

# Chirag Shah

## Title and Address

Associate Professor  
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## Employment History

### Faculty Positions

- 08/2019-ongoing Associate Professor, Information School, University of Washington.
- 03/2020-ongoing Adjunct Associate Professor, Paul G. Allen School of Computer Science & Engineering (CSE)
- 03/2020-ongoing Adjunct Associate Professor, Human Centered Design & Engineering (HCDE)
- 07/2010-ongoing Director, InfoSeeking Lab.
- 07/2016-06/2019 Associate Professor, School of Communication & Information (SC&I), Rutgers University.
- 07/2010-06/2016 Assistant Professor, School of Communication & Information (SC&I), Rutgers University.
- 07/2017-06/2020 Rutgers University Senator.
- 2016-ongoing Affiliate member of Rutgers Climate Institute.
- 2013-ongoing Affiliate member of graduate faculty, Dept. of Computer Science, Rutgers University.
- 2010-ongoing New Brunswick PhD Council Full Member.

### Consultancy

- 04/2020-08/2020 Visiting Researcher, Microsoft Research (MSR) AI.
- 05/2019-12/2019 Amazon Scholar, Amazon.
- 05/2018-01/2019 Visiting Research Scientist, Spotify.
- 09/2016-06/2018 Consultant, United Nations Data Analytics group.
- 06/2016-08/2017 Consultant, Brainly, Inc.
- 09/2010-2012 Scientific advisor, Texifter, LLC - a startup for developing tools and support for extracting and analyzing information from online sources. Springfield, Mass.

### Internship and Industry Positions

- 09/2009-09/2010 Director of Web Technologies, Texifter, LLC - a startup for developing tools and support for extracting and analyzing information from online sources. Springfield, Mass.
- 06/2007-08/2007 Internship at Fuji Xerox Palo Alto Lab (FXPAL) at California. Work on TRECVID as well as Collaborative Information Retrieval. Palo Alto, Calif.
- 06/2006-08/2006 Internship at National Institute of Informatics (NII). Work on Story Link Detection (SLD) and TREC's Blog track. Tokyo, Japan.
- 06/2004-08/2004 Internship at Honda Research Institute at Mountain View, CA. Work on automated plan building for ASIMO robot. Mountain View, Calif.

## Education

### Highest Earned Degree

PhD in Information & Library Science at University of North Carolina (UNC) Chapel Hill (2010).

## Other Earned Degrees

- MS in Computer Science from University of Massachusetts (UMass) Amherst (2006).
- MTech in Computer Science & Engineering from Indian Institute of Technology (IIT) Madras, India (2002).
- BE in Computer Engineering from Dharamsinh Desai Institute of Technology (DDIT) Nadiad, Gujarat, India (2000).

## Honors and Awards

### Fellowships

- Lester Asheim Merit-based Fellowship at School of Information & Library Science (SILS), University of North Carolina (UNC) Chapel Hill. \$4,025. (2006-2007).

### Professional Awards and Honors

- Karen Spärck Jones award. Accepted at ECIR 2020.
- Best Paper Award at ASIS&T 2019 conference.
- Chancellor's Scholar Award (\$5,000 per year for five years). Rutgers University. (July 2017).
- Best Student Paper Award (\$500) at ACM/IEEE Joint Conference on Digital Libraries (JCDL) conference.
- SIG USE Best Poster Award (\$200) at ASIS&T 2013 conference.
- Association of Information Science and Technology (ASIS&T)'s James M. Cretsos Leadership Award. (November 2013).
- Dept. of Library & Information Science (LIS) Distinguished Achievement in Research Award. (May 2012).
- Rutgers University's nomination (on competitive basis) for Microsoft Faculty Fellow. (Sept. 2011).
- Best Paper award in Political Communication category at the International Communication Association (ICA) annual conference. (May 2011).
- Best Political Science Software Award to ContextMiner by American Political Science Association. (September 2010).
- SIG USE award for interdisciplinary conference travel (\$200). (Nov. 2009).
- Student travel grant from Microsoft Research to attend CHI 2009 at Boston. (April 2009).
- 3rd prize (\$500) for the paper at "YouTube and the 2008 Elections Cycle" conference. (March 2009).
- Best Paper award (\$1000) at SIGIR 2008. (July 2008).
- Student travel grant from ACM and Google to attend SIGIR 2008 at Singapore. (July 2008).
- Student travel grant from ACM to attend JCDL 2008 at Pittsburgh. (June 2008).
- Student travel grant from ACM to attend SIGIR 2007 at Amsterdam, The Netherlands. (June 2007).
- Student travel grant from ACM to attend SIGIR 2004 at Sheffield, UK. (June 2004).
- 3rd prize in IEEE's regional Student Paper Contest based on paper competition in IEEE Region 10, which includes a number of Asian countries. Name inducted in IEEE Student Paper Contest Hall of Fame. (May 2002).
- Travel grant by IIT Madras Alumni Association at USA and IEEE for attending ICASSP 2001 at Salt Lake City, Utah, USA. (May 2001).
- Best Student Paper award in IEEE's regional paper contest. Gujarat, India. (Sept. 1999).
- Best Student Paper award at Birla Institute of Technology & Science (BITS) Pilani, India. (July 1997).
- 2nd prize at national level in student paper contest. Chennai, India. (Jan. 1997).
- Prime Minister Award for outstanding academic achievement. New Delhi, India. (Aug. 1995).
- 2nd in State Board Exam, Gujarat, India. (July 1994).
- Golden Boy of School award. Madresa, Navsari, India. (March 1993).

## Funding

### External Funding (Total: \$4,540,415)

- 06/2020-08/2021 (Grant Amount: **\$8,000**) Research Experience for Undergraduates (REU) supplemental award from the National Science Foundation (**NSF**), **Shah, C. (PI)**
- 04/2020-10/2020 (Grant Amount: **\$23,815**) Workshop on Intelligent Systems for Information Exploration and Access (iSEA) from the National Science Foundation (**NSF**), **Shah, C. (PI)**
- 10/2019-09/2022 (Grant Amount: **\$499,735**) "Towards Explainable Recommendation Systems" from the National Science Foundation (**NSF**), Zhang, Y. (PI), & **Shah, C. (Co-PI)**
- 05/2019-04/2020 (Grant Amount: **\$20,000**) Google Cloud Credits for project titled "Neural Information Retrieval (NeuIR) Models for Conversational Systems" (**Google**), **Shah, C. (PI)**
- 02/2019-01/2020 (Grant Amount: **\$100,000**) Amazon Research Award for project "Addressing Cold Start Problem in Personalization and Recommendation Using Proactive Information Retrieval" (**Amazon**), **Shah, C. (PI)**
- 06/2018-08/2020 (Grant Amount: **\$16,000**) Research Experience for Undergraduates (REU) supplemental award from the National Science Foundation (**NSF**), **Shah, C. (PI)**
- 09/2017-08/2020 (Grant Amount: **\$499,656**) "Information Fostering - Being Proactive in Information Seeking," from the National Science Foundation (**NSF**), **Shah, C. (PI)**
- 05/2017-04/2019 (Grant Amount: **\$1,426,420**) "Interactive technology for media literacy drug prevention in community groups," from the National Institute of Health (**NIH**)'s National Institute for Drug Abuse (NIDA). Greene, K. (Co-PI), Hench, M. (Co-PI) & **Shah, C. (Co-I)**.
- 07/2016-06/2019 (Grant Amount: **\$490,973**) "Online Q&A in STEM Education: Curating the Wisdom of the Crowd," from the Institute of Museum and Library Services (**IMLS**). **Shah, C. (PI)**, & Gazan, R.
- 05/2016-08/2017 (Grant Amount: **\$8,000**) Research Experience for Undergraduates (REU) supplemental award from the National Science Foundation (**NSF**), Belkin, N. (PI), & **Shah, C. (Co-PI)**
- 09/2016-08/2017 (Grant Amount: **\$62,813**) "Predicting Search Behavior Using Physical and Online Explorations," from **Google**. **Shah, C. (PI)**, & Singh, V.
- 09/2015-08/2016 (Grant Amount: **\$30,000**) "Content and user evaluations in community-based Q&A," from **Brainly**. The unrestricted funds are provided, along with the access to Brainly's data, to start a new collaboration with them on various research problems around online Q&A., **Shah, C. (PI)**
- 07/2015-06/2017 (Grant Amount: **\$1,400**) **Amazon's** "Education and Research Award" (includes Amazon's infrastructure support and \$1,400 in AWS credits), **Shah, C. (PI)**
- 09/2014-08/2017 (Grant Amount: **\$499,425**) "Characterizing and Evaluating Whole Session Interactive Information Retrieval," from the National Science Foundation (**NSF**), Belkin, N. (PI), & **Shah, C. (Co-PI)**
- 09/2014-08/2016 (Grant Amount: **\$10,000**) "Deriving Insights from Large Scale Social Media Data," from **Google** (as Google Cloud Credits), **Shah, C. (PI)**
- 09/2013-08/2014 (Grant Amount: **\$53,032**) "Automatic Identification of Information Searcher Intentions During an Information Seeking Session," by **Google**, Belkin, N. (PI), & **Shah, C. (Co-PI)**
- 06/2013-05/2015 (Grant Amount: **\$2,000**) **Amazon's** "Education and Research Award" (includes Amazon's infrastructure support and \$2,000 in AWS credits), **Shah, C. (PI)**
- 09/2012-02/2015 (Grant Amount: **\$219,126**) "Building Communities for Transforming Social Media Research with SOCRATES: SOcial and CRowdsourced AcTivities Extraction System," from the National Science Foundation (**NSF**)'s Building Community and Capacity for Data-Intensive Research in the Social, Behavioral, and Economic Sciences and in Education and Human Resources (BCC-SBE/EHR), **Shah, C. (PI)**, Naaman, M. (co-PI), & Mason, W. (co-PI)
- 09/2012-08/2015 (Grant Amount: **\$272,996**) "CIS3: Collaborative Information Seeking Support and Services in Libraries" (Grant Number RE-04-12-0105-12) from the Institute of Museum and Library Services (**IMLS**) under Laura Bush 21st Century Librarian Program Grant, **Shah, C. (PI)**

- 10/2011-09/2013 (Grant Amount: **\$250,000**) “Cyber Synergy: Seeking Sustainability Through Collaboration between Virtual Reference and Social Question and Answer Sites,” from the Institute of Museum and Library Services (IMLS) under the National Leadership Grant, Radford, M. (PI), Connaway, L. (co-PI), and **Shah, C. (Co-PI)**
- 09/2011-08/2012 (Grant Amount: **\$20,000**) Yahoo! Campus Innovation Award for project “Reimagining and Reinvigorating Information Seeking with a Novel Approach to Collaborative Information Seeking,” **Shah, C. (PI)**
- 01/2011-12/2011 (Grant Amount: **\$14,408**) OCLC/ALISE Library & Information Science Research Grant Program (LISRGP) award for the project titled “Modalities, Motivations, and Materials – Investigating Traditional and Social Online Q&A Services,” **Shah, C. (PI)**
- 10/2010-01/2012 (Grant Amount: **\$12,616**) Sub-grant from the **Smithsonian Institution** through UMass Amherst to develop ContextMiner, InfoExtractor, and related services, **Shah, C. (PI)**

#### Rutgers Competitive Funding (Total: \$57,400)

- 07/2012-06/2013 (Grant Amount: **\$22,700**) Rutgers Faculty Research Grant for project “IRIS - Information Retrieval and Interaction System for Collecting, Discovering, and Managing Information,” **Shah, C. (PI)**
- 06/2012-08/2012 (Grant Amount: **\$13,000**) “Affective processes in collaborative information seeking,” from SC&I as summer fellowship to Roberto Gonzalez-Ibanez (\$10,000) and faculty support for Chirag Shah (\$3,000), **Shah, C. (PI)**, Gonzalez-Ibanez, R. (Student)
- 06/2012-09/2012 (Grant Amount: **\$16,000**) “Investigating Impacts of Anonymity in Online Information Seeking Through Q&A Sites,” from SC&I as summer fellowship to Erik Choi (\$10,000) and faculty support for Chirag Shah (\$3,000) and Craig Scott (\$3,000), **Shah, C. (PI)**, Scott, C. (Co-PI), Choi, E. (Student)
- 12/2011-10/2012 (Grant Amount: **\$2,700**) Grants to Get Grants (G2GG) by the School of Communication & Information (SC&I) Research and Development Council to support data analysis relating to collaborative information seeking, **Shah, C. (PI)**
- 12/2011-04/2012 (Grant Amount: **\$1,500**) Research Council Grant for project “Supporting Creative and Sustainable Learning in Youth through SMORE: Social Media for Online Reified Education,” **Shah, C. (PI)**
- 12/2010-05/2011 (Grant Amount: **\$1,500**) Grants to Get Grants (G2GG) by the School of Communication & Information (SC&I) to support proposal writing efforts, **Shah, C. (PI)**

## Publications

### Books

1. **Shah, C.** (In Production). *A Hands-on Introduction to Data Science*. Textbook under development for Cambridge University Press. To be published in Spring 2020.
2. Liu, J., & **Shah, C.** (2019). *Interactive IR User Study Design, Evaluation, and Reporting*. Synthesis Lectures on Information Concepts, Retrieval, and Services. Series Edited by Gary Marchionini. Morgan & Claypool Publishers. (93 pages) ISBN: 9781681735795
3. **Shah, C.** (2017). *Social Information Seeking: Leveraging the Wisdom of the Crowd*. The Information Retrieval (IR) series. Berlin, Germany: Springer. Available from <http://www.springer.com/us/book/9783319567556> (9 chapters, 177 pages)
4. Hansen, P., **Shah, C.**, & Klas, C.-P. (Eds.) (2015). *Collaborative Information Seeking: Best Practices, New Domains, New Thoughts*. The Computer-Supported Cooperative Work (CSCW) series, Berlin, Germany: Springer. Available from <http://www.springer.com/us/book/9783319185415> (11 chapters, 226 pages)
5. **Shah, C.** (2012). *Collaborative Information Seeking: The Art and Science of Making the Whole Greater than the Sum of All*. The Information Retrieval (IR) series, (Vol. 34). Berlin, Germany: Springer. Available from <http://www.springer.com/us/book/9783642288128> (8 chapters, 185 pages)

