Curriculum Vitæ

Kevin Crowston

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RESEARCH INTERESTS

New ways of organizing made possible using information and communications technology.

I approach this question in several ways: empirical studies of coordination-intensive processes in human organizations; theoretical characterizations of coordination problems and alternative methods for managing them; and design and empirical evaluation of new kinds of computer systems to support people working together. Specific topics of interest are virtual organizations particularly Free/Libre Open Source Software development teams and citizen science projects and the impacts of artificial intelligence technologies on work.

EDUCATION

Harvard University

1980–1984 **A. B.,** *magna cum laude,* June 1984, Applied Mathematics (Computer Science).

Massachusetts Institute of Technology

1984–1991 **Ph. D**., February 1991, Management, Sloan School of Management. Major in information technologies; minor in statistics; additional coursework in organizational studies.

Dissertation: *Towards a coordination cookbook: Recipes for multi-agent action*. Case studies and modelling of the engineering change process in three manufacturing organizations, leading to a typology of coordination problems and mechanisms.

APPOINTMENTS

1991 **Lecturer**, Massachusetts Institute of Technology.

1991–1996 **Assistant Professor**, University of Michigan Business School.

1996– **Distinguished Professor**, School of Information Studies, Syracuse University. **Assistant Professor**, 1996–2001; **Associate Professor** with tenure, 2001–2006; **Full Professor**, 2006–2012.

Visiting Positions

Visiting Researcher, London Business School, London, United Kingdom, Summer 1995; Erasmus University, Rotterdam, The Netherlands, Summer 1997, 1998; CeTIM, University of the Federal Armed Forces, Munich, Germany, Summer 1999–2011.

February-June, 2000 **Visiting Lecturer**, University of Auckland, Department of Management Science and Information Systems.

January-February 2008 **Shidler Visiting Scholar**, University of Hawai'i, Shidler College of Business, Department of Information Technology Management.

March-May 2008 **Visiting Scholar**, Stanford University, Department of Management Science and Industrial Engineering, Centre for Work, Technology and Organizations.

September 2012–December 2014 **Program Director**, United States National Science Foundation, Computer and Information Science and Engineering Directorate, Information and Intelligent Systems Division, Cyber-Human Systems / Human-Centered Computing Program.

October–November 2022 **Visiting Scholar**, University of Zürich, Department of Informatics.

March–April 2023 **Visiting Scholar**, International Computer Science Institute, Berkeley, California.

RESEARCH GRANTS (18 grants totalling $8.9M; $4.4M weighted by contribution).

Continuously funded by NSF since 2003.

1993–1997 **Co-principal investigator** on NSF IRI Grant 92–24093, $969,993, for "Tools for inventing organizations: toward a handbook of organizational processes" (with Thomas W. Malone, Brian Pentland and Jin-tae Lee).

1998–1999 **Co-principal investigator** on NSF IIS Grant 97–32799, $70,000, for "A multi-method multi-level pilot study of the use of information technology in real estate" (with Rolf Wigand and Steven Sawyer).

1998–1999 **Principal investigator** on Grant from iLab, London Business School, £5000 ($8,367) for "Study of Web buyer's agents".

2000–2002 **Co-principal investigator** on NSF IIS Grant 00–00178, $269,969, for "Towards friction-free work: a multi-method study of the use of information technology in the real estate industry" (with Rolf Wigand and Steven Sawyer).

2003–2004 **Principal investigator** on NSF IIS SGER Grant 03–41475, $12,052, for "Effective work practices for Open Source Software development".

2004–2006 **Principal investigator** on NSF IIS Grant 04–14468, $327,026 for 24 months, for "Effective work practices for Open Source Software development".

2004–2006 **Principal investigator** on NSF IIS Grant 04–14482, $302,685 for 24 months, for "How can document-genre metadata improve information-access for large digital collections?" (with Barbara Kwaśnik).

2005–2008 **Co-principal investigator** on NSF HSD Grant 05–27457, $684,882 for 36 months, for "Investigating the dynamics of Free/Libre Open Source Software development teams" (with Robert Heckman and Elizabeth Liddy). Additional $29,488 to support international travel for students.

2007–2010 **Co-principal investigator** on NSF CRI Grant 07–08437, $100,000 for 36 months, for "Data and analysis archive for research on Free and Open Source Software and its development" (with Megan Conklin, Elon University).

2008–2011 **International professor** on Regione Puglia Grant PS025 €1,032,000 for 36 months, for "ICT supporting logistic services: a model of organized market (L'OrMaICT)".

2009–2011 **Principal investigator** on NSF OCI Grant 09–43049, $150,000 for 24 months, for "Theory and design of virtual organizations for citizen science".

2010–2013 **Principal investigator** on NSF SOCS Grant 09–68470, $478,858 for 36 months, for "SOCS: Socially intelligent computing to support citizen science". Additional $15,969 for 2 REU supplements. Replacement PI (2012–2013): June Wang.

2011–2014 **Principal investigator** on NSF SOCS Grant 11–11107, $747,831 for 36 months for "SOCS: Socially intelligent computing for coding of qualitative data" (with Nancy McCracken).

