media studies at the University of Canberra, Australia. Julie received her PhD from Monash University in 2011, where she taught in the communications and media studies program and received a Dean’s Award for excellence in teaching. Julie is currently the chief investigator on a funded projected that examines citizens’ perspectives on public participation and the role of information and communication technologies. Her research focuses on local e-government, citizen engagement, political representation, digital democracy, and the policy contexts of e-government.

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**Paul T. Jaeger**, Ph.D., J.D., is Associate Professor and Co-Director of the Information Policy and Access Center and in the College of Information Studies at the University of Maryland. His research focuses on the ways in which law and public policy shape information behavior. He is the author of more than one hundred and twenty journal articles and book chapters, along with seven books. His most recent book is *Disability and the Internet: Confronting a Digital Divide* (Lynne Reiner, 2011). Dr. Jaeger is Co-Editor of *Library Quarterly* and Co-Editor of the *Information Policy Book Series* from MIT Press.

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Shuhua Monica Liu brings in expertise in the field of Government Operation and Public Innovation. She is specifically interested in interactions between innovative mechanisms (technologies, tools, new business models and decision-making/planning strategies) and government operations. Her research focuses on understanding institutional setup, laws, policies and regulations, processes and factors shaping public agencies in daily operations and in the case of emergencies. Dr. Liu is currently an Assistant Professor and the Deputy Director of the Research Center of Emergency Response and Crisis Management at Fudan University. Her work appears in various books and journals. Graduated with a Ph.D. in Information Science from the University of Washington, Dr. Liu also holds a Masters degree in Management and a dual-Bachelor degree in Economics and Information Science from Nankai University. Before joining Fudan, Dr. Liu worked as a journalist with Xinhua News Agency and a Senior Assistant to the Director of Production in Bridgestone China.

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