## Book Chapters

1. **Shah, C.** (2015). Collaborative information seeking: From 'what?' and 'why?' to 'how?' and 'so what?' In P. Hansen, C. Shah, & C.-P. Klas (Eds.), *Collaborative information seeking: Best practices, new domains, new thoughts. CSCW series*. Springer: Berlin, Germany. pp. 1-15.
2. **Shah, C.** (2014). Politics 2.0 with Facebook. In A. Solo (Ed.), *Handbook of research on political activism in the information age* (pp. 179-189). Hershey, Pa.: IGI Global.
3. **Shah, C.** (2012). Coagmento – A case study in designing a user-centric collaborative information seeking system. In E. Currás & N. L. Romero (Eds.), *System science and collaborative information systems: Theories, practices and new research* (pp. 242-257). Hershey, Pa.: IGI Global. Available from <http://www.igi-global.com/chapter/coagmento-case-study-designing-user/61295>
4. **Shah, C.** (2010). Collaborative information seeking: A literature review. In A. Woodsworth & W. D. Penniman (Eds.), *Advances in librarianship* (Vol. 32), (pp. 3-33). Emerald Group Publishing Limited. Available from <http://www.emeraldinsight.com/books.htm?chapterid=1896272>
5. **Shah, C.** (2010). Designs for systems to support collaborative information behavior. In J. Foster (Ed.), *Collaborative information behavior* (pp. 141-159). Hershey, Pa.: IGI Global. Available from <http://www.igi-global.com/chapter/designs-systems-support-collaborative-information/44486>

## Articles in Refereed Journals

1. Verma, S., Gao, R., & **Shah, C.** (2020). Facets of Fairness in Search and Recommendation. In International Workshop on Algorithmic Bias in Search and Recommendation (pp. 1-11). Springer, Cham.
2. Gao, R. & **Shah, C.** (2020). Toward Creating a Fairer Ranking in Search Engine Results. To be published in *Journal of Information Processing and Management (IP&M)*, 57 (1).
3. Sarkar, S., Mitsui, M., Liu, J., & **Shah, C.** (2019). Implicit Information Need as Explicit Problems, Help, and Behavioral Signals. *Journal of Information Processing & Management (IP&M)*.
4. Le, L. T., **Shah, C.**, & Choi, E. (2019). Assessing the quality of answers autonomously in community question-answering. *International Journal on Digital Libraries*, 20(4), 351-367.
5. Liu, J., Wang, Y., Mandal, S., & **Shah, C.** (2019). Exploring the Immediate and Short-term Effects of Peer Advice and Cognitive Authority on Web Search Behavior. *Journal of Information Processing and Management (IP&M)*, 56(3), 1010-1025.
6. Gonzalez-Ibanez, R., Esparza-Villaman, A., Vargas-Godoy, J. C., & **Shah, C.** (2019). A Comparison of Unimodal and Multimodal Models for Implicit Detection of Relevance in Interactive IR. *Journal of the Association for Information Science and Technology (JASIST)*, 70(11), 1223-1235.
7. Rath, M. & **Shah, C.** (2018). Learning in Crowdsourced Environments: Where Are We Going and How Do We Get There? *International Journal on Innovations in Online Education*, 2(4). Article IJIOE-29899.
8. Le, L., & **Shah, C.** (2018). Retrieving People: Identifying Potential Answerers in Community Question-Answering. *Journal of the Association for Information Science and Technology (JASIST)*. 69(10), 1246-1258. [Journal Impact Factor: 2.835]
1. Wang, Y. & **Shah, C.** (2017) Investigating failures in information seeking episodes. In *Aslib Journal of Information Management* (Vol. 69 Issue: 4), (pp. 441-459). Emerald Group Publishing Limited. Available from <https://doi.org/10.1108/AJIM-02-2017-0041> [Journal Impact Factor: 1.514]
2. Knight, S., Rienties, B., Littleton, K., Tempelaar, D., Mitsui, M., & **Shah, C.** (2017). The orchestration of a collaborative information seeking learning task. In *Information Retrieval Journal*. (Vol. 20, Issue 5), (pp. 480-505). Available from <https://doi.org/10.1007/s10791-017-9304-z>
3. **Shah, C.**, Capra, R., & Hansen, P. (2017). Research agenda for social and collaborative information seeking. *Journal of Library and Information Science Research (LISR)*, 39(2), 140-146. [Journal Impact Factor: 1.185]
4. Hendaheba, C., & **Shah, C.** (2017). Evaluating User Search Trails in Exploratory Search Tasks. *Journal of Information Processing and Management (IP&M)*, 53(4), pp. 905-922. Available from <http://www.sciencedirect.com/science/article/pii/S0306457316304915> [Journal Impact Factor: 3.444]

5. Choi, E., & **Shah, C.** (2017). Asking for more than an answer: What do askers expect in online Q&A services? In *Journal of Information Science (JIS)*, 43(3), (13 pp.) [Journal Impact Factor: 1.372] Available from <http://journals.sagepub.com/doi/abs/10.1177/0165551516645530?rss=1>
6. Knight, S., Tempelaar, S., Rienties, B., Littleton, K., Mitsui, M., & **Shah, C.** (2017). The relationship of (perceived) epistemic cognition to interaction with resources on the internet. In *Journal of Computers in Human Behavior*. (Vol. 73). (pp. 507-518). Available from <http://www.sciencedirect.com/science/article/pii/S074756321730256X>
7. **Shah, C.**, Hendaheba, C., & Gonzalez-Ibanez, R. (2017). Two's not always company: Collaborative information seeking across task types. *Aslib Journal of Information Management*, 69(1), pp. 22-35. [Journal Impact Factor: 1.514]
8. Radford, M., Connaway, L., Mikitish, S., Alpert, M., **Shah, C.**, & Cooke, N. (2017). Shared values, new vision: Collaboration and communities of practice in virtual reference and SQA. In *Journal of the Association for Information Science and Technology (JASIST)*. 68(2), pp. 438-449. Available from <http://onlinelibrary.wiley.com/wol1/doi/10.1002/asi.23668/full> [Journal Impact Factor: 2.835]
9. **Shah, C.**, & Leeder, C. (2016). Exploring collaborative work among graduate students through the C5 model of collaboration: A diary study. *Journal of Information Science (JIS)*, 42(5), 609-629. Available from <http://journals.sagepub.com/doi/abs/10.1177/0165551515603322?rss=1> [Journal Impact Factor: 1.372]
10. Leeder, C., & **Shah, C.** (2016). Library research as collaborative information seeking. *Journal of Library and Information Science Research (LISR)*, 38(3), 202-211. Available from <http://www.sciencedirect.com/science/article/pii/S0740818816302079> [Journal Impact Factor: 1.185]
11. **Shah, C.**, Hendaheba, H., & Gonzalez-Ibanez, R. (2016). Rain or shine? Forecasting search process performance in exploratory search tasks. *Journal of the Association for Information Science & Technology (JASIST)*, 67(7), 1607-1623. Available from <http://onlinelibrary.wiley.com/doi/10.1002/asi.23484/full> [Journal Impact Factor: 2.835]
12. **Shah, C.** (2016). The blind leading the blind: Impromptu leaderships influenced by awareness in collaborative search. *Aslib Journal of Information Management*, 68(2), 212-226. Available from <http://www.emeraldinsight.com/doi/abs/10.1108/AJIM-08-2015-0125> [Journal Impact Factor: 1.514]
13. Soulier, L., Tamine, L., & **Shah, C.** (2016). MineRank: Leveraging users' latent roles for unsupervised collaborative information retrieval. *Journal of Information Processing & Management (IP&M)*, 52(6), 1122-1141. Available from <http://www.sciencedirect.com/science/article/pii/S0306457316301145> [Journal Impact Factor: 3.444]
14. Leeder, C. & **Shah, C.** (2016). Collaborative information seeking in student group projects. *Aslib Journal of Information Management*, 68(5), 526-544. Available from <http://www.emeraldinsight.com/doi/abs/10.1108/AJIM-12-2015-0190> [Journal Impact Factor: 1.514]
15. Leeder, C., & **Shah, C.** (2016). Practicing critical evaluation of online sources improves student search behavior. *The Journal of Academic Librarianship*, 42(4), 459-468. Available from <http://www.sciencedirect.com/science/article/pii/S0099133316300143> [Journal Impact Factor: 1.287]
16. Leeder, C., & **Shah, C.** (2016). Measuring the effect of virtual librarian intervention on student online search. *The Journal of Academic Librarianship*, 42(1), 2-7. Available from <http://www.sciencedirect.com/science/article/pii/S0099133315002037> [Journal Impact Factor: 1.287]
17. Leeder, C., & **Shah, C.** (2016). Strategies, obstacles, and attitudes: student collaboration in information seeking and synthesis projects. *Journal of Information Research*, 21(3), paper 723. 19 pp. Available from <http://www.informationr.net/ir/21-3/paper723.html#.WfK6ArYrLow> [Journal Impact Factor: 0.574]
18. **Shah, C.**, Hendaheba, C., & Gonzalez-Ibanez, R. (2016). Two's company, but three's no crowd: Evaluating exploratory Web search for individuals and teams. *Aslib Journal of Information Management*, 67(6), 636-662. doi:10.1108/AJIM-05-2015-0082. Available from <http://www.emeraldinsight.com/doi/abs/10.1108/AJIM-05-2015-0082?journalCode=ajim> [Journal Impact Factor: 1.514]
19. Choi, E. & **Shah, C.** (2016). User motivation for asking a question in online Q&A services. *Journal of the Association for Information Science & Technology (JASIST)*, 67(5), 1182-1197. Available from <http://onlinelibrary.wiley.com/wol1/doi/10.1002/asi.23490/full> [Journal Impact Factor: 2.835]