2012–2015 **Principal investigator** on NSF SOCS Grant 12–11071, $305,099 for 36 months for "Collaborative Research: Focusing Attention to Improve the Performance of Citizen Science Systems: Beautiful Images and Perceptive Observers" (with Arfon Smith, Adler Planetarium). Replacement PI (2012–2015): Carsten Østerlund.

2015–2018 **Co-Principal investigator** on NSF INSPIRE Grant 15–47880, $999,663 for 36 months for "Teaming Citizen Science with Machine Learning to Deepen LIGO's View of the Cosmos" (with Vassiliki Kalogera, Northwestern; Joshua Smith, Cal State Fullerton; Shane Larson, Northwestern and Laura Trouille, Adler Planetarium). Syracuse subcontract $294,818.

2016-2020 **Principal investigator** on NSF CHS Grant 16–18444, $499,931 for 36 months plus one year extension for "CHS: Small: Supporting Stigmergic Coordination".

2020–2021 **Principal investigator** on NSF FW-HTF-P Proposal, $130,854 for 12 months for "FW-HTF-P: Planning to study automation and the future of news production (with Keren Henderson, Lydia Chilton & Jeffrey Nickerson).

2021–2024 **Co-principal investigator** on NSF HCC Grant 21–06865, $1,199,478 (Syracuse portion $511,116) for 36 months, for "Collaborative Research: HCC: Medium: Intelligent support for non-experts to navigate large information spaces" (with Carsten Østerlund, Syracuse University; Corey Jackson, University of Wisconsin; Marissa B. Walker, Christopher Newport University; and Aggelos K. Katsaggelos, Christopher P. Berry, Scott B. Coughlin and Vassiliki Kalogera, Northwestern University).

2021–2024 **Co-principal investigator** on NSF FW-HTF Grant 21–29047, $1,842,650 (Syracuse portion $721,700) for 36 months, for "Collaborative research: FW-HTF-R: The Future of News Work: Human-Technology Collaboration of Journalistic Research and Narrative Discovery" (with Keren Henderson, Syracuse University; Jeffery Nickerson, Stevens Institute of Technology; and Lydia Chilton and Mark Hansen, Columbia University).

2022–2027 **Senior Personnel** on NSF GCR Grant 22–18974, $638,422 (Syracuse portion) for 60 months, for "Collaborative Research: GCR: Infection-Resisting Resorbable Scaffolds for Engineering Human Tissue" (PI Matthew Libera, Stevens Institute of Technology; Syracuse PI Shikha Nangia).

2025–2026 **Co-principal investigator** on Sloan Foundation Grant 2025-79202, $49,999 for 15 months, to pilot two studies on how generative AI use influences skill acquisition and retention among software developers at different levels of expertise (with Michael Fudge, Syracuse University; and Francesco Bolici, University of Cassino and Southern Lazio.

2026 **Partner Investigator**, ARC Centre of Excellence for Quality Work in a Digital Age (QWiDA).

EDUCATIONAL, TRAVEL AND ORGANIZATIONAL GRANTS

1998–1999 **Co-principal investigator** on Grant 99VF36L from the Vision Fund, Syracuse University, $25,000 (plus $14,925 in matching funds from the School of Information Studies) for "Development of an innovative interdisciplinary web-based course for all master's-level students in the School of Information Studies".

2004–2007 **Project director** on IMLS Grant, $499,727 (plus $119,488 in matching funds) for 36 months, for "Educating library faculty for the 21st century: The Future Professoriate for Librarianship project".

2009 **Principal investigator** on NSF HCC Grant 09–29125, $19,994 for 12 months, for "Travel support for the OSS 2009 Doctoral Consortium".

2010 **Principal investigator** on NSF HCC Grant 10–05183, $17,720 for 6 months, for "Travel support for the OSS 2010 Doctoral Consortium".

2010–2011 **Principal investigator** on NSF IIS Grant 11–02558, $24,995 for 12 months for "Workshop: Organizational Communications and Information Systems Doctoral Consortium".

2016 **Principal investigator** on NSF IIS Grant 16–39136, $13,272 for 12 months for "Travel Support for the Open Source Systems 2016 Doctoral Consortium".

2017 **Principal investigator** on NSF IIS Grant 17–13738, $27,840 for 12 months for **"**WORKSHOP: The iConference 2017 Doctoral Colloquium".

2018 **Principal investigator** on NSF IIS Grant 18–26897, $14,389 for 12 months for **"**WORKSHOP: The iConference 2018 Doctoral Colloquium".

2018–2022 **Principal investigator** on NSF IIS Grant 17–45463, $499,796 for 60 months for "Convergence HTF: A Research Coordination Network to Converge Research on the Socio-Technological Landscape of Work in the Age of Increased Automation" (with Jeffrey Nickerson and Ingrid Erickson).

2022–2025 **Senior personnel** on NSF REU Site grant 21–50283, $437,796 for 36 months for "Broadening Access to Text Analytics for Social Scientists". Principal investigators: Jeffrey M. Stanton & Jeffrey Hemsley.

HONOURS AND AWARDS

2019 **Research in Information Science Award**, *Association for Information Science & Technology* (ASIS&T), for "an outstanding research contribution in the field of information science".

