

**Mark S. Ackerman**

University of Michigan  
Ann Arbor, Michigan 48109  
ackerm@umich.edu

**ACADEMIC APPOINTMENTS**

**2009-** Full Professor (with tenure)

**2001-2009** Associate Professor (with tenure)

University of Michigan

School of Information

and

Department of Electrical Engineering and Computer Science

University of Michigan

Science, Technology, and Society program (by courtesy, 2005+)

**2000-2001** Research Scientist

Massachusetts Institute of Technology

Project Oxygen

Laboratory for Computer Science

**1998-2001** Associate Professor (with tenure) (on leave 2000-2001)

**1992-1998** Assistant Professor

University of California, Irvine

Computing, Organizations, Policy, and Society (CORPS) Group

Department of Information and Computer Science

University of California, Irvine

Graduate School of Management (by courtesy)

**EDUCATION**

**Massachusetts Institute of Technology**

Ph.D., Information Technologies, February, 1994. (Dissertation completed November, 1993.)

Secondary concentration in Media Technology.

**Ohio State University**

M.S. in Computer and Information Science, December, 1981.

Concentration in information systems.

**University of Chicago**

B.A. in History in the Social Sciences, with Honors, December, 1979.

Additional coursework in Computer Science at the University of Illinois at Chicago.

**RESEARCH INTERESTS**

Human-computer interaction (HCI), computer-supported cooperative work (CSCW), information access, organizational memory, privacy, pervasive environments, digital libraries, information needs, sociology of information.

## DISSERTATION RESEARCH

*Answer Garden: A Tool for Growing Organizational Memory.*

Committee: Thomas W. Malone (chair), Wanda J. Orlikowski, John F. Rockart, JoAnne Yates.

Answer Garden is an application that captures a stream of constantly asked questions in an organization, thus forming an organizational memory. A user can easily seek answers by examining the information database. If the answer is not there, the user asks his question through the system, and the system routes the question to the correct human expert. The expert, in turn, answers and can insert the answer into the database, thus easily growing a corpus of common information. In my thesis I examined the feasibility of Answer Garden as well as the sociology and coordination of expertise within organizations.

## INDUSTRY EXPERIENCE

**M. Ackerman and Associates** (Cambridge, MA), 1987-1992.

Taught programming in the X Window System for managers and engineers for the UCLA Extension School, Harvard University Extension, Boston University, and several training companies. Consulted on various aspects of the X Window System and on electronic publishing.

**MIT/Project Athena** (Cambridge, MA), 1986-1987.

*Senior Software Engineer.* Worked on the initial development of the X Window System, as member of the team that wrote the Athena widget set, the first set of user interface objects for the Xt toolkit (the standard C toolkit). Developed a PostScript and Xt-based hypermedia browser for the support of linked textual and visual material, as part of a general visual reference facility.

**Ten Point Systems** (Cambridge, MA), 1984-1986.

*Chief Engineer.* Led a consulting project with R. R. Donnelley & Sons to design an educational cartographic product for the Macintosh, which included an object-oriented programming language/authoring system. Also led a project with the Diconix division of Kodak to design a new graphics product.

**General Computer Company** (Cambridge, MA), 1982-1984.

*Engineering Manager.* Managed 5 software projects for a new Atari graphics processor (the Atari 7800). Engineered applications for the Apple Macintosh and the Atari 2600. Was member of the new product planning committee and advanced product design groups.

*Software Engineer.* Leader and member of small engineering teams which wrote 3 games for the Atari 2600 Video Computer System: Ms. PacMan, Galaxian, and Moon Patrol. All three games made the Billboard Top-10 List. Galaxian has a patent for my video display software.

**OCLC Office of Research** (Dublin, OH), 1980-1982.

*Research Assistant.* Architect and lead programmer for the first home banking system in the United States. The system was part of Channel 2000, one of the country's first videotex systems and an experiment in the home delivery of library services. Performed the human factors analysis of the system and did preliminary work on an interface prototyping system.

## **OTHER RESEARCH EXPERIENCE**

Visiting Scientist, MIT/Computer Science and Artificial Intelligence Laboratory (CSAIL), 9/09-8/10.

Faculty Member, Depression Center, University of Michigan, 10/06-present.

Faculty Affiliate, Institute for Software Research, University of California Irvine, 7/99-present.

Visiting Faculty, MIT/Media Lab, 1/00-8/00.

Research Consultant, Harvard-Smithsonian Center for Astrophysics, 1/00-8/00.

Visiting Researcher, AT&T Labs-Research, 7/98-9/98.

Visiting Research Scientist, World Wide Web Consortium, MIT Laboratory for Computer Science, 6/97 to 8/97.

Research Assistant, MIT/Center for Coordination Science, 9/87 to 12/92.

Research Associate, Speech Group, MIT/Media Lab, 2/89 to 12/92.

Research Associate, Visual Computing Group, MIT/Project Athena, 9/87 to 8/89. (Staff member previously.)

Research Assistant, Home Delivery of Library Services Project, Office of Research, Online Computer Library Center (OCLC), 6/80 to 1/82.

Research Assistant, Dr. Masako Osako, Sociology Department, Univ. of Illinois at Chicago, 1/78 to 8/78.

## **HONORS AND AWARDS**

CHI Academy Member (CHI Fellow), January, 2009

UCI Information and Computer Science, undergraduate teaching award, May, 1999.

UCI Faculty Career Development Award (AY 1996-1997), January, 1996.

UCI Information and Computer Science, undergraduate teaching award, May, 1994.

Doctoral Consortium, International Conference on Information Systems, December, 1991.

Doctoral Consortium, ACM Computer-Human Interaction (CHI) Conference, April, 1991.

Boston Society for Information Management (SIM) scholarship, 1988.

MIT Sloan School Graduate Fellowship, 1987-1992.

## **PROFESSIONAL ASSOCIATIONS**

Member of Association for Computing Machinery (ACM), ACM special interest group SIGCHI (human factors), American Society for Information Science and Technology (ASIS&T).

## **PATENTS**

"A Process for Displaying a Plurality of Objects on a Video Screen." Patent 4,623,147, awarded 1986. Assigned to General Computer Company.

## PROFESSIONAL ACTIVITIES

Member of editorial board for Information Technology & People (1994- ); associate editor for ACM Transactions on Internet Technology (2000-2006); associate editor for Computer-Supported Cooperative Work Journal (2002+, editorial board 1999-2002); associate editor for International Journal of Human-Computer Studies (2006-2007).

Conference co-chair for ACM User Interface Software and Technology (UIST) conference (2000); conference co-chair for HCI Consortium Workshop (2003), program co-chair for ACM GROUP conference (2005).

Proceedings chair for ACM Conference on Computer-Supported Cooperative Work (CSCW) (1996), tutorials co-chair for CSCW'98, demonstration co-chair for CSCW 2000, faculty member doctoral consortium for CSCW 2000, doctoral consortium chair for CSCW 2004, doctoral consortium chair for Group 2007, organizing committee for the International Conference on Communities and Technologies 2007, faculty member for the Summer Research Institute for the Science of Socio-Technical Systems 2008 and 2009.

Co-organizer for workshop on Domestic Collaborative Systems (CSCW'96), workshop on Expertise Management (E-CSCW'99), DIMACS/Rutgers Workshop on Usable Privacy and Security Software (2004), workshop on "Beyond Threaded Conversation" (CHI'05).

Advisory board, SRI TAPPED-In project (NSF-funded project), GMD-University of Bonn International Institute for Socio-Informatics, IBM T. J. Watson Research knowledge communities project.

Program committee member for

- International Workshop on Community Informatics (2006, 2007)
- Workshop on End User Semantic Web Interaction (2005, 2006)
- Workshop on Semantic Web User Interaction (2008, 2009)
- International Semantic Web Conference (ISWC) (2006, 2007, 2008, 2009)
- Symposium On Usable Privacy and Security (2005)
- International Conference on Communities and Technologies (2003, 2005, 2007, 2009)ACM
- Conference on Computer-Human Interaction (CHI)
- ACM Conference on Computer-Supported Cooperative Work (CSCW) (1996, 1998, 2000, 2002, 2004, 2006, 2010)
- European Conference on Computer-Supported Cooperative Work (ECSCW) (2001, 2003, 2005, 2009)
- International Workshop on Groupware (CRIWG) (2006, 2007, 2008)
- ACM User Interface Software and Technology conference (1997, 1999, 2000, 2002)
- Conference on Cooperative Systems (COOP) (1998, 2000, 2002, 2004, 2006)
- ACM Conference on Organizational Computing Systems (1995), ACM GROUP Conference (1997, 1999, 2003, 2005, 2007, 2009)
- International Workshop on Groupware (CRIWG) (2007, 2008)
- ACM Hypertext Conference (2000)
- ACM Conference on Electronic Commerce (2000)
- ACM Conference on Human Factors in Computing Systems (CHI) (2001, 2003, 2009)
- IJCAI Workshop on Knowledge Management and Organizational Memories (1999, 2002)
- Irvine Software Symposium (1994), California Software Symposium (1995, 1996, 1997, 1998)
- International Working Conference on Integration of Enterprise Information and Processes (Rethinking Documents Conference) (1996)
- World Wide Web Conference (2009)International Conference on e-Social Science (2009)