20. Hendahewa, C., & **Shah, C.** (2015). Implicit search feature based approach to assist users in exploratory search tasks. *Information Processing & Management (IP&M)*, 51(5), pp. 643-661. Available from <http://www.sciencedirect.com/science/article/pii/S0306457315000795> [Journal Impact Factor: 3.444]
21. Gonzalez-Ibanez, R., **Shah, C.**, & White, R. (2015). Capturing collaboration opportunities: A method to evaluate collaboration opportunities in information search using pseudo-collaboration. *Journal of the Association for Information Science & Technology (JASIST)*, 66(9), 1897-1912. Available from <http://onlinelibrary.wiley.com/wol1/doi/10.1002/asi.23288/full> [Journal Impact Factor: 2.835]
22. **Shah, C.**, Radford, M., & Connaway, L. (2015). Collaboration and synergy in hybrid Q&A: Participatory design method and results. *Library & Information Science Research (LISR)*, 37(2), 92-99. Available from <http://www.sciencedirect.com/science/article/pii/S0740818815000353> [Journal Impact Factor: 1.185]
23. Cole, M., Hendahewa, C., Belkin, N., & **Shah, C.** (2015). User activity patterns during information search. *ACM Transactions on Information Systems (TOIS)*, 33(1), 1-39. Available from <http://dl.acm.org/citation.cfm?id=2699656> [Journal Impact Factor: 2.312]
24. **Shah, C.**, Kitzie, V., & Choi, E. (2014). Modalities, motivations, and materials – Investigating traditional and social online Q&A services. *Journal of Information Science (JIS)*, 40(5), 669-687. [Journal Impact Factor: 1.372]
25. **Shah, C.** (2014). Evaluating collaborative information seeking – Synthesis, suggestions, and structure. *Journal of Information Science (JIS)*, 40(4), 460-475. [Journal Impact Factor: 1.372]
26. **Shah, C.** (2014). Collaborative information seeking. *Journal of the Association for Information Science & Technology (JASIST)*, 65(2), 215-236. doi:10.1002/asi.22977 [Journal Impact Factor: 2.835]
27. Gonzalez-Ibanez, R., Haseki, M., & **Shah, C.** (2013). Let's search together, but not too close! An analysis of communication and performance in collaborative information seeking. *Information Processing & Management (IP&M)*, 49(5), 1165-1179. doi:10.1016/j.ipm.2012.12.008. Available from <http://www.sciencedirect.com/science/article/pii/S0306457313000046> [Journal Impact Factor: 3.444]
28. **Shah, C.** (2013). Effects of awareness on coordination in collaborative information seeking. *Journal of the American Society of Information Science & Technology (JASIST)*, 64(6), 1122–1143. Available from <http://onlinelibrary.wiley.com/wol1/doi/10.1002/asi.22819/full> [Journal Impact Factor: 2.835]
29. Read, P., **Shah, C.**, S-O'Brien, L., & Woolcott, J. (2012). "Story of one's life and a tree of friends" - Understanding millennials' information behavior in social networks. *Journal of Information Science (JIS)*, 38(5), 489-497. Available from <http://jis.sagepub.com/content/38/5/489.full.pdf+html> [Journal Impact Factor: 1.372] Also a **featured article** in November 2012 issue of The Informed Librarian Online.
30. File, C., & **Shah, C.** (2012). InfoExtractor – A tool for social media data mining. *Journal of Information Technology & Politics*, 9(3), 269-278. Available from <http://www.tandfonline.com/doi/full/10.1080/19331681.2012.665259> [Journal Impact Factor: 1.682]
31. **Shah, C.**, & Kitzie, V. (2012). Social Q&A and virtual reference – Comparing apples and oranges with the help of experts and users. *Journal of the American Society of Information Science & Technology (JASIST)*, 63(10), 2020-2036. Available from <http://onlinelibrary.wiley.com/doi/10.1002/asi.22699/full> [Journal Impact Factor: 2.835]
32. **Shah, C.**, & Gonzalez-Ibanez, R. (2012). Spatial context in collaborative information seeking. *Journal of Information Science (JIS)*, 38(4), 333-349. doi:10.1177/0165551512438356. Available from <http://jis.sagepub.com/content/38/4/333> [Journal Impact Factor: 1.372]
33. Baym, G., & **Shah, C.** (2011). Circulating struggle - The on-line flow of environmental advocacy clips from The Daily Show and The Colbert Report. *Information, Communication & Society (iCS)*, 14(7), 1017-1038. doi:10.1080/1369118X.2011.554573. Available from <http://www.tandfonline.com/doi/abs/10.1080/1369118X.2011.554573> [Journal Impact Factor: 1.000]
34. Thorson, K., Borah, P., Ekdale, B., Namkoong, K., & **Shah, C.** (2010). YouTube and Proposition 8: A case study in video activism. *Information, Communication, and Society (iCS)*, 13(3), 325-349. Available from <http://www.tandfonline.com/doi/abs/10.1080/13691180903497060> [Journal Impact Factor: 1.000]
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3. Liu, J., Sarkar, S., & **Shah, C.** (2020). Identifying and Predicting the States of Complex Search Tasks. Proceedings of ACM Conference on Human Information Interaction and Retrieval (CHIIR). March 14-18, 2020. Vancouver, Canada.
4. Ghosh, S., & **Shah, C.** (2020). Identifying Citation Sentiment and its Influence while Indexing Scientific Papers. In Proceedings of the 53rd Hawaii International Conference on System Sciences (HICSS). January 7-10, 2020. Grand Wailea, Maui, HI.
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61. **Shah, C.**, and Pomerantz, J. (2010, July 19-23). Evaluating and predicting answer quality in community QA. *Proceedings of ACM Special Interest Group on Information Retrieval (SIGIR) 2010 Conference*, Geneva, Switzerland, 411-418. Available from [http://dl.acm.org/ft\\_gateway.cfm?id=1835518&ftid=61762&dwn=1&CFID=541786312&CFTOKEN=58474149](http://dl.acm.org/ft_gateway.cfm?id=1835518&ftid=61762&dwn=1&CFID=541786312&CFTOKEN=58474149) [Acceptance rate: 16.7%]
62. Sayre, B., Bode, L., Wilcox, D., Shah, D. V., & **Shah, C.** (2009, October 8-10). Message flows in a digital age: Tracking attention to Prop. 8 in social media and conventional news. *Proceedings of Association of Internet Researchers (AOIR) Conference*. Milwaukee, 37 pp. Available from <http://users.polisci.wisc.edu/behavior/Papers/Sayre,%20Bode,%20Wilcox,%20Shah%20and%20Shah%20-%20April%202010.pdf>
63. Edgerly, S., Vraga, E., Fung, T., Moon, Tae J., Yoo, Woo H., Veenstra, A., & **Shah, C.** (2009, October 8-10). YouTube as a public sphere: The Proposition 8 debate. *Proceedings of Association of Internet Researchers (AOIR) Conference*, Milwaukee, WI, 33 pp. Available from [https://www.msu.edu/~jmonberg/415/Schedule\\_files/Edgerly\\_et\\_al\\_YouTube\\_Public\\_Sphere.pdf](https://www.msu.edu/~jmonberg/415/Schedule_files/Edgerly_et_al_YouTube_Public_Sphere.pdf)
64. Lee, C. A., Marciano, R., Hou, C., & **Shah, C.** (2009, October 5-6). Mainstreaming preservation through slicing and dicing of digital repositories: Investigating alternative service and resource options for ContextMiner using data grid technology. In *Proceedings of iPRES 2009*, San Francisco, CA, 113-120. Available from <http://escholarship.org/uc/item/9tw130cc> [Acceptance rate: 63%]
65. Marchionini, G., **Shah, C.**, Lee, C. A., & Capra, R. (2009, June 15-19). Query parameters for harvesting digital video and associated contextual information. *Proceedings of IEEE ACM Joint Conference on Digital Libraries (JCDL) 2009*, Austin, TX, 77-86. Available from



- [http://dl.acm.org/ft\\_gateway.cfm?id=1555414&type=pdf&CFID=541786312&CFTOKEN=58474149](http://dl.acm.org/ft_gateway.cfm?id=1555414&type=pdf&CFID=541786312&CFTOKEN=58474149)  
[Acceptance rate: 28%]
66. **Shah, C.** (2009, April 16-17). Supporting research data collection from YouTube with TubeKit. *Proceedings of YouTube and 2008 Election Cycle in the United States*, Amherst, MA, 226-240. Available from <http://www.tandfonline.com/doi/abs/10.1080/19331681003748875>
67. **Shah, C.**, Marchionini, G., & Kelly, D. (2009, April 4-9). Learning design principles for a collaborative information seeking system. Work-in-Progress in *Proceedings of ACM Special Interest Group on Computer-Human Interaction (SIGCHI) Conference 2009*, Boston, MA, 3419-3424. Available from [http://dl.acm.org/ft\\_gateway.cfm?id=1520496&ftid=642992&dwn=1&CFID=541786312&CFTOKEN=58474149](http://dl.acm.org/ft_gateway.cfm?id=1520496&ftid=642992&dwn=1&CFID=541786312&CFTOKEN=58474149) [Acceptance rate: 31%]
68. **Shah, C.**, & Marchionini, G. (2008, October 24-29). Hunting for hip, hipsters, and happenings on YouTube. *Proceedings of the Association for Information Science and Technology (ASIST) 2008 Annual Meeting*, Columbus, OH, 16 pp. Available from <http://onlinelibrary.wiley.com/doi/10.1002/meet.2008.1450450235/pdf>
69. Oh, S., Oh, J. S., and **Shah, C.** (2008, October 24-29). The use of information sources by Internet users in answering questions. *Proceedings of the Association for Information Science and Technology (ASIST) 2008 Annual Meeting*, Columbus, OH, 13 pp. Available from <http://onlinelibrary.wiley.com/doi/10.1002/meet.2008.1450450279/pdf>
70. Kelly, D., **Shah, C.**, Sugimoto, C. R., Bailey, E. W., Clemens, R. A., Irvine, A. K., Johnson, N. A., Ke, W., Oh, S., Poljakova, A., Rodriguez, M. A., van Noord, M. G., & Zhang, Y. (2008, October 14-17). The effects of performance feedback on users' evaluations of an interactive IR system. *Proceedings of the 2nd Symposium on Information Interaction in Context (IliX)*, London, UK, 75-82. Available from [http://dl.acm.org/ft\\_gateway.cfm?id=1414712&ftid=574618&dwn=1&CFID=541786312&CFTOKEN=58474149](http://dl.acm.org/ft_gateway.cfm?id=1414712&ftid=574618&dwn=1&CFID=541786312&CFTOKEN=58474149) [Acceptance rate: 49%]
71. Pickens, J., Golovchinsky, G., **Shah, C.**, Qvarfordt, P., & Back, M. (2008, July 20-24). Algorithmic mediation for collaborative exploratory search. *Proceedings of ACM Special Interest Group on Information Retrieval (SIGIR) 2008 Conference*, Singapore, 315-322. Available from [http://dl.acm.org/ft\\_gateway.cfm?id=1390389&type=pdf&CFID=541786312&CFTOKEN=58474149](http://dl.acm.org/ft_gateway.cfm?id=1390389&type=pdf&CFID=541786312&CFTOKEN=58474149) (**Best Paper Award**) [Acceptance rate: 17%]
72. Capra, R., Lee, C. A., Marchionini, G., Russell, T., **Shah, C.**, & Stutzman, F. (2008, June 16-20). Selection and context scoping for digital video collections: An investigation of YouTube and blogs. *Proceedings of IEEE ACM Joint Conference on Digital Libraries (JCDL) 2008*, Pittsburgh, PA, 211-220. Available from [http://dl.acm.org/ft\\_gateway.cfm?id=1378925&ftid=534745&dwn=1&CFID=541786312&CFTOKEN=58474149](http://dl.acm.org/ft_gateway.cfm?id=1378925&ftid=534745&dwn=1&CFID=541786312&CFTOKEN=58474149) [Acceptance rate: 28%]
73. **Shah, C.** & Eguchi, K. (2007, April 2-5). Use of topicality and information measures to improve document representation for story link detection. *Proceedings of European Conference on Information Retrieval (ECIR) 2007*, Rome, Italy, 393-404. Available from <http://www.springerlink.com/content/m367326203h18540/> [Acceptance rate: 19%]
74. **Shah, C.**, & Croft, W. B. (2004, July 25-29). Evaluating high accuracy retrieval techniques. *Proceedings of ACM Special Interest Group on Information Retrieval (SIGIR) 2004*, Sheffield, UK, 2-9. Available from [http://dl.acm.org/ft\\_gateway.cfm?id=1008996&ftid=278228&dwn=1&CFID=541786312&CFTOKEN=58474149](http://dl.acm.org/ft_gateway.cfm?id=1008996&ftid=278228&dwn=1&CFID=541786312&CFTOKEN=58474149) [Acceptance rate: 22%]
75. **Shah, C.**, & Bhattacharyya, P. (2003, December). Improving document vectors representation using semantic links and attributes. *Proceedings of International Conference on Natural Language Processing (ICON) 2003*, Mysore, India, 10 pp. Available from [http://comminfo.rutgers.edu/~chirags/papers/chirag\\_icon03.pdf](http://comminfo.rutgers.edu/~chirags/papers/chirag_icon03.pdf)
76. **Shah, C.**, Chaudhary, B., & Bhattacharyya, P. (2002, December). Constructing better document vectors using universal networking language (UNL). *Proceedings of International Conference on Knowledge Based Systems (KBCS) 2002*, Mumbai, India, 10 pp. Available from <http://citeseerx.ist.psu.edu/viewdoc/download?doi=10.1.1.76.6012&rep=rep1&type=pdf>

77. **Shah, C.**, & Bhattacharyya, P. (2002, November). A study for evaluating the importance of various parts of speech (POS) for information retrieval (IR). *Proceedings of International Conference on Universal Knowledge and Language (ICUKL) 2002*, Goa, India, 10 pp. Available from <http://citeseerx.ist.psu.edu/viewdoc/summary?doi=10.1.1.2.2792>

### Technical Reports (Not Refereed)

1. **Shah, C.**, Capra, R., & Hansen, P. (2015). *Report on the workshop on social and collaborative information seeking (SCIS)*. DIMACS, Rutgers University. Available from <http://dimacs.rutgers.edu/Workshops/SCIS/SCIS2015Report.pdf>
2. **Shah, C.**, Naaman, M., & Mason, W. (2014). *Notes from the social media workshop*. DIMACS, Rutgers University. Available from <http://dimacs.rutgers.edu/Workshops/SocialMedia/SM-Workshop-Notes.pdf>
3. Marchionini, G., Tibbo, H., Lee, C. A., Jones, P., Capra, R., Geisler, G., Russell, T., **Shah, C.**, Sheble, L., Jorda, S., Song, Y., Howard, D. E., Clemens, R., & Hill, B. (2009). *VidArch: Preserving video objects and context final report (SILS Technical Report TR-2009-01)*. University of North Carolina, Chapel Hill. Available from <https://sils.unc.edu/sites/default/files/general/research/TR-2009-01.pdf>
4. Eguchi, K. & **Shah, C.** (2006). *Opinion retrieval experiments using generative models (Notebook version)*. *TREC 2006*. Gaithersburg, MD: National Institute of Standards and Technology (NIST). Available from <http://citeseerx.ist.psu.edu/viewdoc/summary?doi=10.1.1.65.436>
5. **Shah, C.** (2006). *Story link detection (SLD) using relational knowledge discovery (MS Thesis)*. Amherst, MA: University of Massachusetts.
6. Nallapati, R., & **Shah, C.** (2005). *Evaluating the quality of query refinement suggestions in information retrieval (Technical report #IR-521)*. Amherst, MA: Center for Intelligent Information Retrieval (CIIR), Dept. of Computer Science, University of Massachusetts. Available from <http://citeseerx.ist.psu.edu/viewdoc/summary?doi=10.1.1.149.2989>
7. Connell, M., Feng, A., Kumaran, G., Raghavan, H., **Shah, C.**, & Allan, J. (2004). *University of Massachusetts at TDT 2004 (Notebook Version)*. *Topic Detection and Tracking (TDT) 2004*. Gaithersburg, MD: National Institute of Standards and Technology (NIST). Available from <http://citeseerx.ist.psu.edu/viewdoc/summary?doi=10.1.1.81.1118>
8. Ramakirshnan, G., Bellare, K., **Shah, C.**, & Paranjpe, D. (2003). *Generic text summarization using WordNet for novelty and HARD (Notebook Version)*. *TREC 2003*. Gaithersburg, MD: National Institute of Standards and Technology (NIST). Available from <http://trec.nist.gov/pubs/trec12/papers/iit.novelty.hard2.pdf>
9. **Shah, C.** (2002). *Text documents classification using self-organizing map (SOM) for information retrieval (MTech Thesis)*. Madras, India: Indian Institute of Technology (IIT).
10. **Shah, C.** (2002). *Automatic organization of text documents in categories using self-organizing map (SOM)*. *IEEE's Region 10 Student Paper Contest*. **(3rd Prize Winner)** Available from <http://citeseerx.ist.psu.edu/viewdoc/summary?doi=10.1.1.11.6162>
11. **Shah, C.** (2000). *EnConversion system from English to universal networking language (UNL) (BE Project Dissertation)*. Bombay, India: Indian Institute of Technology (IIT).