2026 **Fellow** of the *American Association for the Advancement of Science* ***(AAAS)***.

PUBLICATIONS

Evidence of Scholarly Impact

Citations and h-index: 32,554/ 80 (Google Scholar); 12,735/ 51 (Scopus)

33 publications with more than 200 citations according to Google Scholar (starred below)

Best Publication Awards

1991 **Thesis Prize** for best dissertation in Information Systems, 1990–1991, International Centre for Information Technology (ICIT).

1992 Runner-up, **Best Thesis Prize**, International Conference on Information Systems (ICIS).

2005 **Best Visual Presentation** Award, OCIS Division, Academy of Management

2012 **Best Published Paper** in Information Systems, Association for Information Systems

2015 **Paul Gray Award for the Most Thought Provoking Paper** in Information Systems, Association for Information Systems

2016 **Best Published Social Informatics Paper** Award, Association for Information Science & Technology

Refereed Journal Publications (total: 88)

1987 Crowston, K., Malone, T. W. & Lin, F. Cognitive science and organizational design: A case study of computer conferencing. ***Human Computer Interaction***, 3(1), 59–85, doi: 10.1207/s15327051hci0301_4.

Originally appeared in *Proceedings of the Conference on Computer Supported Cooperative Work (**CSCW '86**)* (pp. 43–61). Austin, TX: ACM, 1986.

Reprinted in I. Grief (Ed.) *Computer-supported Cooperative Work: A Book of Readings* (pp. 713–740). San Mateo, CA: **Morgan Kaufmann**, 1988.

1994* Malone, T. W. & Crowston, K. The interdisciplinary study of coordination. ***ACM Computing Surveys***,** 26(1), 87–119, doi: 10.1145/174666.174668.

Reprinted in Olson, G. M, Malone, T. W. & Smith, J. B. (Eds.), *Coordination Theory and Collaboration Technology* (pp. 7–50). Mahwah, NJ: **Lawrence Erlbaum Associates**, 2001.

Reprinted in Malone, T. W., Crowston, K. & Herman, G. (Eds.), *Organizing Business Knowledge: The MIT Process Handbook*. Cambridge, MA: **MIT Press**, 2002.

1996 Crowston, K. An approach to evolving novel organizational forms. ***Computational and Mathematical Organization Theory***, 2(1), 29–47, doi: 10.1007/BF00125762.

1997* Crowston, K. A coordination theory approach to organizational process design. ***Organization Science*, 8(2), 157–175, doi: 10.1287/orsc.8.2.157.

1998* Crowston, K. & Kammerer, E. E. Coordination and collective mind in software requirements analysis. ***IBM Systems Journal*, 37(2), 227–245, doi: 10.1147/sj.372.0227.

1999* Malone, T. W., Crowston, K., Lee, J., Pentland, B., Dellarocas, C., Wyner, G., Quimby, J., Osborne, C., Bernstein, A., Herman, G., Klein, M. & O'Donnell, E. Tools for inventing organizations: Toward a handbook of organizational processes. ***Management Science*, *45*(3), 425–443. doi: 10.1287/mnsc.45.3.425.

Reprinted in Malone, T. W., Crowston, K. & Herman, G. (Eds.), *Organizing Business Knowledge: The MIT Process Handbook*. Cambridge, MA: **MIT Press**, 2003.

Reprinted in Malone, T. W., Laubacher, R. & Scott Morton, M. S. (Eds.). *Inventing the Organizations of the 21st Century*. Cambridge, MA: **MIT Press**, 2003.

1999 Crowston, K. & Wigand, R. Real estate war in cyberspace: An emerging electronic market? ***International Journal of Electronic Markets***, *9*(1–2), 1–8. Available from http://surface.syr.edu/ischool_other/6/.

2000* Crowston, K. & Williams, M. Reproduced and emergent genres of communication on the World-Wide Web. ***The Information Society*, *16*(3), 201–215, doi: 10.1080/01972240050133652.

2001 Crowston, K., Sawyer, S. & Wigand, R. Investigating the interplay between structure and information and communications technology in the real estate industry. ***Information, Technology & People***, *14*(2), 163–183. (This paper received a "Highly commended award".) doi: 10.1108/09593840110695749.

2001 Crowston, K. & MacInnes, I. The effects of market-enabling Internet agents on competition and prices. ***Journal of Electronic Commerce Research***, 2(1). Available from: http://surface.syr.edu/istpub/81/.

2002* Crowston, K. & Scozzi, B. Open source software projects as virtual organizations: Competency rallying for software development. ***IEE Proceedings Software*, 149(1), 3–17, doi: 10.1049/ip-sen:20020197.

2002 Watson-Manheim, M.-B., Chudoba, K. M. & Crowston, K. Discontinuities and continuities: A new way to understand virtual work. ***Information, Technology and People***, *15*(3), 191–209, doi: 10.1108/09593840210444746.

2003 Sawyer, S., Crowston, K., Wigand, R. & Allbritton, M. The social embeddedness of transactions: Evidence from the residential real estate industry. ***The Information Society***, *19*(2), 135–154, doi: 10.1080/01972240309460.