Reviewer for

Communications of the ACM, ACM Transactions on Information Systems (TOIS), ACM Transactions on Computer-Human Interaction (TOCHI), Information Systems Review, ACM Computing Surveys, Journal of Organizational Computing, CSCW Journal, Human-Computer Interaction, Journal of MIS, MIS Quarterly, Information Society, Journal of the American Society for Information Science (JASIS), International Journal of Human-Computer Studies, Information Management and Processing Journal, IEEE Transactions on Engineering Management, AAAI Spring Symposium, Pervasive and Mobile Computing, Journal of the Association for Information Systems

HICSS (IEEE Hawaii International Conference of System Sciences), CHI (Human Factors in Computing Systems) conference, SIGIR (Information Retrieval) conference, International Workshop on Regulated Agent-Based Social Systems, UIST (User Interface Software and Technology), Ubiquitous Computing conference, Cognitive Science conference, International Symposium on Wearable Computing (ISWC), Computer Supported Cooperative Work. (Also see program committee memberships.)

National Science Foundation, Science Foundation Ireland, Norwegian Research Council, Swiss National Science Foundation.

MIT Press, Prentice Hall, Morgan-Kaufmann, Wiley, Sage Publications Pearson Educational, Cambridge University Press, Cengage.

## **COURSES TAUGHT (UC Irvine)**

ICS 105	Human-Computer Interaction and User Interfaces
ICS 121	Introduction to Software Engineering
ICS 131	Social Analysis of Computerization
ICS 135	Project in the Social and Organizational Impacts of Computing (Field Studies of Information Systems in Organizations)
ICS 80	Special Topics in Information and Computer Science: Undergraduate Design Seminar in Human-Computer Interaction
ICS 180C	Special Topics in Information and Computer Science: Programming Graphical User Interfaces
ICS 198	Honors Research
ICS 199	Undergraduate Individual Study
ICS 233	Computer Supported Cooperative Work (CSCW)
ICS 234A, 280	Computing and Cyberspace (successor to Computerization, Work, and Organizations)
ICS 234B	Theories of Computerization and Information Systems: Computer-Mediated Communication
ICS 239	Seminar in Research on Social Analysis and Information Systems (CORPS Research Seminar)
ICS 239	Practicum on Field-Based Method
ICS 280	Special Topics in Information and Computer Science: Advanced Topics in Computer-Supported Cooperative Work
ICS 280	Collaborative Information Environments
ICS 290	Research Seminar
ICS 299	Graduate Individual Study

## **ACADEMIC SERVICE (UC Irvine)**

ICS Executive Committee (94-95)  
ICS Computing Resources Committee (93-97; chair 95-96)  
ICS Graduate Policy and Admissions Committee (92-93, 95-99)  
ICS Undergraduate Policy Committee (97-98)  
ICS Personnel Committee (98-99)  
ICS faculty search committees (93-00, chair 98-00)  
UCI pre-graduate mentorship (94-95)  
Irvine Research Unit in Software (IRUS), executive committee (93-94)  
Irvine Research Unit in Software (IRUS), faculty member (92-00)  
UCI Center for Research on Information Technology and Organizations (CRITO), faculty member, (92-00)  
UC-Irvine Campus Wide Information System Steering Group (92-95)  
UCI Science Library Advisory Committee (92-93)  
UCI Library Committee on the Electronic Reference Room (93-94)

## **COURSES TAUGHT (University of Michigan)**

SI 631	Content Management (Project Course) (W2007, W2008)
SI 670	Information in Organizations (W2004, W2006, W2008)
SI 689/789	Computer Supported Cooperative Work (F2008)
SI 699	Independent Study (F2003)
SI 781/791	Independent Study (W2008, F2008, W2009)
SI 840	Research Methods (PhD course) (W2002, F2002, F2003, F2004, F2005, F2006, F2007, F2008)
EECS 280	Programming and Introductory Data Structures (W2005)
EECS 481	Software Engineering (W2003)
EECS 493	User Interface Development (W2002, W2004, W2006, W2007, W2008, W2009)
EECS 499	Undergraduate Independent Study (F2002, F2007, F2008)

## **ACADEMIC SERVICE (University of Michigan)**

CoE Freshmen advising (01-04)  
CoE Faculty Committee on Industrial Sponsorship (ad-hoc committee) (02-03)  
EECS Departmental Computing Organization (DCO) steering committee (04-06)  
EECS/CSE Interactive Systems lab director (06-09)  
EECS/CSE Graduate Admissions Committee (W08)

School of Information technical analysis of the Internet Public Library project (01-02)  
School of Information Promotion and Tenure Committee (02-09)  
School of Information Dean's Advisory Committee (02-04, 08-09)  
School of Information Doctoral Committee (03-05, 06-08)  
School of Information Search Committee (08-09)  
School of Information Faculty Strategic Planning Committee (06-07)

## **STUDENT ADVISING (starting 2001)**

Kevin Nam (UMich EECS, MS adviser, 2003-2005)  
Jina Huh (UMich SI, PhD co-adviser, 2004+)  
Kevin Nam (UMich SI, PhD adviser, 2005+)  
Xiaomu Zhou (UMich SI, PhD adviser, 2005+)  
Ben Congleton (UMich SI, PhD adviser, 2006+)  
Jiang Yang (UMich SI, PhD co-adviser, 2007-2009)

Kwan Lee (MIT/Media Lab, MS thesis committee, 2001)  
Natalia Marmasse (MIT/Media Lab, PhD qualifier committee, 2001)  
Cliff Lampe (UMich SI, PhD qualifier committee, 2002, PhD thesis committee, 2005)  
Mikko Kovalainen (University of Jyvaskyla, PhD thesis reader, 2002)  
Nitin Sawhney (MIT/Media Lab, PhD thesis committee, 2002)  
Jaime Teevan (MIT/CSAIL, PhD thesis committee, 2006)  
Yan Qu (UMich SI/EECS dual degree, PhD thesis committee, 2006)  
Derek Hansen (UMich SI, field prelim committee, 2004, PhD thesis committee, 2007)  
Emilee Rader (UMich SI, field prelim committee, 2006)  
Julie Kientz (Georgia Tech, PhD thesis committee, 2008)  
Shameem Hameed (UMich IOE, prelim committee 2008)  
Adriane Chapman (UMich EECS, PhD thesis committee, 2008)  
Leilah Lyons (UMich EECS, PhD thesis committee, 2008)  
Rick Wash (UMich SI, PhD thesis committee, expected 2009)  
Sam Shah (UMich EECS, PhD thesis committee, 2009)  
Julie Weber (UMich EECS/CSE, PhD thesis committee, expected 2010)

## **PHD STUDENTS GRADUATED**

David McDonald (PhD, UC Irvine, 2000) – University of Washington

Wayne Lutters (PhD, UC Irvine, 2002) – University of Maryland, Baltimore County

Jack Muramatsu (PhD, UC Irvine, 2004) – consultant

Jun Zhang (PhD, University of Michigan, School of Information, 2008) – Pitney Bowes Research

GRANTS

		subtotal	total grant	dates
National Science Foundation	Co-PI			9/09-8/11
▪ Cultural Issues in Sharing Expertise: Characterizing and Evaluating Online Question-Answer Communities (with Lada Adamic)				
National Science Foundation	Co-PI			9/09-8/13
▪ Collaborative Configuration: Supporting End-User Control of Complex Computing Environments (with Mark W. Newman)				
National Science Foundation	PI			9/07-8/10
▪ Rethinking Privacy Policies in Location-Aware Systems: Bridging the Gaps Between Users Applications and Policy Systems (with Atul Prakash)				
National Institutes of Health	co-I	3		9/07-8/08
▪ Greater Flint Depression in Primary Care Partnership				
National Science Foundation	PI			7/07-6/08
▪ Group07 Doctoral Consortium				
US Army/ Army Research Institute	co-PI	7		8/07-7/08
▪ Identifying and Harnessing Expertise in Online Forums (with Lada Adamic)				
Intel Corporation	PI	7		5/07-4/08
▪ QuME: A Middleware Social Computing System for Expertise Finding (with Lada Adamic)				
National Institutes of Health	co-I			10/05-8/07
▪ National Center for Integrative Biomedical Informatics (NCIBI) (with Brian Athey, David States, Gilbert Omenn, HV Jagadish, et al.)				
National Science Foundation	co-PI			8/04-7/05
▪ CSCW Doctoral Consortium 2004 (with Gary Olson)				
Intel Corporation	PI			4/04-3/08
▪ Privacy in Pervasive Environments (joint work with Atul Prakash)				
National Science Foundation	co-PI			9/03-8/08
▪ ITR: Collaborative Augmentation of Knowledge Production (joint work with George Furnas)				
Rackham Distinguished Faculty/ Graduate Student Seminar	PI			9/03-5/06
▪ The Digital Life: Virtuality and Pervasive Computing Environments (with Brian Noble, John King, and Malcolm McCullough)				