### Conference Presentations, Lectures, Demonstrations

#### Keynote or Plenary Addresses

1. *Task-Based Intelligent Retrieval and Recommendation*. **Keynote** at European Conference on Information Retrieval (ECIR). Lisbon, Portugal. April 15, 2020.
2. *Investigating Bias and Instigating Fairness in Search and Recommendation*. **Keynote** at International Workshop on Algorithmic Bias in Search and Recommendation (Bias 2020). Lisbon, Portugal. April 14, 2020.
3. *Addressing Bias in Search and Fairness in Machine Learning*. **Keynote** at International Conference on Industrial Application Engineering (ICIAE) 2020. Matsue, Japan. March 27, 2020.

4. *Social and Collaborative Information Seeking: State of the Union*. **Keynote** at the Workshop on Evaluation of Collaboration Information Retrieval and Seeking (Ecol). Melbourne, Australia. October 23, 2015.
5. Invitation to give the keynote speech at the International Scientific Conference of the University of Holguin, Cuba. April 25-27, 2011.

#### Conference Posters and Demos (Refereed)

1. Soltani, D., Mitsui, M., & **Shah, C.** (2019). Coagmento: Rapid Prototyping of Web Search Experiments. Demo in Proceedings of ACM Conference on Human Information Interaction and Retrieval (CHIIR). March 10-14, 2019. Glasgow, Scotland, UK.
2. Ghosh, S., & **Shah, C.** (2018). Towards Automatic Fake News Classification. Poster in the Proceedings of the Association for Information Science and Technology (ASIST). November 10-14, 2018. Vancouver, Canada.
3. Pulliza, J., & **Shah, C.** (2018). Improving Corpus Reproducibility through Modular Text Transformations and Connected Data Sets. Poster in the Proceedings of the Association for Information Science and Technology (ASIST). November 10-14, 2018. Vancouver, Canada.
4. Wang, Y., Liu, J., Mandal, S., & **Shah, C.** (2018). Persuasion by Peer or Expert for Web Search. Poster in Proceedings of Computer-Supported Cooperative Work (CSCW). Jersey City, NJ. November 3-7, 2018.
5. Pulliza, J., & **Shah, C.** (2018). Information Retrieval and Interaction System (IRIS) A toolkit for investigating information retrieval and interaction activities. Demo in Proceedings of ACM Conference on Human Information Interaction and Retrieval (CHIIR). March 11-15, 2018. New Brunswick, NJ. [Acceptance rate: 62%]
6. Mitsui, M., Liu, J., & **Shah, C.** (2018). Coagmento: Past, Present, and Future of an Individual and Collaborative Information Seeking Platform. Demo in Proceedings of ACM Conference on Human Information Interaction and Retrieval (CHIIR). March 11-15, 2018. New Brunswick, NJ. [Acceptance rate: 62%]
7. Ghosh, S., & **Shah, C.** (2017). Information seeking in learning-oriented search. *Proceedings of the Association for Information Science and Technology*, 54(1), 682-684. Available from <http://onlinelibrary.wiley.com/doi/10.1002/pr2.2017.14505401115/full>
8. Choi, D., An, J., **Shah, C.**, & Singh, V. (2017). Examining information search behaviors in small physical space: An escape room study. *Proceedings of the Association for Information Science and Technology*, 54(1), 640-641. Available from <http://onlinelibrary.wiley.com/doi/10.1002/pr2.2017.14505401098/full>
9. Mitsui, M., & **Shah, C.** (2016). Coagmento 2.0: A System for Capturing Individual and Group Information Seeking Behavior. Demo in the Proceedings of ACM/IEEE Joint Conference on Digital Libraries (JCDL). June 19-23, 2016. Newark, NJ.
10. Choi, D., Matni, Z., & **Shah, C.** (2015, November 6-10). SOCRATES 2.0: Bridging the gap between researchers and social media data through natural language interactions. *Demo in the Proceedings of Association for Information Science & Technology (ASIST) 2015*. St. Louis, MO.
11. Matni, Z., Choi, D., & **Shah, C.** (2014, November 1-6). A Demonstration of SOCRATES: Streamlining the collection, analysis and exploration of social media data. *Demo in the Proceedings of Association for Information Science & Technology (ASIST) 2014*, Seattle, WA.
12. Kitzie, V., Choi, E., & **Shah, C.** (2013). From bad to good: An investigation of question quality and transformation. *Poster in Proceedings of Association for Information Science & Technology (ASIST) Annual Meeting*, Montreal, QC, Canada. [**SIG USE Best Poster Award**]
13. Choi, E., Kitzie, V., & **Shah, C.** (2013). "10 points for the best answer!" – Baiting for explicating knowledge contributions within online Q&A. Poster in *Proceedings of Association for Information Science & Technology (ASIST) Annual Meeting*, Montreal, QC, Canada.
14. Choi, E., Kitzie, V., & **Shah, C.** (2012). Developing a typology of online Q&A models and recommending the right model for each question type. Poster in *Proceedings of American Society of Information Science & Technology (ASIST) Annual Meeting*, Baltimore, MD.
15. Gonzalez-Ibanez, R., **Shah, C.**, & White, R. (2012). Pseudo-collaboration as a method to perform selective algorithmic mediation in collaborative IR systems. Poster in *Proceedings of American Society of Information Science & Technology (ASIST) Annual Meeting*, Baltimore, MD.

16. Gonzalez-Ibanez, R., & **Shah, C.** (2012). Investigating positive and negative affects in collaborative information seeking: A pilot study report. Poster in *Proceedings of American Society of Information Science & Technology (ASIST) Annual Meeting*, Baltimore, MD.
17. Gonzalez-Ibanez, R., Haseki, M., & **Shah, C.** (2012, May 5-10). Understanding effects of time and proximity on collaboration: Implications for technologies to support collaborative information seeking. Poster in *Proceedings of ACM CHI Conference*, Austin, TX.
18. Haseki, M., **Shah, C.**, & Gonzalez-Ibanez, R. (2012, February 11-15). Time as a trigger of interaction and collaboration in research teams: A diary study. Poster in *Proceedings of Computer-Supported Collaborative Work (CSCW) Conference*, Seattle, WA.
19. Baym, G., & **Shah, C.** (2011, May 26-30). The online flow of environmental advocacy clips from The Daily Show and The Colbert Report. *Proceedings of the International Communication Association (ICA) 2011 Conference*, Boston, MA.
20. Gonzalez-Ibanez, R., & **Shah, C.** (2011). Coagmento - A system for supporting collaborative information seeking. Demo in *Proceedings of American Society of Information Science & Technology (ASIST) Annual Meeting*, New Orleans, LA.
21. Kitzie, V., & **Shah, C.** (2011). Faster, better, or both? Looking at both sides of online question-answering coin. Poster in *Proceedings of American Society of Information Science & Technology (ASIST) Annual Meeting*, New Orleans, LA.
22. **Shah, C.** (2010, February 6-11). Coagmento- A collaborative information seeking, synthesis and sense-making framework. Integrated demo at *CSCW 2010*. Savannah, GA.
23. González- Ibáñez, R. & **Shah, C.** (2010). Group's affective relevance: A proposal for studying affective relevance in collaborative information seeking. Poster in *Proceedings of ACM GROUP 2010*. Sanibel Island, FL.
24. Oh, J. S., **Shah, C.**, & Oh, S. (2009, November 6-11). User participation patterns over time in Yahoo! Answers. Poster in *Proceedings of American Society of Information Science & Technology (ASIST) Annual Meeting*. Vancouver, BC, Canada.
25. Lee, C. A., Marciano, R., Hou, C., & **Shah, C.** (2009, June 15-19). From harvesting to cultivating: Transformation of a Web collecting system into a robust curation environment. Poster in *Proceedings of IEEE ACM Joint Conference on Digital Libraries (JCDL) 2009*, Austin, TX.
26. **Shah, C.** (2009, June 15-19). *ContextMiner - Explore globally, aggregate locally*. Demo in *Proceedings of IEEE ACM Joint Conference on Digital Libraries (JCDL) 2009*, Austin, TX.
27. **Shah, C.** (2009, April 1-3). *ContextMiner - Collect different*. Demo in *Proceedings of DigCCurr 2009 Conference*, Chapel Hill, NC.
28. **Shah, C.** (2008, June). *TubeKit - A query-based YouTube crawling toolkit*. Demo in *Proceedings of IEEE ACM Joint Conference on Digital Libraries (JCDL) 2008*, Pittsburgh, PA.
29. Marchionini, G., Tibbo, H., **Shah, C.**, & Lee, C. A. (2007, December). Telling the whole story: Selecting and collecting Web-based videos for archival collections. Poster in *Proceedings of Digital Curation Conference (DCC)*, Washington, DC.
30. **Shah, C.**, Kelly, D., & Fu, X. (2007, July 23-27). Making mind and machine meet - A study of combining cognitive and algorithmic relevance feedback. Poster in *Proceedings of ACM Special Interest Group on Information Retrieval (SIGIR) 2007 Conference*, Amsterdam, The Netherlands.
31. Fu, X., Kelly, D., & **Shah, C.** (2007, July 23-27). Using collaborative queries to improve retrieval for difficult topics. Poster in *Proceedings of ACM Special Interest Group on Information Retrieval (SIGIR) 2007 Conference*, Amsterdam, The Netherlands.
32. **Shah, C.**, & Marchionini, G. (2007, July 23-27). DiscoverInfo: A tool for discovering information with relevance and novelty. Demo in *Proceedings of ACM Special Interest Group on Information Retrieval (SIGIR) 2007 Conference*, Amsterdam, The Netherlands.
33. **Shah, C.**, & Marchionini, G. (2007, June 18-23). Capturing relevant information for digital curation. Poster in *Proceedings of IEEE ACM Joint Conference on Digital Libraries (JCDL) 2007*, Vancouver, BC, Canada.
34. **Shah, C.**, & Marchionini, G. (2007, June 18-23). *ContextMiner: A tool for digital curator*. Demo in *Proceedings of IEEE ACM Joint Conference on Digital Libraries (JCDL) 2007*, Vancouver, BC, Canada.

35. **Shah, C.**, Croft, W. B., & Jensen, D. (2006, October). Representing documents with named entities for story link detection (SLD). Poster in *Proceedings of International Conference on Information and Knowledge Management (CIKM) 2006*, Arlington, VA.
36. **Shah, C.**, & Khan, A. N. (2001, May). Spoken document retrieval (SDR) for broadcast news in Indian languages. Poster in *Proceedings of IEEE's International Conference on Acoustics, Speech, and Signal Processing (ICASSP) 2001*, Salt Lake City, UT.

#### Workshop Papers (Refereed)

1. Belkin, N., Hienert, D., Philipp, M., & **Shah, C.** (2017). Data Requirements for Evaluation of Personalization of Information Retrieval. A Position Paper. *Personalized Search Evaluation Lab at CLEF 2017*. September 11-14, 2017. Dublin, Ireland.
2. Gonzelez-Ibanez, R., & **Shah, C.** (2015, August 13). Affective signals as implicit indicators of information relevancy and information processing strategies. Paper presented at the NeuroIR2015 workshop at SIGIR 2015. Santiago, Chile. 8 pages.
3. Hendaheba, C. & **Shah, C.** (2013, October 3-4). Segmental analysis of the user online search process. Position paper at Human-Computer Interaction and Information Retrieval (HCIR) workshop, Vancouver, BC, Canada.
4. **Shah, C.** (2013, August). A proposal for user-focused evaluation and prediction of information seeking process. Position paper at EuroHCIR workshop at ACM Special Interest Group on Information Retrieval (SIGIR) Conference, Dublin, Ireland.
5. **Shah, C.** (2013, February 24). Collaborative information seeking (CIS): Challenges and opportunities. Proceedings of the Third Workshop on Collaborative Information Seeking at CSCW 2013 Conference, San Antonio, TX.
6. González-Ibáñez, R., **Shah, C.**, White, R. (2012, October 4-5). Pseudo-collaboration as a method to perform selective algorithmic mediation in collaborative IR systems. Paper at the Sixth Symposium on Human-Computer Interaction and Information Retrieval (HCIR), Cambridge, MA.
7. González-Ibáñez, R., **Shah, C.**, (2012, October 4-5). Investigating positive and negative affects in collaborative information seeking: A pilot study report. Poster at the Sixth Symposium on Human-Computer Interaction and Information Retrieval (HCIR), Cambridge, MA.
8. Kitzie, V., Choi, E., **Shah, C.** (2012, October 4-5). To ask or not to ask, that is the question: Investigating methods and motivations for online Q&A. Poster at the Sixth Symposium on Human-Computer Interaction and Information Retrieval (HCIR), Cambridge, MA.
9. Choi, E., Kitzie, V., **Shah, C.** (2012, October 4-5). Developing a typology of online Q&A models and recommending the right model for each question type. Poster at the Sixth Symposium on Human-Computer Interaction and Information Retrieval (HCIR), Cambridge, MA.
10. González-Ibáñez, R., **Shah, C.**, & Haseki, M. (2011, October 20). A method to evaluate the synergic effect in collaborative information seeking. Poster at the Fifth Workshop on Human-Computer Interaction and Information Retrieval (HCIR), Mountain View, CA.
11. **Shah, C.** (2010, February 7). Working in collaboration – What, why, and how? Proceedings of Collaborative Information Retrieval workshop at CSCW 2010. Savannah, GA.
12. González- Ibáñez, R. and **Shah, C.** (2010, August 22). A proposal for measuring and implementing group's affective relevance in collaborative information seeking. Poster at Workshop on Human-Computer Interaction and Information Retrieval (HCIR) 2010. New Brunswick, NJ.
13. **Shah, C.**, & Marchionini, G. (2009, October 23). Query reuse in exploratory search tasks. Poster at Workshop on Human-Computer Interaction and Information Retrieval (HCIR) 2009, Washington, DC.
14. **Shah, C.** (2009, May 10). Lessons and challenges for collaborative information seeking (CIS) systems developers. Position Paper in Proceedings of Collaborative Information Behavior Workshop at GROUP 2009, Sanibel Island, FL.
15. Marchionini, G., Capra, R., & **Shah, C.** (2008, October 23). Focus on results: Personal and group information seeking over time. Poster at Workshop on Human-Computer Interaction and Information Retrieval (HCIR) 2008, Seattle, WA.