2003 Crowston, K. The evolution of high-reliability coordination mechanisms for collision avoidance. *The Journal of Information Technology Theory and Application (**JITTA**)*, *5*(3), 1–29. Available from: https://aisel-aisnet-org.libezproxy2.syr.edu/jitta/vol5/iss3/5.

2004* Myers, M. D. & Crowston, K. Will real estate agents survive? The transformation of the real estate industry by information technology, ***University of Auckland Business Review*, *6*(1), 1–13. Available from: http://www.uabr.auckland.ac.nz/files/articles/Volume6/v6i1-myers-crowston.pdf.

*2004 Crowston, K. & Myers, M. D. Information technology and the transformation of industries: Three research perspectives. ***Journal of Strategic Information Systems***, *13*(1), 5–28, doi: 10.1016/j.jsis.2004.02.001.

*2005 Crowston, K. & Howison, J. The social structure of Free and Open Source software development. ***First Monday*** *10*(2), February. doi: 10.5210/fm.v10i2.1207

Reprinted in ***First Monday***, Special issue #2: Open Source.

*2005 Scozzi, B., Garavelli, C. & Crowston, K. Methods for modeling and supporting innovation processes in SMEs. ***European Journal of Innovation Management***, *8*(1), 120–137, doi: 10.1108/14601060510578619.

2005 Sawyer, S., Wigand, R. & Crowston, K. Redefining access: Uses and roles of information and communication technologies in the US residential real estate industry from 1995 to 2005. ***Journal of Information Technology***, *20*(4), 213–223, doi: 10.1057/palgrave.jit.2000049.

*2006 Crowston, K., Howison, J. & Annabi, H. Information systems success in free and open source software development: Theory and measures. ***Software Process—Improvement and Practice (SPIP)***, *11*(2), 123–148, doi: 10.1002/spip.259.

*2006 Howison, J., Conklin, M. & Crowston, K. FLOSSmole: A collaborative repository for FLOSS research data and analyses. ***International Journal of Information Technology and Web Engineering (IJITWE)***, *1*(3), 17–26, doi: 10.4018/jitwe.2006070102.

Reprinted in Tiako, P. F. (Ed.) *Software Applications: Concepts, Methodologies, Tools, and Applications* (pp. 85–94). Hershey, PA: **IGI Global**, 2009.

Reprinted in Alkhatib, G. I. & Rine, D. C. (Eds.), *Integrated Approaches in Information Technology and Web Engineering: Advancing Organizational Knowledge Sharing* (pp. 18–27). Hershey, PA: **IGI Global**, 2010, doi: 10.4018/978–1–60566–418–7.ch002.

*2006 Crowston, K. & Howison, J. Hierarchy and centralization in Free and Open Source Software team communications. ***Knowledge, Technology & Policy***. *18*(4), 65–85, doi: 10.1007/s12130–006–1004–8.

2006 Massad, N., Heckman, R. & Crowston, K. Customer satisfaction with electronic service encounters. ***International Journal of Electronic Commerce***, *10*(4), 73–104, doi: 10.2753/JEC1086–4415100403.

*2007 Crowston, K., Li, Q., Wei, K., Eseryel, U. Y. & Howison, J. Self-organization of teams for free/libre open source software development. ***Information & Software Technology***, *49*(6), 564–575, doi: 10.1016/j.infsof.2007.02.004.

2007 Crowston, K., Howison, J., Masango, C. & Eseryel, U. Y. The role of face-to-face meetings in technology-supported self-organizing distributed teams. ***IEEE Transactions on Professional Communications***, *50*(3), 185–203, doi: 10.1109/TPC.2007.902654.

2008 Crowston, K. & Scozzi, B. Bug fixing practices within Free/Libre Open Source software development teams. ***Journal of Database Management***, Special Issue on Open Source Software, *19*(2), 1–30. doi: 10.4018/jdm.2008040101

Reprinted in Erickson, J. (Ed.) *Database Technologies: Concepts, Methodologies, Tools, and Applications* (pp. 797–828). Hershey, PA: **IGI Global**, 2009.

Reprinted in Tiako, P. F. (Ed.) *Software Applications: Concepts, Methodologies, Tools, and Applications* (pp. 1079–1110). Hershey, PA: **IGI Global**, 2009.

Reprinted in Siau, K. & Erickson, J. (Eds.), *Principle Advancements in Database Management Technologies: New Applications and Frameworks* (pp. 51–81). Hershey, PA: **IGI Global**, 2010.

2008 Katzy, B. & Crowston, K. Competency rallying for technical innovation: The case of the Virtuelle Fabrik. ***Technovation***, 28(10), 679–692, doi: 10.1016/j.technovation.2007.11.003.

2010 Wiggins, A. & Crowston, K. Developing a conceptual model of virtual organizations for citizen science (Research note). ***International Journal of Organizational Design & Engineering,*** 1(1/2), 148–162, doi: 10.1504/IJODE.2010.035191.

2011 Chudoba, K. M. Watson-Manheim, M. B., Crowston, K. & Lee, C. S. ICT-supported meetings in practice. ***Journal of Organizational & End User Computing***, 23(2), doi: 10.4018/joeuc.2011040102.