Alliance for Community Technology, University of Michigan	PI		12/02-6/04
▪ iDIAG – From Community Discussion to Knowledge Distillation			
National Science Foundation	PI	5	9/01-8/05 <sup>6</sup>
▪ Field Studies of Organizational Memory and Information Reuse (joint work with Christine Halverson, Tom Erickson, Wendy Kellogg)			
National Science Foundation	co-PI	4	9/00-8/04 <sup>6</sup>
▪ ITR: Understanding Open Software Communities, Processes and Practices (joint work with Walt Scacchi)			
QSI/University of California Life Sciences Initiative	co-PI		6/99-8/01
CRITO-NSF Industry/University Cooperative Research Center in Information Technology and Organizations	PI		7/98-6/01
National Science Foundation (CAREER grant)	PI		7/97-6/04 <sup>6</sup>
▪ Augmenting Expertise Networks			
QSI/University of California MICRO program	PI		7/97-12/98
DARPA (administered through the US Navy)	PI		12/96-5/97
Interval Research/UC MICRO program	PI		8/95-12/96
US Department of Education	co-PI	3	10/94-9/95
CalREN (California Research and Education Network, Pacific Bell) infrastructure grant	co-PI	3	6/94-6/96
NASA (joint work with Eric Mandel)	co-I <sup>1</sup>	2	4/94-9/97
California Department of Transportation	PI		1/94-6/94
UCI Committee on Research	PI		7/93-6/94
Apple Computer (equipment grant)	PI		5/93+
X Consortium Research Grant	co-I		9/89-8/90

<sup>1</sup>This program does not allow the title of “co-PI”. I am the co-recipient of the grant and was included in the peer review.

<sup>2</sup>.

<sup>3</sup>Minor participant in grant.

<sup>4</sup>When the work was subdivided for years 2-3 as a subcontract to University of Michigan, I moved from PI to co-PI. .

<sup>5</sup>There was a subcontract from Michigan to IBM Research.

<sup>6</sup>Grant extended on no-cost extension.

<sup>7</sup>Grants were to be combined for shared student support.

## PUBLICATIONS

### A. Journal Articles

- A1. Hodges, Matthew E., Russell M. Sasnett, and Mark S. Ackerman. "A Construction Set for Multimedia Applications." *IEEE Software*, January, 1989, pp. 37-43.
- A2. Schmandt, Chris, Mark S. Ackerman, and Debby Hindus. "Augmenting a Window System with Speech Input." *IEEE Computer*, August, 1990, 23 (8), pp. 50-58.
- A3. Ackerman, Mark S. "Definitional and Contextual Issues in Organizational and Group Memories." *Information Technology & People*, 1996, 9(1), pp. 10-24.
- A4. Ackerman, Mark S., and Brian Starr. "Social Activity Indicators for Groupware." *IEEE Computer*, June, 1996, 29(6), pp. 37-44.
- A5. Ackerman, Mark S., Debby Hindus, Scott Mainwaring, and Brian Starr. "Hanging on the 'Wire: A Field Study of an Audio-Only Media Space." *ACM Transactions on Computer-Human Interaction (TOCHI)*, March, 1997, 4 (1), pp. 39-66.
- A6. Muramatsu, Jack and Mark S. Ackerman. "Computing, Social Activity, and Entertainment: A Field Study of a Game MUD." *Computer Supported Cooperative Work: The Journal of Collaborative Computing*, January, 1998, 7(1), pp. 87-122.
- A7. Ackerman, Mark S. "Augmenting Organizational Memory: A Field Study of Answer Garden." *ACM Transactions on Information Systems (TOIS)*, July, 1998, 16(3), pp. 203-224.
- A8. Ackerman, Mark S. and Eric Mandel. "Memory in the Small: Combining Collective Memory and Task Support for a Scientific Community." *Journal of Organizational Computing and Electronic Commerce*, 1999, 9(2-3), pp. 105-127.
- A9. Ackerman, Mark S. and Christine Halverson. "Re-examining Organizational Memory." *Communications of the ACM*, January, 2000, 43 (1), pp. 58-63.
- A10. Ackerman, Mark S. "The Intellectual Challenge of CSCW: The Gap Between Social Requirements and Technical Feasibility." *Human-Computer Interaction*, 2000, 15(2-3), pp. 179-204.
- A11. Ackerman, Mark S. and David W. McDonald. "Collaborative Support for Informal Information in Collective Memory Systems." *Information Systems Frontiers*, 2000, 2 (3-4), pp. 333-347.
- A12. Ackerman, Mark S., Trevor Darrell, and Daniel J. Weitzner. "Privacy in Context." *Human-Computer Interaction*, 2001, 16(2-4), pp. 167-176.
- A13. Lutters, Wayne G. and Mark S. Ackerman. "Joining the Backstage: A Field Study of Locality and Centrality in an Online Community." *Information Technology and People*, 2003, 16(2), pp. 157-182.
- A14. Ackerman, Mark S. and Christine Halverson. "Organizational Memory: Processes, Boundary Objects, and Trajectories." *Computer Supported Cooperative Work: The Journal of Collaborative Computing*, April 2004, 13 (2), pp. 155-189. Extended version of B24 and B26.
- A15. Ackerman, Mark S. "Privacy in Pervasive Environments: Next Generation Labeling Protocols." *Pervasive and Ubiquitous Computing Journal*, 2004, 8, pp. 430-439.
- A16. Lutters, Wayne G. and Mark S. Ackerman. "Beyond Boundary Objects: Collaborative Reuse in Aircraft Technical Support." *Computer Supported Cooperative Work: The Journal of Collaborative Computing*, June 2007, 16(3), pp. 341-372.
- A17. Barbara Mirel, Ellen Barton, and Mark S. Ackerman. "Researching Telemedicine: Capturing Complex Clinical Interactions with a Simple Interface Design." *Technical Communication*

Quarterly, 2008, 17 (3), pp. 358-378. Winner of the Nell Ann Pickett Award for the 2008 Best Article in Technical Communication Quarterly.

## B. Refereed Conference Articles

**Note: In Computer Science and adjacent areas, conference articles are highly refereed (except where marked below) and are considered archival (journal-equivalent) publications.**

- B1. Swick, Ralph, and Mark S. Ackerman. "The X Toolkit: More Bricks for User Interfaces." Proceedings of the Usenix Winter Conference, February, 1988, pp. 221-228.
- B2. Ackerman, Mark S., Steven L. Wertheim, Matthew E. Hodges, and Russell M. Sasnett. "The Athena Muse Reference Facility." Proceedings of the Information in Text Conference, October, 1988, pp. 47-60.
- B3. Ackerman, Mark S., and Thomas W. Malone. "Answer Garden: A Tool for Growing Organizational Memory." Proceedings of the ACM Conference on Office Information Systems (COIS'90), April, 1990, pp. 31-39. Previous version of A6.
- B4. Schmandt, Chris, Debby Hindus, Mark S. Ackerman, and Sanjay Manandhar. "Observations on Using Speech Input for Window Navigation." In Human-Computer Interaction — Interact '90, Elsevier Science Publishers, 1990, pp. 787-793.
- B5. Ackerman, Mark S., Chris Schmandt, and Sanjay Manandhar. "Xspeak: Uses for a Speech Interface in a Windowing System." Proceedings of the AVIOS Conference, September, 1990, pp. 59-63.
- B6. Swick, Ralph, and Mark S. Ackerman. "To Subclass Or Not To Subclass." Technical Papers of the Fifth Annual X Technical Conference, January, 1991, pp. 48-54.
- B7. Mandel, Eric, John Roll, Stephen S. Murray, and Mark S. Ackerman. "AXAF User Interfaces for Heterogeneous Analysis Environments." Proceedings of the Conference on Astronomy from Large Databases - II, September, 1992, 361-374. (High acceptance rate)
- B8. Ackerman, Mark S. "The Answer Garden Substrate: A Platform for Building Organizational Memory Applications." Proceedings of the 1992 Workshop on Information Technologies and Systems (WITS), December, 1992, pp. 104-113. (High acceptance rate)
- B9. Ackerman, Mark S. "Definitional and Contextual Issues in Organizational and Group Memories." Proceedings of the IEEE Hawaii International Conference of System Sciences (HICSS'94), January, 1994, vol. 3, pp. 191-200. Previous version of A3. (High acceptance rate)
- B10. Ackerman, Mark S. "Metaphors along the Information Highway." Proceedings of the Symposium on Directions and Impacts of Advanced Computing Systems (DIAC 94), April, 1994. Broadcast by moderator to Red Rock Eater email distribution list.
- B11. Ackerman, Mark S. "Providing Social Interaction in the Digital Library." Proceedings of Digital Libraries '94, June, 1994, pp. 198-200.
- B12. Ackerman, Mark S. "Augmenting the Organizational Memory: A Field Study of Answer Garden." Proceedings of the ACM Conference on Computer Supported Cooperative Work (CSCW '94), October, 1994, pp. 243-252. Previous version of A6.
- B13. Ackerman, Mark S. and Eric Mandel. "Memory in the Small: An Application to Provide Task-Based Organizational Memory for a Scientific Community." Proceedings of the IEEE Hawaii International Conference of System Sciences (HICSS'95), January, 1995, vol. IV, pp. 323-332. Previous version of A8. (High acceptance rate)
- B14. Ackerman, Mark S. and Eric Mandel. "xbb: A Blackboard for X Applications." Proceedings of the X Window System Technical Conference, January, 1995, pp. 169-176. Also published in the X Resource, 13 (1), pp. 169-176.