16. **Shah, C.** (2008, June 20). Toward collaborative information seeking (CIS). Position Paper in Proceedings of Collaborative Exploratory Search workshop at JCDL 2008, Pittsburgh, PA. Available from <http://arxiv.org/abs/0908.0709v1.pdf>
17. **Shah, C., & Marchionini, G.** (2007, June 23). Preserving 2008 US presidential election videos. Proceedings of International Web Archiving Workshop (IWA), Vancouver, BC, Canada. Available from <http://www.ils.unc.edu/vidarch/Shah-IWAW2007.pdf>
18. **Shah, C., & Gupta, R.** (2005, July). Building plans for household tasks from distributed knowledge. Poster in Proceedings of IJCAI 2005 Workshop - Modeling Natural Action Selection (MNAS), Edinburgh, UK.

### Doctoral Colloquia (Refereed)

1. **Shah, C.** (2008, June 16). *Understanding system implementation and user behavior in a collaborative information seeking environment*. Doctoral Consortium at ACM IEEE Joint Conference on Digital Libraries (JCDL) 2008, Pittsburgh, PA.
2. **Shah, C.** (2008, July 20). *Understanding system implementation and user behavior in a collaborative information seeking environment*. Doctoral Consortium at ACM Special Interest Group on Information Retrieval (SIGIR) 2008, Singapore.

### Panels (Refereed)

1. Rath, M., Zakharchuk, O., **Shah, C.**, Oh, S., Gazan, R., & Subramaniam, M. (2017). Learnsourcing: Is it working or failing, and where to go from here? *Proceedings of the Association for Information Science and Technology*, 54(1), 591-594.
2. Singh, V. K., **Shah, C.**, Gwizdka, J., Joho, H., & Gurrin, C. (2017). From sensors to sense-making: Opportunities and challenges for information science. *Proceedings of the Association for Information Science and Technology*, 54(1), 599-602.
3. Radford, M., Connaway, L., **Shah, C.**, & Wildemuth, B. (2013, November 1-6). *Research roadshow: Research design beyond the ordinary*. Peer-Reviewed Panel at Association for Information Science & Technology (ASIST) Annual Meeting, Montreal, QC, Canada.
4. **Shah, C.**, He, D., Radford, M. L., Oh, J. S. & Connaway, L. S. (2013, February 12-15). *Collaboration in action: Enabling innovative scholarship with social and crowdsourcing services*. Peer-reviewed Panel at the iConference 2013, Fort Worth, TX.
5. Radford, M., **Shah, C.**, Mon, L., & Gazan, R. (2011, October 9-13). *Stepping stones to synergy: Social Q&A and virtual reference*. Peer-Reviewed Panel at American Society of Information Science & Technology (ASIST) Annual Meeting, New Orleans, LA.
6. Radford, M. L., Connaway, L. S., Pomerantz, J., **Shah, C.**, Oh, J. S., Oh, S., & Gazan, R. (2009, November 6-11). *Opportunities, threats, & theoretical approaches: Research in traditional and social virtual reference quality*. Peer-Reviewed Panel at American Society of Information Science & Technology (ASIST) Annual Meeting, Vancouver, BC, Canada.
7. Shachaf, P., Rosenbaum, H., Abels, E., Radford, M., Connaway, L., Gazan, R., & **Shah, C.** (2009, November 6-11). *Social reference and digital reference: Online question answering practices in two diverse communities*. Peer-Reviewed Panel at American Society of Information Science & Technology (ASIST) Annual Meeting, Vancouver, BC, Canada.

### Contributed (Refereed) Talks

1. *Information Fostering: Being Proactive in Information Seeking and Retrieval*. ACM Conference on Human Information Interaction and Retrieval (CHIIR). March 13, 2018.
2. *Building a parsimonious model for identifying best answers using interaction history in community Q&A*. ASIST 2015. St. Louis, MO. November 9, 2015.
3. *Seeking information in online environments - Where, who, and why?* iConference 2015. Newport Beach, CA. March 27, 2015.

4. *Questioning the question - Addressing the answerability of questions in community question-answering*. Hawaii International Conference on System Sciences (HICSS). Waiolalo, HI. January 9, 2014.
5. *A proposal for user-focused evaluation and prediction of information seeking process*. Position paper presentation at EuroHCIR Workshop at the ACM Special Interest Group on Information Retrieval (SIGIR) Conference, Dublin, Ireland. August 1, 2013.
6. *Exploration of dynamic query suggestions and dynamic search results for their effects on search behaviors*. Paper presentation at the American Society of Information Science & Technology (ASIST) Annual Meeting, Baltimore, MD. October 28, 2012.
7. *Modalities, motivations, and materials: Investigating traditional and social online Q&A services*. Paper presentation at the Association for Library & Information Science Education (ALISE) Annual Meeting, Dallas, TX. January 19, 2012.
8. *Evaluating the synergic effect of collaboration in information seeking*. Special Interest Group on Information Retrieval (SIGIR) 2011 paper presentation, Beijing, China. July 27, 2011.
9. *Cashing on the wisdoms of crowds for question answering*. ASIST 2009 Panel on Social Reference and Digital Reference: Online Question Answering Practices in Two Diverse Communities (SIGs SI, BWP, USE), Vancouver, BC, Canada. November 10, 2009.
10. *The same, yet different: comparing studies of "traditional" digital reference and social Q&A*. Presentation with Sanghee Oh on Association for Information Science and Technology (ASIST) 2009 Panel on Opportunities, Threats, & Theoretical Approaches: Research in Traditional and Social Virtual Reference Quality (SIG HCI), Vancouver, BC, Canada. November 9, 2009.
11. *Supporting research data collection from YouTube with TubeKit*. At YouTube and the 2008 Election Cycle in the United States Conference, Amherst, MA. April 16, 2009. **(3rd Prize Winner)**
12. *Hunting for hip, hipsters, and happenings on YouTube*. ASIST 2008 presentation, Columbus, OH. October 27, 2008.
13. *Understanding system implementation and user behavior in a collaborative information seeking environment*. Special Interest Group on Information Retrieval (SIGIR) 2008 Doctoral Consortium, Singapore. July 20, 2008.
14. *Understanding system implementation and user behavior in a collaborative information seeking environment*. Joint Conference on Digital Libraries (JCDL) 2008 Doctoral Consortium, Pittsburgh, PA. June 16, 2008.
15. *From searching to exploring, from finding to understanding, and from seeing to visualizing the information*. University Research Day Poster, University of North Carolina (UNC) Chapel Hill, NC. March 4, 2008. **(2nd Prize Winner)**.
16. *Preserving 2008 US presidential election videos*. International Web Archiving Workshop (IWAW) 2007, Vancouver, BC, Canada, June 23, 2007.
17. *Use of topicality and information measures to improve document representation for story link detection*. European Conference on Information Retrieval (ECIR) 2007, Rome, Italy. April 3, 2007.
18. *Topic linking with blogs - TREC 2006 blog track: Open Task*. TREC 2006 at National Institute of Standards and Technology (NIST), November 14, 2006.
19. *Evaluating High Accuracy Retrieval Techniques*. ACM Special Interest Group on Information Retrieval (SIGIR) 2004, Sheffield, UK, July 2004.

#### Invited Talks: International

1. *Going Beyond Retrieval: Task Fulfillment and Fostering with Information*. RMIT University. Melbourne, Australia. October 22, 2019.
2. *Going from 'What' and 'How' to 'Who' and 'Why': Task Analysis in Online and Physical Contexts*. University College London, UK. March 15, 2019.
3. *From Priming to Prejudice: The Light and Dark Sides of Data Research*. Ryerson University. July 5, 2018.
4. *Social Information Seeking: Leveraging the Wisdom of the Crowd*. Sungkyunkwan University (SKKU). Seoul, South Korea. July 31, 2017.
5. *Information Fostering: Being Proactive in Information Seeking*. National Institute of Informatics (NII). Tokyo, Japan. July 24, 2017.

6. *Information Fostering: Proactively Supporting Information Seeking*. University of Tampere, Finland. October 21, 2016.
7. *Social Information Seeking: Leveraging the Wisdom of the Crowd*. Ryerson University. July 29, 2016.
8. *Information Fostering: Proactively Complementing Information Seeking*. GESIS in Cologne, Germany. June 30, 2016.
9. *Social and Collaborative Information Seeking: Bringing Synergy in Search*. GESIS in Cologne, Germany. June 28, 2016.
10. *Social Information Seeking: Leveraging the Wisdom of the Crowd*. IRIT in Toulouse, France. June 16, 2016.
11. *Social and Collaborative Information Seeking: State of the Union*. Keynote at the workshop on Evaluation in Collaborative Information Seeking and Retrieval (ECol) at ACM CIKM 2015 conference. Melbourne, Australia. October 23, 2015.
12. *Minority Report for Information Seeking: Fixing Things Before They Break in Search*. University Technology at Sydney, Australia. October 21, 2015.
13. *Algorithmic Mediation for Collaborative Search*. University of Santiago, Chile. August 14, 2015.
14. *Distributed searching, united searchers: Investigating social and collaborative aspects of information seeking*. University of London, UK. August 6, 2013.
15. *Distributed searching, united searchers: Investigating social and collaborative aspects of information seeking*, Yandex Headquarter, Moscow, Russia. August 3, 2012.
16. *System-mediated and user-mediated collaborative information seeking (CIS)*. University of Sheffield, UK, August 21, 2009.
17. *System-mediated and user-mediated collaborative information seeking (CIS)*. Microsoft Research Cambridge, UK, August 19, 2009.
18. *Collaborative information seeking: Cashing on the wisdom of crowd*. School of Computer Sciences, Universiti Sains Malaysia. Penang, Malaysia, July 30, 2008.

#### Invited Talks: United States

1. *Investigating Tasks and Taskers with Studies of Searching Online and in the Wild*. DUB Seminar. University of Washington. November 13, 2019.
2. *Counteracting Bias and Increasing Fairness in Search*. iSchool Research Symposium. University of Washington. October 14, 2019.
3. *Information Fostering - Being Proactive in Retrieval and Recommendation*. Amazon, Seattle. Nov. 14, 2018.
4. *Information Fostering: The Art and Science of Providing Answers without Questions*. Spotify, NYC. April 30, 2018.
5. *Information Fostering: Being Proactive in Information Seeking*. Microsoft Research. Redmond, Washington. March 29, 2017.
6. *Information Fostering: Proactively Complementing Information Seeking*. PhD 610 (Seminar in Information Science). Rutgers University. October 13, 2016.
7. *Information Fostering: Being Proactive in Information Seeking*. University of Texas at Austin. March 4, 2016.
8. *Synergy in Search: Pushing the Boundaries of Information Seeking with Collaboration*. Google. Mountain View, CA. July 21, 2015.
9. *Synergy in Search: Pushing the Boundaries of Information Seeking with Collaboration*. University of Maryland. July 14, 2015.
10. *Distributed searching, united searchers: Investigating social and collaborative aspects of information seeking*. Google New York. March 19, 2014.
11. *Be together, but not the same: Leveraging the power of social and community connections for information seeking*. The Center for Dynamic Data Analytics (CDDA), November 5, 2014.
12. *The Next step: Adding social and collaborative dimensions to search*. Yahoo! New York, July 14, 2014.
13. *Communicating for connecting: From telephone to Twitter*. Meadow Lakes Retirement Community, Hightstown, NJ. December 16, 2013.
14. *Seeking synergy in information seeking*. University of Tennessee at Knoxville. October 20, 2013

15. *Explore globally, collect locally: Social media data harvesting with ContextMiner*. Symposium on Big Data in Public Health, Annenberg School of Communication, University of Pennsylvania, Philadelphia, PA, March 19, 2013.
16. *Online question-answering: Virtual referencing to social Q&A and back*. Web-based talk to Association for Information Science and Technology (ASIST) Student Chapter at University of Alabama, November 10, 2011.
17. *Seeking synergy in information seeking*. CS672: Recommendation and Search Engines. Dept. of CS, Rutgers University. October 28, 2011.
18. *Beyond Google: A quest to understand information seeking across time and people*. CRADLE Talk, University of North Carolina, Chapel Hill, NC, December 4, 2009.
19. *Awareness in collaborative information seeking*. School of Library and Information Science (SILS) Research Symposium, University of North Carolina, Chapel Hill, NC, October 30, 2009.
20. *Toward a model for collaborative information seeking, synthesis, and sense-making: A work in progress*. University of Maryland, October 13, 2009.
21. *Toward a model for collaborative information seeking, synthesis, and sense-making: A work in progress*. Pennsylvania State University, October 12, 2009.
22. *A Story of context-capturing and cross-country coding*. University of Wisconsin at Madison, August 12, 2009.
23. *Republic of web: A web of, by, and for the people*. CRADLE talk, University of North Carolina, Chapel Hill, NC, November 14, 2008.
24. *Collaborative information seeking: Counting on the wisdom of crowd*. INLS 200 guest lecture, University of North Carolina, Chapel Hill, NC, October 23, 2008.
25. *Collaborative information seeking: An art of making 1+1>2*. INLS 490 guest lecture, University of North Carolina, Chapel Hill, NC, April 21, 2008.
26. *Collaborative information retrieval: All for one and one for all*. INLS 200 guest lecture, University of North Carolina, Chapel Hill, NC, March 24, 2008.
27. *We, the people on YouTube: Understanding democracy of, by, and for the online media sharing*. University Research Day Talk, University of North Carolina, Chapel Hill, NC, March 4, 2008.
28. *Hunting for hip, hipsters, and happenings on YouTube - A ContextMiner story*. CRADLE Talk, University of North Carolina, Chapel Hill, NC, September 21, 2007.
29. *Finding connectors, mavens, and salesmen on YouTube*. Yahoo! Research Berkeley, CA, August 10, 2007.
30. *Collaborative exploratory search (CES) - A beginning*. Summer Interns Presentation at FXPAL, CA, August 7, 2007.
31. *Two is a company: A step toward building a collaborative exploratory search (CES) environment*. WHIP Talk at FXPAL, CA, June 6, 2007.
32. *Mining contextual information for ephemeral digital video preservation: A beginning*. Research Issues and Questions Seminar, University of North Carolina, Chapel Hill, NC, April 24, 2007.
33. *Digital museums and user interaction*. With Amy Morgan and Stephanie Adamson in Human Information Interaction (HCI) Seminar, University of North Carolina, Chapel Hill, NC, April 24, 2007
34. *Investigating the effects of faceted interfaces - Research proposal*. Human Computer Interaction (HCI) Seminar, University of North Carolina, Chapel Hill, NC, December 14, 2006
35. *Relevance revisited*. Research Issues & Questions Seminar. University of North Carolina, Chapel Hill, NC, November 21, 2006.
36. *Use of topicality and information measures to improve representation for story link detection (SLD)*. National Institute of Informatics (NII), Tokyo, Japan, August 16, 2006.
37. *Using named entities based representation for story link detection (SLD)*. University of Massachusetts, Amherst, MA, May 5, 2006.
38. *Story link detection (SLD) using named entity graphs*. Northeastern University, Boston, MA, January 6, 2006.
39. *A formal study of terminological feedback*. University of Massachusetts, Amherst, MA, January 13, 2005.
40. *Model selection in unsupervised tracking*. University of Massachusetts, Amherst, MA, January 6, 2005.
41. *Building plans for household tasks from distributed knowledge*. Honda Research Institute (HRI), Mountain View, CA, August 13, 2004.