Reprinted in Dwivedi, A. & Clarke, S. (Eds.), *Innovative Strategies and Approaches for End-User Computing Advancements* (pp. 192–214), Hershey, PA: **IGI Global**, 2013.

2011* Howison, J., Wiggins, A. & Crowston, K. Validity issues in the use of social network analysis for the study of online communities. ***Journal of the Association for Information Systems (JAIS)* 12(12), 323–346. doi: 10.17705/1jais.00282

2012* Watson-Manheim, M. B., Chudoba, K. & Crowston, K. Perceived discontinuities and constructed continuities in virtual work, ***Information Systems Journal*, 22(1), 29–52, doi: 10.1111/j.1365–2575.2011.00371.x. This paper was one of five named as **Best Published Paper in Information Systems** for 2012.

2012* Crowston, K., Wei, K., Howison, J. & Wiggins, A. Free/Libre Open Source Software: What we know and what we do not know. ***ACM Computing Surveys*, 44(2). article 7, doi: 10.1145/2089125.2089127

2012* Newman, G., Wiggins, A., Crall, A., Graham, E., Newman, S. & Crowston, K. Citizen science futures: Emerging technologies and shifting paradigms. ***Frontiers in Ecology & the Environment*, 10(6), 298–304. doi: 10.1890/110294

2012* Crowston, K., Allen, E. E. & Heckman, R. Using natural language processing for qualitative data analysis. ***International Journal of Social Research Methodology*, 15(6), 523–543. doi: 10.1080/13645579.2011.625764

2013 Crowston, K., Jullien N. & Ortega F. Sustainability of open collaborative communities: Analyzing recruitment efficiency. ***Technology Innovation Management Review***. January, 20–26. doi: 10.22215/timreview/646

2014* Howison, J. & Crowston K. Collaboration through open superposition: A theory of the open source way. ***MIS Quarterly*, 38(1), 29–50. doi: 10.25300/misq/2014/38.1.02

2014 Sawyer, S., Crowston, K. & Wigand R. Digital assemblages: Evidence and theorizing from the computerization of the U.S. residential real estate industry. ***New Technology, Work & Employment***, 29(1), 40–56. doi: 10.1111/ntwe.12020

2014 Wei, K., Crowston, K. & Li, N. Group maintenance in technology-supported distributed teams. ***Information & Management***, 51(3), 297–309**.** doi: 10.1016/j.im.2014.02.001

2015 Wiggins, A. & Crowston, K. Surveying the citizen science landscape. ***First Monday***, 26(1). doi: 10.5210/fm.v20i1.5520

2015 Crowston, K., Specht A., Hoover C., Chudoba K. M. & Watson-Manheim M. B. Perceived discontinuities and continuities in transdisciplinary scientific working groups. ***Science of the Total Environment***, 534, 159–172**.** doi: 10.1016/j.scitotenv.2015.04.121

2015 Crowston, K., Sawyer, S. & Wigand, R. Social networks and the success of market intermediaries: Evidence from the US residential real estate industry. ***The Information Society***, 31(5), 361–378. doi: 10.1080/01972243.2015.1041665. (This paper won the award for **Best Published Social Informatics Paper** of 2015.)

2015 Crowston, K. "Personas" to support development of cyberinfrastructure for scientific data sharing. ***Journal of eScience Librarianship****,* 4(2), e1082. doi: 10.7191/jeslib.2015.1082.

2015 Niederman, F., Crowston, K., Koch, H., Krcmar, H., Powell, P. & Swanson, E. B. Assessing IS research impact. ***Communications of the Association for Information Systems (CAIS)***, 36(1), 7. doi: 10.17705/1CAIS.03607. (Winner of the **Paul Gray Award for the Most Thought Provoking Paper** in 2015.)

2016 Bolici, F., Howison, J. & Crowston, K. Stigmergic coordination in FLOSS development teams: Integrating explicit and implicit mechanisms. ***Cognitive Systems Research***, 38, 14–22. doi: 10.1016/j.cogsys.2015.12.003. (This paper was one of the most downloaded articles from the journal in 2016.)

2016 Katzy, B., Crowston, K. & Sung, G. Alignment of IS and business strategies for inter-organisational networks: The case of ARC Transistance. ***European Journal of Information Systems***, 25(6), 553–568. doi: 10.1057/ejis.2016.9

2017 Prestopnik, N. R., Crowston, K. & Wang, J. Gamers, citizen scientists, and data: Exploring participant contributions in two games with a purpose. ***Computers in Human Behaviour***, 68, 254–268. doi: 10.1016/j.chb.2016.11.035

2017* Zevin, M., Coughlin, S., Bahaadini, S., Besler, E., Rohani, N., Allen, S., Cabero, M., Crowston, K., Katsaggelos, A., Larson, S., Lee, T., Lintott, C., Littenberg, T., Lundgren, A., Østerlund, C., Smith, J., Trouille, L. & Kalogera, V. Gravity Spy: Integrating Advanced LIGO detector characterization, machine learning and citizen science. ***Classical & Quantum Gravity*. 34(6), 1–22. doi: 10.1088/1361-6382/aa5cea

2017 Wei, K., Crowston, K., Eseryel, U. Y. & Heckman, R. Roles and politeness behavior in community-based Free/Libre Open Source Software development. ***Information & Management***. 54(5), 573–582, doi: 10.1016/j.im.2016.11.006

2017 Jarrahi, M. H., Crowston, K., Bondar, K. & Katzy, B. A pragmatic approach to managing enterprise IT infrastructures in the era of consumerization and individualization of IT.