**Note: In Computer Science and adjacent areas, conference articles are highly refereed (except where marked below) and are considered archival (journal-equivalent) publications.**

- B15. Ackerman, Mark S., and Roy T. Fielding. "Collection Maintenance in the Digital Library." Proceedings of Digital Library '95, June, 1995, pp. 39-48.
- B16. Covi, Lisa, and Mark S. Ackerman. "Such Easy-to-Use Systems! How Organizations Shape the Design and Use of Online Help." Proceedings of the ACM Conference on Organizational Computing Systems (COOCS'95), August, 1995, pp. 280-288.
- B17. Mandel, Eric, and Mark S. Ackerman. "The ASSIST: Unified Management of Public and Private Information." Proceedings of the Astronomical Data Analysis Software and Systems (ADASS) Conference, October, 1995, pp. 23-25. Also published in the Astronomical Society of the Pacific Conference Series, v. 101, pp. 92-95. (High acceptance rate)
- B18. Ackerman, Mark S., and Brian Starr. "Social Activity Indicators: Interface Components for CSCW Systems." Proceedings of the ACM Symposium on User Interface Software and Technology (UIST'95), November, 1995, pp. 159-168. Previous version of A4.
- B19. Starr, Brian, Mark S. Ackerman, and Michael Pazzani. "Do-I-Care: A Collaborative Web Agent." Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI'96), v. 2, short papers, April, 1996, pp. 273-274.
- B20. Ackerman, Mark S., and Leysia Palen. "The Zephyr Help Instance: Promoting Ongoing Activity in a CSCW System." Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI'96), April, 1996, pp. 268-275.
- B21. Hindus, Debby, Mark S. Ackerman, Scott Mainwaring, and Brian Starr. "Thunderwire: A Field Study of an Audio-Only Media Space." Proceedings of the ACM Conference on Computer Supported Cooperative Work (CSCW '96), November, 1996, pp. 238-247. Previous version of A5.
- B22. Ackerman, Mark S., and David McDonald. "Answer Garden 2: Merging Organizational Memory and Collective Help." Proceedings of the ACM Conference on Computer Supported Cooperative Work (CSCW '96), November, 1996, pp. 97-105.
- B23. Ackerman, Mark S., Brian Starr, and Michael Pazzani. "The Do-I-Care Agent: Effective Social Discovery and Filtering on the Web." Proceedings of RIAO'97: Computer-Assisted Information Searching on the Internet, June, 1997, pp. 17-31.
- B24. Ackerman, Mark S., and Christine Halverson. "Considering an Organization's Memory." Proceedings of the ACM Conference on Computer Supported Cooperative Work (CSCW '98), November, 1998, pp. 39-48.
- B25. McDonald, David W., and Mark S. Ackerman. "Just Talk to Me: A Field Study of Expertise Location." Proceedings of the ACM Conference on Computer Supported Cooperative Work (CSCW '98), November, 1998, pp. 315-324.
- B26. Ackerman, Mark S., and Christine Halverson. "Organizational Memory: Processes, Boundary Objects, and Trajectories." Proceedings of the IEEE Hawaii International Conference of System Sciences (HICSS'99), January, 1999. (High acceptance rate)
- B27. Ackerman, Mark S., and Lorrie Cranor. "Privacy Critics: UI Components to Safeguard Users' Privacy." Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI'99), v. 2 (short papers), May, 1999, pp. 258-259.
- B28. Ackerman, Mark S., Lorrie Cranor, and Joseph Reagle. "Privacy in E-Commerce: Examining User Scenarios and Privacy Preferences." Proceedings of the ACM Conference in Electronic Commerce, November, 1999, pp. 1-8.

**Note: In Computer Science and adjacent areas, conference articles are highly refereed (except where marked below) and are considered archival (journal-equivalent) publications.**

- B29. Lutters, Wayne, Mark S. Ackerman, James Boster, and David W. McDonald. "Mapping Knowledge Networks in Organizations: Creating a Knowledge Mapping Instrument." Proceedings of the American Information Systems Conference (AIS'2000), August 2000. (High acceptance rate.)
- B30. McDonald, David W., and Mark S. Ackerman. "Expertise Recommender: A Flexible Recommendation System and Architecture." Proceedings of the ACM Conference on Computer-Supported Cooperative Work (CSCW'00), November, 2000, pp. 231-240.
- B31. Schmandt, Chris, Jang Kim, Kwan Lee, Gerardo Vallejo, and Mark S. Ackerman. "Mediated voice communication via mobile IP." Proceedings of the ACM Symposium on User Interface Software and Technology (UIST 2002), November, 2002, pp. 141-150.
- B32. Lutters, Wayne G. and Mark S. Ackerman. "Achieving Safety: A Field Study of Boundary Objects in Aircraft Technical Support." Proceedings of the ACM Conference on Computer-Supported Cooperative Work (CSCW'02), November, 2002, pp. 266-275.
- B33. Halverson, Christine and Mark S. Ackerman. "Yeah, the Rush ain't here yet -- Take a break": Creation and use of an artifact as organizational memory." Proceedings of the IEEE Hawaii International Conference of System Sciences (HICSS'03), January, 2003.
- B34. Ackerman, Mark S., Anne Swenson, Stephen Cotterill, and Kurtis DeMaagd. "I-DIAG: From Community Discussion to Knowledge Distillation." International Conference on Communities and Technologies, November, 2003, 307-326. (Extended version of F9.)
- B35. Teevan, Jaime, Christine Alvarado, Mark S. Ackerman, and David Karger. "The Perfect Search Engine Is Not Enough: An Observational Study of Orienteering Behavior in Directed Search." Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI'04), April, 2004, pp. 415-422.
- B36. Schmandt, Chris, Kwan Lee, Jang Kim, and Mark S. Ackerman. "Impromptu: Managing Networked Audio Applications for Mobile Users." Proceedings of MobiSys 2004 (Second International Conference on Mobile Systems, Applications, and Services), June, 2004, pp. 59-69.
- B37. Halverson, Christine A., Tom Erickson, and Mark S. Ackerman. "Behind the Help Desk: Evolution of a Knowledge Management System in a Large Organization." Proceedings of the ACM Conference on Computer-Supported Cooperative Work (CSCW'04), November, 2004, pp. 304-313.
- B38. Zhang, Jun and Mark S. Ackerman "Searching For Expertise in Social Networks: A Simulation of Potential Strategies." Proceedings of the ACM Group 2005 Conference, November, 2005, pp. 71-80.
- B39. Mirel, Barbara and Mark S. Ackerman. "Engaging chronically depressed patients: Discourse analysis and clinical information system design." Short paper, Proceedings of British Computer Society HCI (HCI 2006), short papers, September, 2006.
- B40. Mirel, Barbara, Mark S. Ackerman, Kevin Kerber, and Michael Klinkman. "Designing CIS to Improve Decisions in Depression Care Management: A Discourse Analysis of Frontline Practice." Short paper, Proceedings of the American Medical Informatics Association (AMIA 2006), November, 2006.
- B41. Zhang, Jun, Mark S. Ackerman, and Lada Adamic. "Expertise Networks in Online Communities: Structure and Algorithms." Proceedings of the WWW'07 Conference, May, 2007, pp. 221-230.
- B42. Zhang, Jun, Mark S. Ackerman, and Lada Adamic. "CommunityNetSimulator: Using Simulations to Study Online Community Network Formation and Implications." Proceedings of Communities and Technologies 2007, June, 2007, pp. 295-322.