## Patents

1. Gupta, R., & Shah, C. (2008). *Building Plans For Household Tasks From Distributed Knowledge*. U.S. Patent Application No.: 11/296,020. Issued on May 6, 2008.

## Scholarly Developments

### Tools Developed

(All open-source, and available to the research community for free under creative commons licenses)

- 2013-ongoing *SOCRATES* (SOcial and CRowdsourced ACTivities Extraction System) - a robust, highly usable social-computational platform that is aimed to transform the manner in which researchers and educators track, capture, visualize, explore, and analyze social media data and annotations. (<http://peopleanalytics.org/socrates/>)
- 2013-ongoing *IRIS* (*Information Retrieval & Interaction System*) - a framework for investigating information retrieval and interaction activities, and a toolkit for implementing them - IRIS is meant to make information work for us (<http://iris.infoseeking.org/>)
- 2007-ongoing *ContextMiner* - a tool for curators and researchers for collecting data as well as contextual information by doing automated crawls from various sources, including YouTube, Flickr, Twitter, blogs, and the open web (<http://www.contextminer.org>) ContextMiner has been used by nearly 2,000 individuals and organizations around the world, helping them in a variety of research projects, including masters and PhD theses.
- 2007-ongoing *Coagmento* - a collaborative information seeking, synthesis, and sense-making system (<http://www.coagmento.org>) This tool has been tested with cognitive walkthroughs, pilot runs, and lab studies. It is now deployed as an online service and being used by several groups, including the students of a graduate HCI class.
- 2009-ongoing *InfoExtractor* - A tool for extracting structured information from social web. (<http://www.infoextractor.org>)
- 2007-ongoing *TubeKit* - a toolkit for building crawlers for YouTube (<http://www.tubekit.org>), which has been downloaded more than 1,800 times, and has served as a critical tool for data collection and analysis pertaining to research on online video participation.
- 2010-2011 *XCreator* - a web-based toolkit for creating browser plug-ins that helps in collecting user's browsing data. This toolkit can be very useful for creating tools for doing user studies that rely on monitoring user's online activities. (superseded by a new version of Coagmento)
- 2007-2009 *DiscoverInfo* - a collection visualization interface for 1898 North Carolina election documents (discontinued)
- 2007-2009 *DIToolkit* - a toolkit to crawl, index, and visualize a collection (discontinued)

### Data Collections Developed

- Collaborative Information Seeking Lab Experiments Dataset: The dataset being shared from a set of lab experiments conducted by Chirag Shah and Roberto Gonzalez-Ibanez at Rutgers University in 2010-2011. It contains interaction logs (queries, page visits, relevance judgments, and snippets collected) by a total of 160 participants (students) in 80 teams, with each team working on an exploratory search task for about 30 minutes in a controlled lab setting. Available from <http://infoseeking.org/data.php#cis2010>
- Community Q&A Experiments Dataset: This is the dataset that Chirag Shah collected from Yahoo! Answers and got it assessed for content (answer) quality using Amazon's Mechanical Turk. The data was used in a SIGIR 2010 paper. Available from <http://infoseeking.org/data.php#cqa2010>.



- YouTube Collections - consist of nearly 100,000 YouTube videos, collected for different topics including presidential elections and cancer research, over two years with a number of attributes recorded almost every day. The collection includes actual videos, user comments, and user profiles.
- Yahoo! Answers - consists of more than 2 million questions in 25 different categories, along with nearly 15,000,000 answers and close to 1,000,000 user profiles.
- Links Data - includes inlinks and outlinks data crawled from the web about a number of talk-show videos. There are nearly 1 million links extracted from such data, creating a huge graph of connections.

## Teaching Activities

### Special Courses and Tutorials

- Tutorial on Counteracting Bias and Increasing Fairness in Search and Recommender Systems at ACM RecSys Conference. September 2020.
- Tutorial on Task-Based Search and Assistance at ACM Special Interest Group on Information Retrieval (SIGIR) Conference. Xi'an, China. July 26, 2020.
- Lecture on Social and Collaborative Search at Asian Summer School in Information Access (ASSIA). Kyoto, Japan. August 2-5, 2017.
- Tutorial on Collaborative Information Seeking at ACM Special Interest Group on Information Retrieval (SIGIR) Conference. Pisa, Italy. July 17, 2016.
- Tutorial on Collaborative Information Seeking at ACM Special Interest Group on Information Retrieval (SIGIR) Conference. Portland, OR. August 12, 2012.
- Short course on Community Q&A at the Russian Summer School on Information Retrieval (RuSSIR) at Yaroslavl, Russia. August 6-10, 2012.
- Tutorial on collaborative information seeking at the Web Search and Data Mining (WSDM) 2012 conference in Seattle, WA. February 8, 2012.
- Short course on Collaborative Information Retrieval at the Russian Summer School on Information Retrieval (RuSSIR) at St Petersburg, Russia. August 15-19, 2011.
- Course for professionals on building e-commerce applications using various technologies such as ASP, Windows NT, IIS, etc. at Pro-Link Academy, Navsari, India, Summer 2000.
- Seminars to students and professionals on web technologies at National Institute of Information Technology (NIIT), Navsari, India, Summer 1999.
- Programming with Java to professionals at Paradise Computers, Navsari. Conducted a course on providing network solutions with Microsoft BackOffice at Databank, Navsari, India, Summer 1998.
- Course on website creation at Databank, Navsari, India for professionals, Summer 1997.

### Curricular Development

- 2019 Fatima Al-Fihri Open University course on Problem Solving with Data Science.
- 2019 SAGE Data Science, Big Data Analytics, and Digital Methods Video Tutorials.
- 2017 Developed a new course on Machine Learning for Data Science for the Master of Information - Data Science concentration. SC&I, Rutgers.
- 2016 Developed and offered an online course on Social Media Data Analytics for Coursera. Available from <https://www.coursera.org/learn/social-media-data-analytics/>.
- 2015 Developed a new course on Problem Solving with Data for the Master of Information - Data Science concentration. SC&I, Rutgers.
- 01/2012 Developed a new special topic online course on Introduction to Information Retrieval Systems Development for ITI. SC&I, Rutgers.
- 05/2008 Developed a new graduate course on Information Retrieval Systems Design and Implementation. University of North Carolina (UNC) Chapel Hill.

### Instructional Development

- 09/2010-ongoing Several interactions with Monica Devanas, Director of Faculty Development and Assessment Programs at CTAAR, for better understanding and implementation of learning assessments.
- 09/2010-ongoing Several interactions with Steve Garwood, Director of Instructional Design & Technology at SC&I, to enhance students' learning experience with the use of technology such as iClickers and Lynda On Campus.

**Selected Syllabi** (Only the most recent offering of the course is reported)

- Problem Solving with Data (MI, Spring 2018)  
[http://chirags.comminfo.rutgers.edu/teaching/2018\\_spring/MI562-01/17-610-562-01-ProblemSolving\\_Shah.pdf](http://chirags.comminfo.rutgers.edu/teaching/2018_spring/MI562-01/17-610-562-01-ProblemSolving_Shah.pdf)
- Quantitative Research Methods (PhD, Fall 2017)  
[http://chirags.comminfo.rutgers.edu/teaching/2017\\_fall/PhD604/16-194-604-QuantitativeResearchMethods\\_Shah.pdf](http://chirags.comminfo.rutgers.edu/teaching/2017_fall/PhD604/16-194-604-QuantitativeResearchMethods_Shah.pdf)
- Machine Learning for Data Science (MI, Fall 2017)  
[http://chirags.comminfo.rutgers.edu/teaching/2017\\_fall/ML/17-610-MachineLearning\\_Shah.pdf](http://chirags.comminfo.rutgers.edu/teaching/2017_fall/ML/17-610-MachineLearning_Shah.pdf)
- Human-Computer Interaction (ITI, Fall 2016)  
[http://chirags.comminfo.rutgers.edu/teaching/2016\\_fall/ITI230/04-547-230-Shah.pdf](http://chirags.comminfo.rutgers.edu/teaching/2016_fall/ITI230/04-547-230-Shah.pdf)
- Human Information Behavior (PhD, Spring 2016)  
[http://chirags.comminfo.rutgers.edu/teaching/2016\\_spring/PhD612/16-194-612-Shah.pdf](http://chirags.comminfo.rutgers.edu/teaching/2016_spring/PhD612/16-194-612-Shah.pdf)
- Human Information Behavior (MI, Fall 2015)  
[http://chirags.comminfo.rutgers.edu/teaching/2015\\_fall/MLIS510/17-610-510-Shah.pdf](http://chirags.comminfo.rutgers.edu/teaching/2015_fall/MLIS510/17-610-510-Shah.pdf)
- Object-Oriented Programming (ITI, Fall 2015)  
[http://chirags.comminfo.rutgers.edu/teaching/2015\\_fall/ITI202/04-547-202-Shah.pdf](http://chirags.comminfo.rutgers.edu/teaching/2015_fall/ITI202/04-547-202-Shah.pdf)
- Interface Design (MI and ITI, Spring 2015)  
[http://chirags.comminfo.rutgers.edu/teaching/2015\\_spring/MLIS512/17-610-512-Shah.pdf](http://chirags.comminfo.rutgers.edu/teaching/2015_spring/MLIS512/17-610-512-Shah.pdf)
- Introduction to IR Systems Development (ITI, Winter 2015)  
[http://chirags.comminfo.rutgers.edu/teaching/2015\\_winter/ITI471/04-547-471-Shah.pdf](http://chirags.comminfo.rutgers.edu/teaching/2015_winter/ITI471/04-547-471-Shah.pdf)

**Guest Lectures**

- MI 512 class, Spring 2017.
- PhD 610 class, Fall 2016.
- PhD 610 class, Fall 2015.
- PhD 610 class, Fall 2014.
- PhD 610 class, Fall 2013.
- ITI 111 class, Spring 2013.
- PhD 610 class, Fall 2012.
- ITI 220 class, Fall 2012.
- MLIS 540 class, Spring 2012.
- CS 672 class, Fall 2011.
- PhD 612 class, Spring 2011.
- INLS 200 class, Spring 2008. UNC Chapel Hill.
- INLS 490 class, Spring 2008. UNC Chapel Hill.

**Courses Taught**PhD

- Research Design (INSC 570), University of Washington. Fall 2019.
- Quantitative Research Methods (PhD 604), Rutgers University. Fall 2016, Fall 2017.
- Machine Learning for Data Science (cross-listed with MI), Rutgers University. Fall 2017.
- Machine Learning for Data Science (cross-listed with MI) online, Rutgers University. Spring 2019.
- Human Information Behavior (PhD 612), Rutgers University. Spring 2013, Spring 2014, Spring 2016.
- Information Retrieval Systems Design and Implementation (INLS490-154W) at SILS, UNC Chapel Hill. A self-designed course taught with video podcasts, an online quiz system, and other material for web-based teaching. (<http://www.inforetrieval.org>). Fall 2009.
- Information Retrieval Systems Design and Implementation (INLS490-154) at SILS, UNC Chapel Hill. A self-designed course taught with specially created material (notes, assignments, etc.). Spring 2008, Spring 2009.

## Masters

- Machine Learning and Econometrics (IMT 574), University of Washington. Winter 2020.
- Introduction to Programming for Information and Data Science (IMT 511), University of Washington. Winter 2020.
- Machine Learning for Data Science (cross-listed with PhD), Rutgers University. Fall 2017.
- Machine Learning for Data Science online, Rutgers University, Summer 2018, Spring 2019.
- Problem Solving with Data (MI 562) online, Rutgers University. Spring 2017.
- Problem Solving with Data (MI 562) on-campus, Rutgers University. Spring 2016, Spring 2017.
- Human Information Behavior (MI 510), Rutgers University. Spring 2011, Fall 2011, Spring 2012, Fall 2012, Fall 2014, Fall 2015.
- Interface Design (MI 512), Rutgers University. Spring 2013, Spring 2014, Spring 2015.

## Undergraduate

- Human-Computer Interaction (ITI 230), Rutgers University. Fall 2011, Fall 2012, Fall 2014, Fall 2016.
- Object-Oriented Programming (ITI 202), Rutgers University. Fall 2010, Spring 2011, Spring 2012, Summer 2012, Spring 2015, Fall 2015.
- Byrne First Year Seminar on “Republic of Web”, Rutgers University. Fall 2011, Fall 2012, Fall 2014, Spring 2015.
- Introduction to IR Systems Design (ITI 470 - online course), Rutgers University. Winter 2011, Summer 2014, Winter 2015.