International Journal of Information Management. 37(6), 566–575. doi: 10.1016/j.ijinfomgt.2017.05.016

2017 Crowston, K. & Shamshurin, I. Core-periphery communication and the success of Free/Libre Open Source Software projects. ***Journal of Internet Services & Applications (JISA)***, Thematic Series on FOSS Development, 8(10). doi: 10.1186/s13174-017-0061-4

2017 Qin, J., Crowston, K. & Kirkland, A. Pursuing best performance in research data management by using the capability maturity model and rubrics. ***Journal of eScience Librarianship***, 6(2), e1113. doi: 10.7191/jeslib.2017.1113

2017 Curty, R. G., Crowston, K., Specht, A., Grant, B. & Walton, E. D. Attitudes and norms affecting scientists' data reuse. ***PLoS ONE***, 12(12): e0189288 doi: 10.1371/journal.pone.0189288.

2018 Crowston, K. & Fagnot, I. Stages of motivation for contributing user-generated content: A theory and empirical test. ***International Journal of Human-Computer Studies***, 109, 89–101. doi: 10.1016/j.ijhcs.2017.08.005

2018 Lee, T. K., Crowston, K., Harandi, M., Østerlund, C. & Miller, G. Appealing to different motivations in a message to recruit citizen scientists: Results of a field experiment. ***Journal of Science Communication***, 17(1), A02. doi: 10.22323/2.17010202

2018 Jackson, C. B., Crowston, K., Østerlund, C. & Harandi, M. Folksonomies to support coordination and coordination of folksonomies. ***Computer Supported Cooperative Work***, 27(3–6), 647–678. doi: 10.1007/s10606-018-9327-z. Honourable mention for ASIS& T SIG SI Social Informatics Best Paper Award.

2018 Jackson, C. B., Crowston, K. & Østerlund, C. Did they login? Patterns of anonymous contributions to online communities. ***Proceedings of the ACM on Human-Computer Interaction***, 1(CSCW). doi: 10.1145/3274346. Presented at the *ACM Conference on Computer Supported Cooperative Work & Social Computing (CSCW 2018)*, Jersey City, NJ, 4–7 November.

2019 Crowston, K., Saltz, J., Rezgui, A., Hegde, Y. & You, S. Socio-technical affordances for stigmergic coordination implemented in MIDST, a tool for data-science teams. ***Proceedings of the ACM on Human-Computer Interaction***, 3(CSCW), 117. doi: 10.1145/3359219. Presented at the *ACM Conference on Computer Supported Cooperative Work & Social Computing (**CSCW**)*, Austin, TX, 9–13 November.

2019 Østerlund, C. & Crowston, K. Documentation and access to knowledge in online communities: Know your audience and write appropriately? ***Journal of the Association for Information Science & Technology (JASIST)***, 70(6), 619–633. doi: 10.1002/asi.24152. Honourable mention for ASIS&T SIG Social Informatics Best Paper Award.

2019 Crowston, K., Mitchell, E. M. & Østerlund, C. Coordinating advanced crowd work: Extending citizen science. ***Citizen Science: Theory & Practice***, 4(1), 1–12. doi: 10.5334/cstp.166

2019 Coughlin, S., Bahaadini, S., Rohani, N., Zevin, M., Patane, O., Harandi, M., Jackson, C., Noroozi, V., Allen, S., Areeda, J., Coughlin, M., Ruiz, P., Berry, C. P. L., Crowston, K., Katsaggelos, A. K., Lundgren, A., Østerlund, C., Smith, J. R., Trouille L. & Kalogera, V.

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2016 Crowston, K. & Shamshurin, I. Core-periphery communication and the success of Free/Libre Open Source Software projects. *International Conference on Open Source Systems (**OSS 2016**)*, Gothenburg, Sweden, 30 May–2 June. doi: 10.1007/978-3-319-39225-7_4

2017 Crowston, K., Østerlund, C. & Lee, T. K. (2017). Blending machine and human learning processes. *Hawai'i International Conference on System Sciences (**HICSS-50**)*. Waikoloa, HI, 4–7 January. doi: 10.24251/HICSS.2017.009

2017 Saltz, J. S. & Crowston, K. (2017). Comparing data science project management methodologies via a controlled experiment. *Hawai'i International Conference on System Sciences (**HICSS–50**)*. Waikoloa, HI, 4–7 January. doi: 10.24251/HICSS.2017.120

2018 Crowston, K., Mitchell, E. M. & Østerlund, C. Coordinating advanced crowd work: Extending citizen science. *Hawai'i International Conference on System Sciences (**HICSS–51**)*. Waikoloa, HI, 3–6 January. doi: 10.24251/HICSS.2018.212

2018 Rezgui, A. & Crowston, K. Stigmergic coordination in Wikipedia. ***OpenSym***. Paris, France, 22–24 August. Available from: http://www.opensym.org/wp-content/uploads/2018/07 /OpenSym2018_paper_34.pdf