**Note: In Computer Science and adjacent areas, conference articles are highly refereed (except where marked below) and are considered archival (journal-equivalent) publications.**

- B43. Zhang, Jun, Mark S. Ackerman, Lada Adamic, and Kevin K. Nam. "QuME: A Mechanism to Support Expertise Finding in Online Help-seeking Communities." Technical note (short paper), Proceedings of the ACM Symposium on User Interface Systems and Technology (UIST'07), October, 2007, pp. 111-114.
- B44. Hansen, Derek, Mark S. Ackerman, Paul Resnick, and Sean Munson. "Virtual Community Maintenance with a Repository." Proceedings of the American Society for Information Science and Technology (ASIS&T) Annual Meeting, November, 2007.
- B45. Elliott, Margaret, Mark S. Ackerman, and Walt Scacchi. "Knowledge Work Artifacts: Kernel Cousins for Free/Open Source Software Development." Proceedings of ACM Group 2007 Conference, November, 2007, pp. 177-186.
- B46. Nam, Kevin K., and Mark S. Ackerman. "Arkose: Reusing Informal Information in Online Communities." Proceedings of ACM Group 2007 Conference, November, 2007, pp. 137-146.
- B47. Yang, Jiang, Lada A. Adamic, and Mark S. Ackerman. "Competing to Share Expertise: the Taskcn Knowledge Sharing Community." International Conference on Weblogs and Social Media (ICWSM), March, 2008.
- B48. Lada A. Adamic, Zhang, Jun, Eytan Bakshy, and Mark S. Ackerman. "Knowledge sharing and Yahoo Answers: Everyone knows something." Proceedings of the WWW'08 Conference, May, 2008, pp. 665-674.
- B49. Yang, Jiang, Lada A. Adamic, and Mark S. Ackerman. "Crowdsourcing and Knowledge Sharing: Strategic User Behavior on Taskcn." ACM Conference on Electronic Commerce (EC'08), July, 2008, pp. 246-255.
- B50. Congleton, Ben, Mark S. Ackerman, and Mark W. Newman. "The ProD Framework for Proactive Displays." Proceedings of the ACM Symposium on User Interface Systems and Technology (UIST'08), October, 2008, pp. 221-230.
- B51. Nam, Kevin, Mark S. Ackerman, and Lada Adamic. "Questions in, Knowledge iN? A study of Naver's Question Answering Community." ACM Conference on Human Factors in Computing Systems (CHI'09), April 2009.
- B52. Zhou, Xiaomu, Mark S. Ackerman, and Kai Zheng. "I just don't know why it's gone: Maintaining Informal Information Use in Inpatient Care." ACM Conference on Human Factors in Computing Systems (CHI'09), April 2009.
- B53. Cook, Eric, Stephanie D. Teasley, and Mark S. Ackerman. "Contribution, Commercialization & Audience: Understanding Participation in an Online Creative Community." Proceedings of ACM Group 2009 Conference, May 2009.
- B54. Congleton, Ben, Jackie Cerretani Frank, Mark W. Newman, and Mark S. Ackerman. "Sharing Map Annotations in Small Groups: X Marks the Spot." Proceedings of Interact 2009, August 2009, accepted for publication.

### **C. Edited Books**

- C1. Ackerman, Mark S., Volkmar Pipek, and Volker Wulf (eds.). Sharing Expertise: Beyond Knowledge Management. Cambridge, MA: MIT Press, 2002.
- C2. Ackerman, Mark S., Christine Halverson, Thomas Erickson, and Wendy A. Kellogg (eds.). Resources, Co-Evolution, and Artifacts: Theory in CSCW. London: Springer Press, 2007.

#### D. Edited Proceedings

- D1. Ackerman Mark S. (ed.). Proceedings of the ACM Conference on Computer-Supported Cooperative Work. New York: ACM Press, 1996.
- D2. Schmidt, Kjeld, Mark Pendergast, Mark Ackerman, and Gloria Mark (eds.). Proceedings of the 2005 International ACM SIGGROUP Conference on Supporting Group Work. New York: ACM Press, 2005.
- D3. Steinfield, Charles, Brian Pentland, Mark S. Ackerman, and Noshir Contractor (eds.) Communities and Technologies 2007. New York: Springer, 2007.
- D4. Ackerman, Mark S., Rose Dieng-Kuntz, Carla Simone, and Volker Wulf (eds). Knowledge Management in Action: IFIP 20th World Computer Congress, Conference on Knowledge Management in Action. New York: Springer, 2008.

#### E. Book Chapters

- E1. Kling, Rob, Mark S. Ackerman, and Jonathan P. Allen. "Information Technologies and the Threat to Privacy." Computers and Controversy, second edition, Rob Kling (ed.), 1996.
- E2. Cranor, Lorrie F., Joseph Reagle, and Mark S. Ackerman. "Beyond Concern: Understanding Net Users' Attitudes about Online Privacy." Ben Compaine and Ingo Vogelsang (ed.), The Internet Upheaval: Raising Questions, Seeking Answers in Communications Policy, MIT Press, 2000, pp. 47-70. Extended version of I14.
- E3. Mark S. Ackerman. "The Intellectual Challenge of CSCW: The Gap Between Social Requirements and Technical Feasibility." John Carroll (ed.), HCI in the New Millennium, Addison-Wesley, 2001. Reprint of A10.
- E4. Ackerman, Mark S., James S. Boster, Wayne G. Lutters, and David W. McDonald. "Who's There? The Knowledge Mapping Approximation Project." Ackerman, Mark S., Volkmar Pipek, and Volker Wulf (eds.), Sharing Expertise: Beyond Knowledge Management, MIT Press, 2002.
- E5. Ackerman, Mark S. and Donald T. Davis, Jr. "Privacy and Security Issues in E-Commerce." Jones, Derek (ed.), New Economy Handbook, Academic Press, 2003.
- E6. Ackerman, Mark S. and Christine Halverson. "Sharing Expertise: The Next Step for Knowledge Management." Wulf, Volker and Marlene Huysman (eds.), Social Capital and Information Technology. MIT Press, 2003.
- E7. Ackerman, Mark S. and Scott D. Mainwaring. "Privacy Issues and Human-Computer Interaction." Cranor, Lorrie, and Simson Garfinkel (eds.), Security and Usability, O'Reilly Press, 2005.
- E8. Lutters, Wayne G., Mark S. Ackerman, and Xiaomu Zhou. "Group Information Management." Jones, William and Jaime Teevan (eds.), Personal Information Management, University of Washington Press, accepted for publication June 2006.
- E9. Ackerman, Mark S. "The Politics of Design: Next Generation Computational Environments." Kraemer, Ken and Margaret Elliott (eds.), Computerization Movements and Technology Diffusion: From Mainframes to Ubiquitous Computing, ASIS&T Monograph Series, Information Today, 2008.
- E10. Ackerman, Mark S., Erik Hofer, and Robert Hanisch. "Collaboratory: The National Virtual Observatory." Gary Olson, Ann Zimmerman, and Nathan Bos (eds.), Science on the Internet, Cambridge, MA: MIT Press, 2008.
- E11. Ackerman, Mark S. and Leysia Palen. "The Zephyr Help Instance: Promoting Ongoing Activity in a CSCW System." Ackerman, Mark S., Christine Halverson, Thomas Erickson, and Wendy A. Kellogg (eds.). Resources, Co-Evolution, and Artifacts: Theory in CSCW. London: Springer Press, 2007.

- E12. Halverson, Christine A., and Mark S. Ackerman. "Creation and use of an artifact as an organizational resource." Ackerman, Mark S., Christine Halverson, Thomas Erickson, and Wendy A. Kellogg (eds.). *Resources, Co-Evolution, and Artifacts: Theory in CSCW*. London: Springer Press, 2007.
- E13. Ackerman, Mark S. and Barbara Mirel. "Designing Information to Facilitate Chronic Disease Management: Clinician-Patient Interactions in Diabetes Care." Barbara M. Hayes and William Aspray (eds.). *Health Informatics: A Patient-Centered Approach to Diabetes*. Cambridge: MIT Press, 2010, pp. 364-406.

#### **F. Journal Articles (Other)**

- F1. Ackerman Mark S. "The Cafe ConstructionKit: A Toolkit for Sociality." Article, ACM Special Interest Group on Office Information Systems (SIGOIS) Bulletin, January, 1995, pp. 1-2.
- F2. Lutters, Wayne and Mark S. Ackerman. "A Collectivity in an Electronic Social Space: Examining Mouse World." SIG GROUP Bulletin, 18 (1), April, 1997, pp. 41-43.
- F3. Ackerman, Mark S., Daniel Billsus, Scott Gaffney, Seth Hettich, Gordon Khoo, Dong Joon Kim, Ray Klefstad, Charles Lowe, Alexius Ludeman, Jack Muramatsu, Kazuo Omori, Michael J. Pazzani, Douglas Semler, Brian Starr, and Paul Yap. "Learning Probabilistic User Profiles: Applications for Finding Interesting Web Sites, Notifying Users of Relevant Changes to Web Pages, and Locating Grant Opportunities." *AI Magazine*, Summer, 1997, 18 (2), pp. 47-56.