## **Development of Audio-visual, Media, and Computer Materials**

- 2017 Developed a course companion for the students of Machine Learning for Data Science course.
- 2016 Developed a course companion in ebook format (available for free) for the students of Problem Solving with Data course.
- 2014 Developed a course companion in ebook format (available for free) for the students of my special topic online course on information retrieval. Available from <https://itunes.apple.com/us/book/introduction-to-ir-systems/id873831216>
- 05/2009-08/2009 Developed the online version of graduate course on Information Retrieval Systems Design and Implementation. The course, with its video podcasts and other material, is openly accessible through <http://www.inforetrieval.org/>. UNC Chapel Hill.

## **Students Supervised**

### **Doctoral Students by Type of Supervision**

#### Doctoral – Primary (Dissertation Chair)

1. Soumik Mandal (Information Science) – Dissertation Committee Chair.
2. *Jonathan Pulliza (Information Science) – Dissertation Committee Chair. Graduated Summer 2020.*
3. *Manasa Rath (Information Science) – Dissertation Committee Chair. Graduated Summer 2020.*
4. *Ruoyuan Gao (Computer Science) – Dissertation Committee Chair. Graduated Spring 2020.*
5. *Yiwei Wang (Information Science) – Dissertation Committee Chair. Graduated Spring 2020.*
6. *Souvick Ghosh (Information Science) – Dissertation Committee Chair. Graduated Spring 2020.*
7. *Jiqun Liu (Information Science) – Dissertation Committee Chair. Graduated Spring 2020.*
8. *Matthew Mitsui (Computer Science) – Dissertation Committee Chair. Graduated Fall 2018.*
9. *Ziad Matni (Information Science) – Dissertation Committee Chair. Graduated Fall 2018.*
10. *Long Le (Computer Science) – Dissertation Committee Chair. Graduated Spring 2017.*
11. *Dongho Choi (Information Science) – Dissertation Committee Chair. Graduated Fall 2017.*
12. *Chathra Hendaheva (Computer Science) – Dissertation Committee Chair. Graduated Fall 2015.*
13. *Erik Choi (Information Science) – Dissertation Committee Chair. Graduated Spring 2014.*
14. *Roberto Gonzalez-Ibanez (Information Science) – Dissertation Committee Chair. Graduated Fall 2013.*

### Doctoral – Committee

1. Eun Baik (Information Science) – Dissertation Committee Member.
2. Eun Rha (Information Science) – Dissertation Committee Member.
3. Ning Sa (Information Studies, University at Albany-SUNY) – Dissertation Committee Member.

### Doctoral – Examiner

1. Ruoyuan Gao (Computer Science) – Qualifying Exam Committee Chair. 2019.
2. Shannon Tomlinson (Information Science) – Qualifying Exam (Written and Oral) Committee Chair. 2018.
3. Jonathan Pulliza (Information Science) – Qualifying Exam (Written and Oral) Committee Chair. 2018.
4. Jiqun Liu (Information Science) – Qualifying Exam (Written and Oral) Committee Chair. 2018.
5. Souvick Ghosh (Information Science) – Qualifying Exam (Written and Oral) Committee Chair. 2018.
6. Soumik Mandal (Information Science) – Qualifying Exam (Written and Oral) Committee Chair. 2018.
7. Manasa Rath (Information Science) – Qualifying Exam (Written and Oral) Committee Chair. 2018.
8. Yiwei Wang (Information Science) – Qualifying Exam (Written and Oral) Committee Chair. 2017.
9. Eun Rha (Information Science) – Qualifying Exam (Written and Oral) Committee Member. 2017.
10. Matthew Mitsui (Computer Science) – Qualifying Exam Committee Chair. 2016.
11. Long Le (Computer Science) – Qualifying Exam Committee Chair. 2015.
12. Dongho Choi (Information Science) – Qualifying Exam (Written and Oral) Committee Chair. 2015.
13. Eun Baik (Information Science) – Qualifying Exam (Written and Oral) Committee Member. 2015.
14. Debanjan Ghosh (Information Science) – Qualifying Exam (Written and Oral) Committee Member. 2014.
15. Charles File (Information Science) – Qualifying Exam (Written and Oral) Committee Member. 2014.
16. Ziad Matni (Information Science) – Qualifying Exam (Written and Oral) Committee Chair. 2014.
17. Erik Choi (Information Science) – Qualifying Exam (Written and Oral) Committee Chair. 2012.
18. Muge Haseki (Communication) – Qualifying Exam (Written and Oral) Committee Member. 2012.
19. Roberto González-Ibanez (Information Science) – Qualifying Exam (Written and Oral) Committee Member. 2011.
20. Daniel Halpern (Communication) – Qualifying Exam (Written and Oral) Committee Member. 2011.

### **Postdoctoral Trainees**

1. Dr. Yunhe Feng. August 2020-Present.
2. Dr. Chang Liu from Peking University. January 2019-August 2019.
3. Dr. Matthew Mitsui. November 2018-August 2019.
4. Dr. Xiaojun Yuan from University of Albany. September 2018-August 2019.
5. Dr. Jinchao Zhao from Wuhan University. March 2018-February 2019.
6. Dr. Christopher Leeder. September 2014-June 2015.
7. Dr. Ying Zheng from Chinese Academy of Science. October 2011-March 2012.

### **Students Supervised for Independent Studies and Other Research Works**

#### Doctoral Students

1. Ruoyuan Gao. PhD student in CS. Since Summer 2018.
2. Shawon Sarkar. PhD student in LIS. Since Fall 2017.
3. Manasa Rath. PhD student in LIS. Since Fall 2016.
4. Jonathan Pulliza. PhD student in LIS. Since Fall 2016.
5. Soumik Mandal. PhD student in LIS. Since Fall 2016.
6. Jiqun Liu. PhD student in LIS. Since Fall 2016.
7. Souvick Ghosh. PhD student in LIS. Since Fall 2016.
8. Shannon Tomlinson. PhD student in LIS. Since Spring 2016.
9. Yiwei Wang. PhD student in LIS. Working with me since Fall 2015 on problems involving information seeking and fostering.
10. Alex Flinch. PhD student in LIS. Fall 2017-Summer 2019.



11. Mandar Sharma. PhD student in LIS. Fall 2018.
12. Daniel Houli. PhD student in LIS. Fall 2018.
13. SeoYoon Sung. PhD student in LIS. Fall 2016-Spring 2017.
14. Long Le. PhD student in CS. Worked with me from Fall 2014 to Spring 2017 on research related to community question-answering. Graduated in Spring 2017.
15. Matthew Mitsui. PhD student in CS. Working with me since Summer 2014 on various aspects of individual and collaborative information seeking and recommendation. I funded him as a fellow for one year using my IMLS Career grant and then through an NSF-funded project for three years. Graduated in Fall 2018.
16. Dongho Choi. PhD student in LIS. Worked with me from Fall 2013 to Spring 2017 on NSF-funded SOCRATES project as well as Google-funded People Analytics project. Graduated in Fall 2017.
17. Ziad Matni. PhD student in LIS. Worked with me since Fall 2013 on various aspects of social media/networking research. Graduated in Fall 2018.
18. Laure Soulier. PhD student from IRIT, France who did summer internship with me working on social and collaborative search during Summer 2013.
19. Vanessa Kitzie. PhD Student in LIS. Independent study during Spring 2013.
20. Chathra Hendahewa. PhD student in CS. Worked with me since from Fall 2012 to Fall 2015 on various aspects of measurements and predictions with information seeking processes. I funded her partially using my IMLS Career grant.
21. Maggie Boyraz. Communication PhD student. Worked with me during Spring-Summer 2012 for qualitative analysis using G2GG funds.
22. Erik Choi. Communication PhD student. Independent study during Fall 2011.
23. Roberto Gonzalez-Ibanez. PhD student in LIS. Worked with me from Summer 2010 to Fall 2013 on various issues related to collaborative information seeking (CIS). Conducted a large-scale lab study with nearly 200 participants, helped develop our CIS system Coagmento. Graduated in Fall 2013.
24. Muge Haseki. Communication PhD student. Worked with me in Spring-Summer 2011 on investigating various aspects related to communication in collaboration.
25. Pamela Read. LIS PhD student. Worked with me from Fall 2010 to Summer 2011 on social media usage and effects among the millennials. Ongoing study that involves interviewing high school students individually and in focus groups. Also planned a study to investigate the usage of our collaborative information seeking system Coagmento among high school seniors during their final group project.
26. Charles File. JMS PhD student. Worked with me from Fall 2010 to Summer 2011 on a Smithsonian-funded project to develop resources for studying social media usage in socio-political issues. Helped with furthering ContextMiner and InfoExtractor development, as well as Facebook integration.

### Masters Students

1. Nrithya Saravanabhavan. Masters student in MI. Working with me since Fall 2017 on the UN's Armed Conflict project.
2. Jiho Ahn. Masters student in MI. Working with me since Fall 2016 on People Analytics project.
3. Shishir Shetty. Masters student in Business School. Working with me since Spring 2017 on various data analytics projects. Current one is the UN's Women's Work Equality project.
4. Chuxu Zhang. Masters student in CS. Worked with me from Fall 2016 to Spring 2017 on issues of community question-answering (CQA).
5. Shawon Sarkar. Masters student in MI. Worked with me from Summer 2016 to Summer 2017 on issues related to information seeking strategies and failures.
6. Shabista. Masters student in CS. Worked with me during Spring 2015 on the IRIS project to develop modules that support information synthesis.
7. Danielle Reay. MLIS student. Worked with me for about a year on various aspects of collaborative information seeking research.
8. Rebecca Kolberg. MLIS student. Worked with me from Fall 2013 to Summer 2014 on various aspects of collaborative information seeking research.

9. Emily LaBeaume. MLIS student. Worked with me in Fall 2013 on various aspects of collaborative and social information seeking research, including literature survey and website development.
10. Bandhan Vagheliya. MS (Computer Science) student, who worked with me during Fall 2013 for analyzing collaborative search data.
11. Hang Xu. ECE master's student. Worked with me during Fall 2011 on Coagmento project.
12. Sandy Putnam. MLIS independent study during Fall 2012.
13. Jaqueline Woolcott. MLIS student. Worked with me from Fall 2010 to Summer 2011 on social media usage and effects among the millennials. Ongoing study that involves interviewing high school students individually and in focus groups.
14. Lupita S-O'Brien. MLIS student. Worked with me from Fall 2010 to Summer 2011 on social media usage and effects among the millennials. Ongoing study that involves interviewing high school students individually and in focus groups.
15. Stephanie DiGiovanni. MCIS student. Practicum during Spring 2011 investigating online communities formation and participants' roles.
16. Daulat Lakhani. MCIS student. Practicum during Spring 2011 investigating leadership styles and their effects on productivity in collaboration.
17. Tayebah Yazdani nina. MLIS student. Worked with me from Fall 2010 to Fall 2011 on analyzing public comments in social media sites for understanding various socio-political issues.
18. Vanessa Kitzie. MLIS student. Worked with me for about two years on social Q&A, also funded by my OCLC/ALISE research award. Conducted two interview-based studies, and literature review.

### Undergraduates

1. Ruchi Khatri. Undergraduate student in CS. Spring 2019.
2. Samantha Lee. Undergraduate student in CS. Spring 2019.
3. Divya Parikh. Undergraduate student in CS. Spring 2019.
4. Diana Soltani. Undergraduate student in CS. Working on Coagmento project since Summer 2018.
5. Nithi Kumar. Undergraduate student in CS. Working on Neural IR project since Spring 2018.
6. SaraAnn Stanway. Undergraduate student in CS. She worked with me under the Aresty Summer Science program on the SOCRATES project during Summer 2016. Since Fall 2016, she has been working with me on an NSF-funded project.
7. Anastasia Ryssiouk. Undergraduate student in CS. She worked with me under the Aresty Summer Science program on the SOCRATES project during Summer 2015.
8. Bhagyashree Uday. Undergraduate in Match and CS at IIT Guwahati, India. She did a remote internship with me during Summer 2015 on a project titled "Aspectual-sentimental extraction from Big Data".
9. Changling Huang. Undergraduate student in CS and Math. She worked with me under the Aresty Summer Science program on the IRIS project to develop modules and services for summarizing and clustering documents during Summer 2014.
10. Daniel Su. Worked with me on IRIS project during Fall 2013 and Spring 2014 under Aresty Research Assistant Program.
11. Dan Pan. Worked with me on IRIS project during Fall 2013 and Spring 2014 under Aresty Research Assistant Program.
12. Serife Uzun. Worked with me as a research assistant under Byrne Research Assistant Program during Summer 2013. Since then working with me on different aspects of information seeking research.
13. Kevin Albertson. Worked with me on Coagmento project under Aresty Summer Science Program during Summer 2013. He has continued working with me on various aspects of Coagmento and SOCRATES systems.
14. Josue Reyes. ITI independent study during Summer 2013.
15. Marisa Delmanto. ITI independent study during Fall 2012.
16. Sascha Basista. Interface development for Coagmento project. Summer-Fall 2012.
17. Christine Russell. Worked with me on Coagmento project during Summer 2012 and Fall 2012 under Aresty Research Assistant Program.