2019 You, S., Crowston, K., Saltz, J. & Hegde, Y. Coordination in OSS 2.0: ANT Approach. *Hawai'i International Conference on System Sciences (**HICSS–52**)*. Wailea, HI, 8–11 January. doi: 10.24251/HICSS.2019.120

2019 Saltz, J., Heckman, R., Crowston, K., You, S. & Hegde, Y. Helping data science students develop task modularity. *Hawai'i International Conference on System Sciences (**HICSS–52**)*. Wailea, HI, 8–11 January. doi: 10.24251/HICSS.2019.134

2019 Crowston, K. & Bolici, F. Impacts of machine learning on work. *Hawai'i International Conference on System Sciences (**HICSS–52**)*. Wailea, HI, 8–11 January. doi: 10.24251/HICSS.2019.719

2019 Dalgali, A. & Crowston, K. Sharing open deep learning models. *Hawai'i International Conference on System Sciences (**HICSS–52**)*. Wailea, HI, 8–11 January. doi: 10.24251/HICSS.2019.256

2020 Crowston, K. & Rezgui, A. Effects of stigmergic and explicit coordination on Wikipedia article quality. *Hawai'i International Conference on System Sciences (**HICSS–53**)*. Wailea, HI, 7–10 January. doi: 10.24251/HICSS.2020.287

2020 Dalgali, A. & Crowston, K. Factors influencing approval of Wikipedia bots. *Hawai'i International Conference on System Sciences (**HICSS–53**)*. Wailea, HI, 7–10 January. doi: 10.24251/HICSS.2020.018

2020 Harandi, M., Crowston, K., Jackson, C. & Østerlund, C. The genie in the bottle: Different stakeholders, different interpretations of machine learning. *Hawai'i International Conference on System Sciences (**HICSS–53**)*. Wailea, HI, 7–10 January. doi: 10.24251/HICSS.2020.719

2020 Crowston, K. & Bolici, F. Impacts of the use of machine learning on work design. *International Conference on Human-Agent Interaction (**HAI '20**)*. Virtual event, NSW, Australia, 10–13 November. doi: 10.1145/ 3406499.3415070

2022 Henderson, K., Raheja, R., & Crowston, K. Communicating with the masses from isolation: What happened when local television journalists worked from home. In *Hawai'i International Conference on System Sciences (**HICSS–55**)*. Virtual event. doi: 10.24251/HICSS.2022.858

2023 Crowston, K., Jackson, C.B., Corieri, I.L. & Østerlund, C. Design principles for background knowledge to enhance learning in citizen science. ***iConference***. Barcelona, Spain and virtual, 13–17 March, pp. 563–580. doi: 10.1007/978-3-031-28032-0_43

2024 Bullard, J., Crowston, K., Jackson, C.B., Smith, A. O. & Østerlund, C. Folksonomies in crowdsourcing platforms: Three tensions associated with the development of shared language in distributed groups. (Note). *European Conference on Computer-Supported Cooperative Work (**ECSCW**)***.*** Rimini, Italy, 17–21 June. doi: 10.48340/ecscw2024_n06

2025 Liang, Q., Crowston, K. & You, S. The task matters: The effect of perceived similarity to AI on intention to use in different task types. In *Hawai'i International Conference on System Science (**HICSS–58**)*. Waikoloa, HI, 7–10 January. doi: 10.24251/HICSS.2025.042

2025 Mackenzie, E., Berry, C. P. L., Niklasch, G., Téglás, B., Unsworth, C., Crowston, K., Davis, D. & Katsaggelos, A. K. Hunting for new glitches in LIGO data using community science. *24th International Conference on General Relativity and Gravitation (GR24) and 16th Edoardo Amaldi Conference on Gravitational Waves (**Amaldi16**)*. *Journal of Physics: Conference Series*, 3177(1), 012083. doi: 10.1088/1742-6596/3177/1/012083

2025 Katsiuba , D., Dolata , M., Crowston, K. & Schwabe, G. Adopt, adapt, evolve: AI integration in customer feedback management. [Teaching case]. *International Conference on Information System **(ICIS)***. Nashville, TN, 14-17 December. Available from: https://aisel.aisnet.org /icis2025/learn_curricula/learn_curricula/15

2026 Wang, S., McKinnon-Crowley, J., Long, T., Lua, K., Henderson, K., Crowston, K., Nickerson, J., Hansen, M. & Chilton, L. The role of human creativity in the presence of AI creativity tools at work: A case study on AI-driven content transformation in journalism. *Hawai'i International*

Conference on System Science ***(HICSS)***. Lahaina, HI, 6–9 January. doi: 10.24251/HICSS.2026.015

2026 Bolici, F., Crowston, K., Varone, A., Fudge, M. Rethinking programming skills in the age of generative AI. *Hawai'i International Conference on System Science* ***(HICSS)***. Lahaina, HI, 6–9 January. doi: 10.24251/HICSS.2026.863

2026 Katsiuba, D., Schwabe, G., Dolata, M. & Crowston, K. Improving customer feedback management with GenAI: An action design research study. *Hawai'i International Conference on System Science* ***(HICSS)***. Lahaina, HI, 6–9 January. doi: 10.24251/HICSS.2026.632