#### **G. Conference and Workshop Papers (Other)**

- G1. Ackerman, Mark S., and Christine Halverson. "Organizational Memory in a Hotline Group: A Distributed Cognition View." Paper, HCI Consortium workshop, February 1996.
- G2. Starr, Brian, Mark S. Ackerman, and Michael Pazzani. "Do I Care? -- Tell Me What's Changed on the Web." Paper, AAAI Spring Symposium on Machine Learning in Information Access, March 1996.
- G3. Ackerman Mark S., "Expertise Networks as an Enabling Technology for Cyberspace Use." Invited paper, White House - PARC Leveraging Cyberspace Conference, October 1996.
- G4. Ackerman, Mark S., "Collaborative Information Environments." Paper, Workshop on Collaborative Information Seeking, ACM Conference on Computer Supported Cooperative Work, November 1998
- G5. Ackerman, Mark S., "The Challenge of CSCW: Bridging the Gap between Social Requirements and Technical Capabilities." Paper, HCI Consortium workshop, February 1999. Previous version of A10.
- G6. Ackerman, Mark S., David McDonald, Wayne Lutters, and Jack Muramatsu. "Recommenders for Expertise Management." Paper, Workshop on Recommender Systems: Algorithms and Evaluation, ACM Conference on Information Retrieval (SIGIR'99).
- G7. Gennari, John and Mark S. Ackerman. "Extra-Technical Information for Method Libraries." Proceedings of the Workshop on Knowledge Acquisition, Modeling, and Management (KAW'99), October 1999. (Electronic proceedings available at <http://sern.uclgary.ca/KSI/KAW/KAW99/papers.html>).
- G8. Ackerman, Mark S. "Developing for Privacy: Civility Frameworks and Technical Design." Workshop on Freedom and Privacy by Design. Proceedings of the ACM Conference on Computers, Freedom, and Privacy 2000, April 2000, pp. 19-23.
- G9. Ackerman, Mark S., Kurt DeMaagd, Stephen Cotterill, and Anne Swenson. "I-DIAG: From Community Discussion to Knowledge Distillation." AAAI Spring Symposium on Agent Mediated Knowledge Management, March 2003, AAAI Technical Report SS-03-01, pp. 55-62.

- G10. Ackerman, Mark S. "The Politics of Design: Next Generation Computational Environments." Social Informatics Workshop, University of California – Irvine, March 2005.
- G11. Ackerman, Mark S. and Erik Hofer. "Collaboratory: The National Virtual Observatory." Science of Collaboratories Workshop, University of Michigan, June 2005.
- G12. Ackerman, Mark. "Human-Computer Interaction and Scientific Workflows." NSF Workshop on Scientific Workflow, March, 2006.
- G13. Huh, Jina and Mark S. Ackerman. "The Knowledge in Design Research." Workshop on Exploring Design as a Research Activity, ACM Conference on the Design of Interactive Systems (DIS 2006), June, 2006.
- G14. Newman, Mark W. and Mark S. Ackerman. "Pervasive Help @ Home: Connecting People Who Connect Devices." Pervasive @ Home Workshop, PERVASIVE '08, May, 2008.
- G15. Ackerman, Mark S., and Atul Prakash. "Understanding and Designing Support for Privacy." Workshop on Collaborative Information Behavior, ACM Group Conference, May, 2009.
- G16. Ackerman, Mark S., Jack Muramatsu, and David W. McDonald. "Uncovering the Problematics of Code." Workshop on New Socio-Technical Insights on Interaction Design, Interact 2009, August 2009.

#### **H. Reviews**

- H1. Ackerman, Mark. "Viewdata and Videotext, 1980-1981 and Videotex '81." Book review, Journal of Library Automation, 14 (3), September, 1981, pp. 245-246.
- H2. Ackerman, Mark S. "Virtual Individuals, Virtual Groups." Book review, Library and Information Science Research, 1997, 19 (3), pp. 322-323.
- H3. Ackerman, Mark S. "The Gordian Knot: Political Gridlock on the Information Highway." Book review, Library and Information Science Research, 1998, 20 (3), pp. 301-302.

#### **I. Articles in General Magazines and Newspapers**

- I1. Ackerman, Mark. "Where: A Utility for Finding Files on the PC Hard Disk." Article, PC Tech Journal, October, 1985, pp. 85-91.
- I2. Ackerman, Mark. "6502 Programming." Article, Dr. Dobb's Journal of Software Tools, February, 1987.
- I3. Ackerman, Mark S. and Lorrie Cranor. "Privacy Critics: Safeguarding Users' Personal Data." Article, Web Techniques magazine, August, 1999, 4 (9), pp. 67-70.

#### **J. Other Publications**

- J1. Ackerman, Mark S., Matthew E. Hodges, and Russell M. Sasnett. "Hypermedia and Education." Technical report, Massachusetts Institute of Technology, Project Athena Visual Computing Group working paper #9, July, 1987.
- J2. Ackerman, Mark S., and Thomas W. Malone. "Intelligent Agents, Object-Oriented Databases, and Hypertext." Position paper, Workshop on AI and Hypertext, AAAI-88, August, 1988.
- J3. Ackerman, Mark S., and Wendy Mackay. "Context and Window Systems." Position paper, Workshop on Context in User Interfaces, ACM Computer-Human Interaction Conference, May, 1989.
- J4. Ackerman Mark S., "Answer Garden and the Organization of Expertise." Technical report, MIT Center for Coordination Science working paper #127, January, 1992.

- J5. Mandel, Eric and Mark S. Ackerman. "The ASSIST -- A Uniform Interface to Software and Information." Article, NASA Science Information Systems Newsletter, III (37), March 1996, pp. 1-5.
- J6. Starr, Brian, Mark S. Ackerman, and Michael Pazzani. "The Do I Care Agent: Effective Social Discovery and Filtering on the Web." Technical report, University of California-Irvine, Information and Computer Science Department technical report 96-50, September, 1996. Previous version of B22.
- J7. Muramatsu, Jack and Mark S. Ackerman. "MUDs as Virtual Collectivities." Position paper, Workshop on Design and Use of MUDs for Serious Purposes, ACM Conference on Computer Supported Cooperative Work, November, 1996.
- J8. McDonald, David W. and Mark S. Ackerman. "Collaborative Refinery: A Collaborative Information Workspace for the World Wide Web." Technical report, University of California-Irvine, Information and Computer Science Department technical report 97-03, January, 1997.
- J9. Ackerman, Mark S. "Communication and Collaboration from a CSCW Perspective." Position paper, NSF Workshop on Human Centered Intelligent Systems, February, 1997. Broadcast by moderators to Red Rock Eater email distribution list (Phil Agre) and Mind, Culture, and Activity email distribution list (Michael Cole).
- J10. Ackerman, Mark S. (ed.). "Privacy Preferences Platform Architecture Specification." World Wide Web Consortium, August, 1997. <http://www.w3.org/TR/WD-P3P-arch>.
- J11. Ackerman, Mark S. and Lorrie Cranor. "Privacy Critics for the Platform for Privacy Preferences Project." Technical note, October, 1998. <http://www.eecs.umich.edu/~ackerm/pub/98i11/privacy-critics.pdf>.
- J12. Cranor, Lorrie F., Joseph Reagle, Mark S. Ackerman. "Beyond Concern: Understanding Net Users' Attitudes About Online Privacy." AT&T Labs-Research Technical Report TR 99.4.3. Also submitted to the Federal Trade Commission.
- J13. Ackerman, Mark S., "Augmenting Expertise Networks through Recommendations." Position paper, Workshop on Recommendation Systems, ACM Conference on Human Factors in Computing Systems (CHI'99), May, 1999.
- J14. Cranor, Lorrie F., Joseph Reagle, and Mark S. Ackerman. "Understanding New Users' Attitudes About Online Privacy." Extended abstract (paper), Telecommunications Policy Research Conference, September, 1999.
- J15. Lutters, Wayne G., Mark S. Ackerman, James Boster, and David W. McDonald. "Creating a Knowledge Mapping Instrument: Approximation Techniques for Mapping Knowledge Networks in Organizations." Technical note, NSF-UC Irvine Center on Information Technology and Organizations, August, 1999. Also available as <http://www.eecs.umich.edu/~ackerm/pub/99i15/kmi.pdf> and UC Irvine ICS technical report #99-32.
- J16. Alvarado, Christine, Jaime Teevan, Mark S. Ackerman and David Karger. "Surviving the Information Explosion: How People Find Their Electronic Information." AI Memo (Technical Report) AIM-2003-006, Artificial Intelligence Laboratory, MIT, April, 2003. Available at <ftp://publications.ai.mit.edu/ai-publications/2003/AIM-2003-006.pdf>.
- J17. Ackerman, Mark S. and Erik C. Hofer. "Long-Term Issues in Continuous Design Projects." Position paper, Workshop on Continuous Design, University of Illinois Urbana-Champaign, October, 2003.
- J18. Ackerman, Mark S. "Privacy in Pervasive Environments – The Waiting Obstruction." Position paper, Case-Western Reserve Workshop on Ubiquitous Computing, October, 2003.