18. Vardit Cohen. Worked with me on Coagmento project during Summer 2012 and Fall 2012 under Aresty Research Assistant Program.
19. Hoda Abdolrazek. ITI Honors Thesis during Fall 2011-Spring 2012.
20. Phillip Quiza. CS major. Working with me from Fall 2011 to Summer 2013 on ContextMiner project.
21. Chui Tang. ITI major worked with me on Coagmento project during 2011-2012 academic year.
22. Cody Bruno. ITI independent study during Spring 2012.
23. Brian Carroll. ITI major. I served as the advisor for his internship at UBS during Summer 2011.
24. Steven De Feo. Undergraduate ITI major. Worked with me during Spring-Summer 2011, developing Android-based app for Coagmento to allow us do field testing with this collaborative information seeking system.
25. Vimal Persaud. Undergraduate ITI major. Worked with me during Spring-Summer 2011, developing Android-based app for Coagmento to allow us do field testing with this collaborative information seeking system.
26. Josh Cartagena. Undergraduate ITI major. Worked with me during Spring-Summer 2011, developing Android-based app for Coagmento to allow us do field testing with this collaborative information seeking system.
27. Zachary Pinner. Undergraduate ITI major. Worked with me during Spring-Summer 2011, developing Android-based app for Coagmento to allow us do field testing with this collaborative information seeking system.
28. Abhijna Baddi. Undergraduate ITI major. Conducted a lab study to evaluate the effectiveness of dynamic search suggestions and dynamic search results (Google Instant) features of search engines. With Kanan Parikh, she presented a poster at both SC&I Undergraduate Research Day and at Rutgers Aresty Poster Session.
29. Kanan Parikh. Undergraduate ITI major. Conducted a lab study to evaluate the effectiveness of dynamic search suggestions and dynamic search results (Google Instant) features of search engines. With Abhijna Baddi, she presented a poster at both SC&I Undergraduate Research Day and at Rutgers Aresty Poster Session.

### **Academic Advisement**

1. *All MI Data Science students*. Rutgers University. Fall 2015-Summer 2018.
2. Julie Park. MLIS student. Spring 2015.
3. Melissa Usack. MLIS student. Fall 2014.
4. Marci Schultz. MLIS student. Spring 2013.
5. Ellen MacInnis. MLIS student. Spring 2013.
6. Alix Ross. MLIS student. Fall 2012.
7. Autumn Dilley. MLIS student. Fall 2012.
8. Kristen Comeaux. MLIS student. Fall 2012.
9. Maggie Murphy. MLIS student. Fall 2011.
10. Amanda Brennan. MLIS student. Spring 2011.
11. Mariel DiSibio. MLIS student. Spring 2011.

## Service

### Contributions to the Advancement of the Academic Profession

#### Journal and conference reviewing

- 2017-2018 Reviewer for ACM Computing Surveys (CSUR).
- 2013 Reviewer for Canadian Journal of Information and Library Science.
- 2013 Reviewer for ACM Transactions on Information Systems (ToIS).
- 2013 Reviewer for ACM Transactions on Interactive Intelligent Systems (ToIIS).
- 2012 Reviewer for ACM Transactions on Computer-Human Interaction (ToCHI).
- 2011 Reviewer for Communications of the ACM.
- 2011-ongoing Reviewer for International Conference on Computer-Supported Cooperative Work (CSCW) since 2011.
- 2010-ongoing Reviewer services provided to the Journal of Computer-Supported Cooperative Work (CSCW).
- 2010-ongoing Reviewer services provided to the Journal of American Society of Information Science and Technology (JASIST).
- 2010-ongoing Reviewer services provided to the Journal of Information Science (JIS).
- 2010-2012 Reviewer services provided to the Journal of Internet & Policy.
- 2010 Reviewer for International Journal on Computer Science and Information Systems (IJCSIS).
- 2010 Reviewer for International Conference on Computational Linguistics (COLING) 2010.
- 2009 Reviewer for IP&M Special Issue on Collaborative Information Seeking.
- 2009 Reviewer for a book on Collaborative Information Behavior, edited by Jonathan Foster.
- 2009-ongoing Program committee member for ACM Special Interest Group on Information Retrieval (SIGIR) conferences since 2009.
- 2008-ongoing Reviewer for ACM Special Interest Group on Computer-Human Interaction (SIGCHI) conference since 2008.
- 2008 Reviewer for ACM/IEEE Joint Conference on Digital Libraries (JCDL) 2008 conference.
- 2007 Reviewer for ACM International Conference on Information and Knowledge Management (CIKM) 2007 conference.

#### Grant proposals reviewing

- Reviewer for American University of Beirut Grants, 2019.
- Reviewer and panel member for Social Science Research Council (SSRC), 2018.
- Reviewer for European Research Council (ERC), 2018.
- Reviewer and panel member for the National Science Foundation (NSF), 2011-2018.
- Reviewer for Netherlands Organisation for Scientific Research (NWO) Physical Sciences Divisional Board grant applications, 2015.
- Reviewer for Institute of Museum and Library Services (IMLS) grant proposals, 2013, 2014, 2016.

#### **Reviewing for promotion and tenure**

- Several cases for US and non-US universities (anonymous). 2016-ongoing.
- Tenure committee member for Matthew Weber, Dept. of Communication (2016-2017), Rebecca Reynolds, Dept. of LIS (2016-2017).
- Reappointment committee member for Vivek Singh (2017), Anselm Spoerri (2017), Sunyoung Kim (2019), Charles Sentio (2019).
- Appointment and Promotion (A&P) committee member for Khadijha White (2017), Chenjerai Kumanyika (2019).

Program committee member

- 2017-ongoing Senior Program Committee member for the ACM SIGIR conferences.
- 2016-ongoing Senior Program Committee member for the ACM CHIIR conferences.
- 2017, 2019 Associate Chair (AC) for ACM Computer-Supported Cooperative Work (CSCW) conferences.
- 2015 Program committee member for International Workshop on the Evaluation of Collaborative Information Seeking and Retrieval held at ACM Conference on Information and Knowledge Management (CIKM) 2015. Melbourne, Australia.
- 2015 Program committee member for UIIRS 2015 Workshop on Usefulness of interactive IR systems.
- 2014 Program committee member for iConference 2015.
- 2012 Program committee member for Information Interaction in Context (IliX) conference.
- 2009-2011 Program committee member for JITP 2009 and JITP 2011 conferences.

Other contributions

- 2014-ongoing Panel member for the “Ask Dr. Laura”. <http://www.asis.org/askdrlaura/>
- 2014-2015 Advisor for ASIST task force on student engagement.
- 2014 Interviewed Dr. Nick Belkin for the ASIST Oral History Project.
- 10/2012-11/2014 Association for Information Science & Technology (ASIST) Student Chapter Representative (national).
- 2012 Member, James Cretsos Award Jury committee for the Association for Information Science & Technology (ASIST).
- 2010 Provided consultancy to YouTube Research Priorities Delphi Study.
- 2009 Student volunteer for SIGIR 2009 conference.
- 1998-1999 President, IEEE Student Branch at Nadiad, India.

**Service to Other Public Bodies**

- 2013 Taught Salsa dancing for a Ronald McDonald Charity fundraiser. September 20, 2013.
- 2012 Contributed in Somerset County Library Systems planning event.

**Services at University of Washington**

- 2019-2020 Member, iSchool tenure-track search committee.
- 2019-2020 Member, MSIM Program.

**Services at Rutgers University**Department

- 07/2016-06/2018 LIS PhD Area Coordinator at SC&I.
- 09/2017-12/2018 Member, Mission, Goals, and Objectives committee for the American Library Association (ALA) accreditation.
- 09/2015-06/2018 MI Data Science Area Coordinator.
- 09/2011-12/2011 Member, LIS PhD curriculum committee.
- 10/2010 Organized Rutgers reception at the ASIST conference in Pittsburgh, PA: October 25, 2010.
- 09/2010-09/2011 Member, financial committee for the American Library Association (ALA) accreditation.
- 2010 Member, Curriculum committee for developing a Master’s Program in Informatics and Design. Fall 2010.
- 10/2011 Organized Rutgers dinner at the ASIST conference in New Orleans, LA: October 10, 2011.
- 09/2010-05/2013 Member, research committee.
- 01/2015-05/2016 Member, Dept. of LIS curriculum committee.
- 07/2014-ongoing Chair, LIS PhD recruitment and admission task-force.
- 2012-ongoing Faculty advisor for Rutgers student chapter of American Society for Information Science & Technology (RU ASIST).
- 05/2015-12/2015 Member, task-force on LIS search committee guidelines.



- 09/2014-05/2015 Liaison with the Master of Business & Science degree.
- 10/2012 Organized Rutgers reception at the ASIST conference in Baltimore, MD: October 29, 2012.
- 01/2012 Organized Rutgers reception at the ALISE conference in Dallas, TX: January 19, 2012.

#### School of Communication & Information

- 07/2016-ongoing Leading the efforts to create the Center for Data Science and Social Systems at SC&I.
- 09/2014-03/2015 Faculty advisor for the Social Media Expo (a student competition sponsored by Microsoft Research) for Rutgers.
- 04/2014 Member, SC&I PhD students annual awards committee.
- 09/2013-03/2014 Faculty advisor for the Social Media Expo (a student competition sponsored by Microsoft Research) for Rutgers.
- 2013 Member, Committee for creating a minor for Social Media. Spring 2013.
- 03/2013 Contributor to the panel on Scholarly Publications, organized by the SC&I Doctoral Student Association. March 27, 2013.
- 09/2012-02/2013 Faculty advisor for the Social Media Expo (a student competition with Microsoft's social data) for Rutgers.
- 04/2012 Member, SC&I PhD students annual awards committee.
- 03/2012 Contributor to the panel on Professional Development, organized by the SC&I Doctoral Student Association. March 28, 2012.
- 01/2012-05/2012 Member, SC&I undergraduate task-force.

#### University

- 2017-2020 University Senator representing the School of Graduate Studies at New Brunswick.
- 2016-ongoing Faculty advisor to Rutgers Student Organization for Data Science (RuDS).
- 2010-ongoing Teaching competitive ballroom dancing to Rutgers Ballroom Dance Club and Team since Fall 2010.

#### **Services at University of North Carolina (UNC) Chapel Hill**

- 2008-2009 Faculty search committee member.
- 2008-2009 Full time doctoral students representative.
- 2007-2008 Full-time students representative, Doctoral Students Association, School of Information & Library Science (SILS), UNC Chapel Hill.

#### **Editorial Activities**

- 2014 **Shah, C.**, Capra, R., & Hansen, P. (Ed.) (2014). IEEE Computer Special Issue on Collaborative Information Seeking, March 2014. Available from <http://www.computer.org/csdl/mags/co/2014/03/index.html>
- 2017-ongoing: Editorial board member, Journal of Library and Information Science Research (LISR).
- 2016-ongoing: Editorial board member, Journal of Information Processing & Management (IP&M).

#### **Organizing and Chairing Activities**

- Steering Committee Chair, ACM CHIIR. 2020-2021.
- Chair, ASIS&T Publication Committee. 2019-2020.
- General Co-Chair, ACM SIGIR 2021 conference.

- Co-Organizer, The 2<sup>nd</sup> International Workshop on Explainable Recommendation and Search (EARS) at SIGIR 2019.
- Steering Committee Member, ACM CHIIR. 2017-2020.
- Senior Program Committee member, The Web Conference (WWW). 2018-ongoing.
- Senior Program Committee member, ACM SIGIR conference. 2017-ongoing.
- General Co-Chair, ACM CHIIR 2018 conference.
- Steering Committee Member, ACM CHIIR. 2017-2020.
- Senior Program Committee member, The Web Conference (WWW). 2018-ongoing.
- Senior Program Committee member, ACM SIGIR conference. 2017-ongoing.
- Chair, SIG/CON at ASIST 2017 conference.
- Program Committee Co-Chair for iConference 2016. March 20-23, 2016.
- Publicity Co-Chair, International Joint Conference on Artificial Intelligence (IJCAI) 2016.
- Workshop Co-Chair for ACM/IEEE Joint Conference on Digital Libraries (JCDL) 2016. June 19-23, 2016.
- Senior Program Committee member, ACM CHIIR 2016 conference.
- Primary organizer of the DIMACS Workshop on Social and Collaborative Information Seeking (SCIS). Rutgers University. May 14-15, 2015.
- Chair for the session “Visualization and Interaction” at iConference 2015. March 25, 2015.
- Primary organizer of the DIMACS Workshop on Building Communities for Transforming Social Media Research Through New Approaches for Collecting, Analyzing, and Exploring Social Media Data. Rutgers University. April 10-11, 2014.
- Primary organizer of the third workshop on Collaborative Information Seeking (CIS) at the ACM CSCW conference in San Antonio, TX.
- Co-chair of Interaction Track for the ASIST 2012 conference in Baltimore, MD: October 26-30, 2012.
- Co-organizer of the SIG USE workshop at ASIST 2012 conference. Baltimore, MD: October 27, 2012.
- Co-organizer of Social Search Social (SSS) 2012 at Microsoft Research, Redmond, WA: February 11, 2012.
- Chair for the Posters/Demos/Videos track at the ASIST 2011 conference in New Orleans, LA.
- Primary organizer of the second workshop on Collaborative Information Seeking (CIS) at the ASIST 2011 conference in New Orleans, LA.
- Primary organizer of the first workshop on Collaborative Information Seeking (CIS) at the ACM Group 2010 conference in Sanibel Island, FL.
- Chair for the Information Retrieval track at HLT-NAACL 2009 Student Research Workshop.

## Memberships

- 2000-ongoing Lifetime Member, Association of Computing Machinery (ACM).
- 2008-ongoing Member, Association for Information Science and Technology (ASIS&T).
- 11/2015-10/2016 Director of Chapter Assembly and Board Member, Association for Information Science & Technology (ASIS&T).
- 2014-2016 Chair of the New Jersey chapter of Association for Information Science & Technology (NJ ASIS&T).
- 11/2014-10/2015 Deputy Director of Chapter Assembly and Board Member, Association for Information Science & Technology (ASIS&T).
- 1999-ongoing Microsoft Certified Professional.
- 1998-1999 President of Institute of Electrical and Electronic Engineering (IEEE) Student Branch at Nadiad, India.
- 1997-2002 Student member, Institute of Electrical and Electronic Engineering (IEEE).