- J19. Ackerman, Mark S., Stephen Cotterill, and Kevin Nam. "From Community Discussion to Knowledge Distillation: The I-DIAG Research Project." Position paper, CHI'05 "Beyond Threaded Conversation" Workshop, March, 2005
- J20. Mirel, Barbara, Julie Kuebler, and Mark Ackerman. "A field study of computerized chronic disease management in outpatient depression: Requirements analysis for evolving decision making." Abstract, Summer Institute of Nursing Informatics, University of Maryland, July 2005.
- J21. Ackerman, Mark S., and Kevin Nam. "PrivacySim: Generating User Experience Testbeds for Pervasive Privacy", Working paper, September, 2006. Available at <http://www.eecs.umich.edu/~ackerm/pub/i06/privacysim.pdf>.
- J22. Huh, Jina and Mark S. Ackerman. "Pangmangi: Exploring Situated Aesthetics and Awareness Information." Working paper, February, 2008.
- J23. Newman, Mark W. and Mark S. Ackerman "Pervasive Help @ Home: Connecting People Who Connect Devices. " Position paper, Workshop on Pervasive Computing at Home, International Conference on Pervasive Computing (PERVASIVE '08), May, 2008.
- J24. Ackerman, Mark S. "Software, Recipes, and Memory Artifacts." Position paper, Workshop on Design Rationale and Creativity, Pennsylvania State University, June, 2008.
- J25. Zhou, Xiaomu, Mark S. Ackerman, Kai Zheng, and Rhonda Schoville. "A Case Study of CPOE Adoption and Use: Work-arounds and Their Social-Technical Implications." Poster, American Medical Informatics Annual Symposium, November, 2008.
- J26. Zhou, Xiaomu, Mark S. Ackerman, and Kai Zheng. "Re-formation of Healthcare Information: An Opportunity for Health IT." Poster, American Medical Informatics Annual Symposium, November, 2008.
- J27. Zhang, Jun, Tao Dong, and Mark S. Ackerman. "Using Tagging Games to Build Expertise Recommenders in Organizations." Position paper, Workshop on "Enterprise 3.0: Adapting Web 2.0 to Corporate Reality," CSCW 2008, November, 2008.
- J28. Huh, Jina, and Mark S. Ackerman. "Designing for All Users: Including the Odd Users." In CHI '09 alt.chi, Extended Abstracts on Human Factors in Computing Systems, CHI'09, April, 2009.
- J29. Ackerman, Mark S., and Atul Prakash. "Understanding and Designing Support for Privacy." Paper, Workshop on Collaborative Information Behavior, ACM Group Conference, May, 2009.
- J30. Ackerman, Mark S., Jack Muramatsu, and David W. McDonald. "Uncovering the Problematics of Code." Paper, Workshop on Socio-Technical Systems and Interaction Design, Interact 2009, August, 2009, in press.
- J31. Zhou, Xiaomu, Mark S. Ackerman, and Kai Zheng. "Issues in Documentation and Use of Psychosocial Information: The Socio-Technical Perspective" Poster, American Medical Informatics Annual Symposium, November, 2009.
- J32. Klinkman, Michael, Sabrina Bauroth, Mark Ackerman, Barbara Mirel, Paul Lazar, Trissa Torres, and Michael Burnett. "Progress in Building a Community-Academic Partnership: the Greater Flint Depression in Primary Care Partnership." Abstract, North American Primary Care Research Group (NAPCRG) conference, November, 2009.

## PRESENTATIONS

### Major Presentations - Conferences and Workshops (not including presentations of conference papers)

"The Social Worlds Research Group." Talk. Summer Research Institute for the Science of Socio-Technical Systems, Syracuse University, June, 2009.

"CSCW and Socio-Technical Systems." Panel. Summer Research Institute for the Science of Socio-Technical Systems, Syracuse University, June, 2009

"Social Computing: Current Research Frontiers." Plenary Panel. ACM Group Conference, May, 2009.

"Social Informatics and the Changing Computational Infrastructure." Keynote. Workshop on Social Informatics, ASIS&T Conference, October, 2008.

"New Frontiers For Collaborative Technologies." Keynote. International Symposium on Collaborative Technologies and Systems (CTS 2008), May 2008.

"Expertise Sharing in Online Forums." Panel. International Symposium on Collaborative Technologies and Systems (CTS 2008), May 2008.

"The Perils of Publishing Multidisciplinary Research." Panel. I-Conference 2008, February, 2008.

"The Future of Knowledge Management." Panel. I-Conference 2006, October, 2006.

"Infrastructure and Interaction." Plenary panel. International Conference on Ubiquitous Computing (Ubicomp), September, 2006.

"Public Policy and Architecture." Panel. Workshop on the Emerging Science of the Web: Defining the Web 2.0, World Wide Web Consortium (W3C) and British Computer Society, September, 2005.

"Social Capital." Panel. ACM Conference on Computer Supported Cooperative Work (CSCW 2004), November, 2004.

"Designs and Implementations for Usability." Panel. Tcl'2003 (Tenth Annual Tcl/Tk Conference), July, 2003.

"Privacy in Collaborative Environments." Panel. ACM Conference on Computer Supported Cooperative Work (CSCW 2002), November, 2002.

"Social Science Findings for CSCW Designers." Tutorial, with Paul Dourish. ACM Conference on Computer Supported Cooperative Work (CSCW 2002), November, 2002.

"Beyond Knowledge Management: Sharing Expertise." Keynote talk. Research Workshop on Social Capital and Information Technology." Free University, Amsterdam, May, 2002.

"Knowledge Management and Organizational Memory." Invited talk. Workshop on the Future of Knowledge Management, Humbolt University (Berlin, Germany), March, 2002.

"Recent Research in Collaboration and Information Access." Invited talk. Astronomical Data Analysis Software & Systems (ADASS) IX, October, 2001.

"Informed Consent in Pervasive Environments." Panel. ACM Conference on Human Factors in Computing Systems (CHI'01), April, 2001.

"Social Science Findings for CSCW Designers." Tutorial. ACM Conference on Computer Supported Cooperative Work (CSCW 2000), November, 2000.

"Social Impacts of Computational Technologies on Society, an Irvine Perspective." Talk. EDUCAUSE'99 (Educom annual conference), October, 1999.

"The Intellectual Crisis of CSCW: Bridging the Gap between Social Requirements and Technical Capabilities." Keynote talk. IRIS (Information Systems Research in Scandinavia) Conference, August, 1999.

"Privacy, Electronic Commerce Resources, and the Web: An Actor-Theoretic Examination of the P3P Project." Talk. American Society for Information Science Mid-year Conference, May, 1999.

"Expertise Recommendations." Talk. Workshop on Recommendation Systems, ACM Conference on Human Factors in Computing Systems (CHI'99), May, 1999.

"Usability and Security." Panel. ISOC (Internet Society) Network and Distributed System Security Symposium, February, 1999.

"Collaborative Information Environments." Talk. Workshop on Collaborative Information Seeking, ACM Conference on Computer Supported Cooperative Work, November, 1998.

"State of the Art Report: Everything You Wanted To Know About Collaboration (From a CSCW Perspective)." Talk/tutorial. International Conference on Software Engineering, May, 1997.

"Computing, Social Activity, and Entertainment." Talk, with Jack Muramatsu. Human-Computer Interaction Consortium workshop, February, 1997.

"Extending CSCW into Domestic Environments." Workshop co-organizer and co-moderator. ACM Conference on Computer-Supported Cooperative Work (CSCW'96), November, 1996.

"Agents and Collaborative Expertise." Talk. Workshop on Social Filtering, UC Berkeley, March, 1996.

"Organizational Memory." Tutorial, with Eric Stein. IEEE Hawaii International Conference of System Sciences (HICSS), January, 1996.

"Theory and Organizational Memory." Panel. ACM Conference on Organizational Computing Systems (COOCS'95), August, 1995.

"Studying Networked Information Services." Talk. Computers in the Social Sciences Conference, San Diego, June, 1995.

"Organizational Memory and Computer-Mediated Communications." Talk. Workshop on Organizational Semiotics, University of Southern California, Computer Science Department, April, 1995.

"Cafe ConstructionKit." Talk. Workshop on Software Architectures for CSCW, ACM Conference on Computer Supported Cooperative Work, October, 1994.

"Beyond the Web: The Lessons of Answer Garden." Invited talk. NASA Workshop on User Interfaces for Astrophysics Software, June, 1994.

"Answer Garden." Talk. ACM SIGIR Research Workshop on Information Access and the Networks (IANET '93), July, 1993.

"Can Software Design Be Anything More Than Art?" Talk. Workshop on Ethnography and CSCW System Design, ACM Conference on Computer Supported Cooperative Work (CSCW '92), November, 1992.

"Organizational Issues in Information Environments." Panel presentation. Conference of the American Society for Information Science (ASIS), November, 1992.

"Answer Garden." Talk. Bellcore Workshop on Information Filtering, November, 1991.

"Answer Garden." Talk. ACM Computer-Human Interface Conference (CHI '91), Information Retrieval Short Talks, May, 1991.

"X Toolkit Widget Internals." Tutorial, with Ralph Swick. X Window System Technical Conference, January, 1991.

"The Answer Garden." Talk. X Window System Technical Conference, January, 1990.

"Neuroanatomy Learning Glossary." Video (refereed), with Steven Wertheim. ACM Computer-Human Interface Conference, May, 1989.

"Writing Widgets (Advanced Session)." Tutorial, with Ralph Swick. X Window System Technical Conference, January, 1989.

"Educational Software Interfaces." Tutorial, with Wendy Mackay. ACM Computer-Human Interface Conference, May, 1988.

#### **Other Presentations** (not including class presentations)

"Activities and Stage Models." Talk. Human-Computer Interaction Consortium Workshop, February, 2009.

"Disease Management as Coordinated Work." Talk. Center for Research on Electronic Work (CREW) Seminar, University of Michigan, December, 2005.

"The National Virtual Observatory." Talk. Science of Collaboratories Workshop, University of Michigan, June, 2005.

"HCI Issues in Privacy." Talk. Intel Corporation Usable Privacy Forum, February, 2005.

"Privacy." Talk. Socio-Technical Infrastructure for Electronic Transactions (STIET) program, University of Michigan, February, 2004.

"Trust, Internet Computing, and Ubicomp." Talk. Intel Research Face-to-Face Workshop, December, 2003.

"The Pervasive Problem of Privacy." Talk. Intel Research (Portland), December, 2003.

"Intellectual and Technical Challenges of Collaborative Systems." Talk. General Motors Technical R&D Center, November, 2003.

"Why Collaborative Systems Fail – the Intellectual Challenge of CSCW." Talk. Michigan Computer-Human Interaction Interest Group (MOCHI), November, 2002.

"Interaction Everywhere." Panel presentation. UC Irvine Institute for Software Research Symposium, June, 2002.

"Beyond Knowledge Management: Sharing Expertise." Talk. Fraunhofer Institute (formerly GMD-FIT), Bonn, Germany, May, 2002.

"Recent Research in Collaboration and Information Access." Talk. Michigan Computer-Human Interaction Interest Group (MOCHI), October, 2001.

"The User Experience in Oxygen." Short talk. Workshop on the User Experience in Ubiquitous Environments, ACM Conference on Human Factors in Computing Systems (CHI'01), April, 2001.

"24x7 Interaction and Information Everywhere." Talk. Northwestern University, Department of Education and Department of Computer Science, March, 2001.

"Re-Examining Organizational Memory." Talk. New York University, Information Systems Department, October, 2000.

"Augmenting and Enabling Expertise." Talk. MacArthur Foundation planning initiative meeting, October, 2000.

"Re-Examining Organizational Memory." Talk. University of Michigan, School of Information, August, 2000.

"Interaction Everywhere and Collective Memory." Talk. University of Michigan, Computer Science Department, August, 2000.

"Information Access: Finding Answers in a Combined Social and Technical Design Space." Talk. Carnegie-Mellon University, HCI Institute, March, 2000.

"Re-Examining Organizational Memory." Talk. Microsoft Research, February, 2000.

"The Intellectual Challenge of CSCW: Bridging the Gap between Social Requirements and Technical Capabilities." Talk. University of Maryland, Computer Science department, November, 1999.

"Re-Examining Organizational Memory." Talk. University of Maryland, College of Library and Information Services, November, 1999.

"Computer Supported Cooperative Work." Week-long course. University of Jyväskylä (Finland) Summer School, August, 1999.

"P3P, User Interfaces, and Privacy in Electronic Commerce." Talk. UC Irvine, Bay Area Round Table (BART), March, 1999.

"Re-Examining an Organization's Memory." Talk. IBM T. J. Watson Research Center, March, 1999.

"Expertise Management." Talk. UCI Center for Research on Information Technology and Organizations, NSF Center, January, 1999.

"Considering Memory in Organizations." Talk. Information Science Department, Claremont Graduate University, April, 1998.

"Helping People Work and Live on the Internet." Talk. UC Irvine, UC Irvine, ICS Research Symposium, February, 1997.

"The Internet at Work and Home." Talk. UC Irvine, Planned Giving Council meeting, January, 1997.

"More Effectively Using Organizational Information." Talk and moderator. UC Irvine, Bay Area Round Table (BART), December, 1996.

"Domestic Computational Technologies." Talk, with Wayne Lutters. Interval Research, October, 1996.

"The World Wide Web, the Internet, and Electronic Commerce." Panel presentation. American Antiquarian Booksellers Association conference, September, 1996.

"Answer Garden: Collaborative Help and Collaborative Filtering." Talk and seminar. AT&T Labs, August, 1996.

"The Chicago School of Sociology and Electronic Social Spaces." Talk and seminar, with Wayne Lutters. Interval Research, May, 1996

"Social Activity in CSCW Systems." Talk. Long Distance Learning Seminar, EDS (Boston), May, 1996.

"Shared Work History." Moderator. DARPA Workshop on Collective Action Tools, April, 1996.

"Electronic Commerce." Panel. UC Irvine, ICS Alumni Association, World Wide Web Seminar, February, 1996.

"Pathways Evaluation Study: Preliminary Report." Presentation, with Jonathan Grudin. UC Irvine, Admissions Office, February, 1996.

"Pathways Evaluation Study: Preliminary Report." Presentation, with Jonathan Grudin. University of California Office of the President, Advisory Group on Electronic Applications, January 1996.

"Social Activity in CSCW Systems." Talk. Human-Computer Forum, Stanford University, January 1996.

"Answer Garden and Beyond." Talk. Hughes Aircraft Company, June 1995.

"The Cafe ConstructionKit and Answer Garden II." Talk. Sun Microsystems, June 1995.

"Telepresence in Computer-Mediated Communication Systems." Talk. Interval Research, February 1995.

"Answer Garden". Presentation within "Organizational Memory" tutorial. Hawaii International Conference on System Sciences, January 1995.

"CSCW Communication and Coordination Technologies." Moderator. UCI/ICS Bay Area Round-Table (BART) meeting, December, 1994.

"Augmenting Organizational Memory." Talk. Fall Research Review, Irvine Research Unit in Software, University of California, Irvine, October, 1994.

"Organizational Memory, Organizational Learning, and Sociality." Talk. Apple Computer, September, 1994.

"Definitional and Contextual Issues in Organizational Memory Systems." Talk. UCLA, Information Systems Department, March, 1994.

"The Knowledgeable Organization: CSCW Systems and Organizational Issues in the Dissemination of Expert Information." Talk. Lockheed Corporation, February, 1994.

"Definitional and Contextual Issues in Organizational Memory Systems." Talk. Claremont Graduate School, Information Science Department, December, 1993.

"Widget and Xt Intrinsic Internals." Tutorial. Xhibition '93 (X Window System) trade show, June, 1993.

"Answer Garden: Preliminary Findings." Talk. Sun Microsystems (Boston), October, 1992.

"Answer Garden." Talk. Apple Computer, June, 1992.

"Answer Garden and Shared Expertise." Talk. Sun Microsystems (Boston), September, 1991.

"Answer Garden and Organizational Memory." Talk. University of Adelaide (Australia), June, 1991.

"Widget Internals." Tutorial. Xhibition '91 (X Window System) trade show, June, 1991.

"The Answer Garden." Talk. MIT Project Athena, April, 1991.

"Answer Garden and CSCW Design." Talk. Digital Equipment Corporation, Spitbrook Technical Seminar, January, 1991.

"Answer Garden." Demonstrations. Conference on Computer Supported Cooperative Work, October, 1990.

"Writing Widgets." Tutorial. Xhibition 90 (X Window System) trade show, May, 1990.

"Answer Garden." Talk. General Electric Corporate Research and Development Laboratory, April, 1990.

"Writing Widgets." Tutorial. Xhibition 89 (X Window System) trade show, June, 1989.

"A Tour of the Xt Intrinsic." Tutorial, with Ralph Swick. Xhibition 89 trade show, June, 1989.

"Programming with the X Window System." Independent Activities Period (IAP) course. Massachusetts Institute of Technology, January, 1989.

"How to Write a Widget." Tutorial. Xhibition trade show, August, 1988.

"Software Development Using the X Window System and the X Toolkit." Independent Activities Period (IAP) course, Massachusetts Institute of Technology, January, 1988.

"User Interfaces in College-Level Educational Software." Talk, with Wendy Mackay. Boston ACM Special Interest Group on Computer Human Interaction (SIGCHI), January, 1988.

"Applications Development under the X Window System." Project Athena course. Massachusetts Institute of Technology, June, 1987.

"3D Interface Tools for Architecture Education." Poster session. ACM CHI+GI Conference, March, 1987.

"Computer-Human Interfaces at Project Athena." Boston ACM Special Interest Group on Computer Human Interaction (SIGCHI), January, 1987.