2026 McKinnon-Crowley, J., Lua, K., Crowston, K. & Henderson, K. "Is this news?": How audiences recognize and evaluate emerging news genres in short-form video social media. *Hawai'i International Conference on System Science* ***(HICSS)***. Lahaina, HI, 6–9 January. doi: 10.24251/HICSS.2026.326

Conference Proceedings as Editor

2007 Crowston, K., Sieber, S., Wynn, E. (Eds.). *Virtuality & Virtualization. Proceedings of the* ***IFIP Working Groups 8.2*** *on Information Systems & Organizations and 9.5 on Virtuality & Society*, Portland, Oregon, USA, 29-31 July. IFIP AICT 236. ISBN 978-0-387-73024-0

2009 Boldyreff, C., Crowston, K., Lundell, B., Wasserman, A. I. (Eds.). *Open Source Ecosystems: Diverse Communities Interacting. Proceedings of the 5th IFIP WG 2.13 International Conference on Open Source Systems (****OSS 2009****)*, Skövde, Sweden, 3-6 June. IFIP AICT 299. ISBN 978-3-642-02031-5

2016 Crowston, K., Hammouda, I., Lundell, B., Robles, G., Gamalielsson, J. & Lindman, J. (Eds.). *Open Source Systems: Integrating Communities. Proceedings of the 12th IFIP WG 2.13 International Conference (****OSS 2016****),* Gothenburg, Sweden*,* 30 May–2 June. IFIP AICT 472. Springer. ISBN 978-3-319-39225-7

2016 Crowston, K., Hammouda, I., Lindman, J., Lundell, B. & Robles, G. (Eds.). *Proceedings of the Doctoral Consortium at the 12th International on Open Source Systems*, Skövde University Studies in Informatics 2016:1, ISSN 1653-2325, ISBN: 978-91-978513-9-8, University of Skövde, Skövde, Sweden. http://urn.kb.se/resolve?urn=urn:nbn:se:his:diva-13122

Books

2003* Malone, T. W., Crowston, K. & Herman, G. (Eds.), *Organizing Business Knowledge: The MIT Process Handbook*. Cambridge, MA: **MIT Press. doi: 10.1111/j.0737–6782.2005.116_4.x

Book Chapters (total: 17, not including reprints of prior publications listed elsewhere)

1988 Crowston, K. & Malone, T. W. Information technology and work organization. In M. Helander (Ed.), *Handbook of Human-Computer Interaction* (pp. 1051–1070). Amsterdam: **Elsevier** (North-Holland).

Reprinted in Thomas J. Allen & Michael S. Scott Morton. (Eds.), *Information Technology and the Corporation of the 1990s* (Ch. 11, pp. 249–275). New York: **Oxford**, 1994. Available from: http://goo.gl/kza4bi

1992 Crowston, K. Modelling coordination in organizations. In M. Masuch & G. Massimo. (Eds.), *Artificial Intelligence in Organization & Management Theory* (pp. 215–234). Amsterdam: **Elsevier**. Available from http://hdl.handle.net/1721.1/48546

1993* Malone, T. W., Crowston, K., Lee, J. & Pentland, B. Tools for inventing organizations: Toward a handbook of organizational processes. In *Proceedings of Second Workshop on Enabling Technologies: Infrastructure for Collaborative Enterprises* (pp. 72–82). Morgantown, WV: **IEEE Computer Society Press. doi: 10.1109/ENABL.1993.263061

1994 Crowston, K. Evolving novel organizational forms. In K. M. Carley & M. J. Prietula. (Eds.), *Computational Organization Theory* (pp. 19–38). Hillsdale, NJ: **Lawrence Erlbaum**. doi: 10.1007/BF00125762

1998 Crowston, K. & Kammerer, E. Communicative style and gender differences in computer-mediated communications. In B. Ebo. (Ed.) *Cyberghetto or Cybertopia: Race, Class & Gender on the Internet* (pp. 185–204). **Praeger**. Available from http://crowston.syr.edu/sites/crowston.syr.edu/files/book%20chapter.pdf

2003* Crowston, K. A taxonomy of organizational dependencies and coordination mechanisms. In T. W. Malone, K. Crowston & G. Herman. (Eds.), *Organizing Business Knowledge: The MIT Process Handbook* (pp. 85–108). Cambridge, MA: **MIT Press. Available from http://hdl.handle.net/1721.1/49291

2003 Crowston, K. & Osborn, C. S. A coordination theory approach to process description and redesign. In Malone, T. W., Crowston, K. & Herman, G. (Eds.), *Organizing Business Knowledge: The MIT Process Handbook* (pp. 335–370). Cambridge, MA: **MIT Press**. Available from http://ccs.mit.edu/papers/pdf/wp204.pdf

2006* Crowston, K., Howison, J. & Rubleske, J. Coordination theory: A ten-year retrospective. In P. Zhang & D. Galletta. (Eds.), *Human-Computer Interaction in Management Information Systems* (pp. 120–138), **M. E. Sharpe. Available from http://repository.cmu.edu/isr/485/ or http://bit.ly/HCIMIS_CT25

2008 Crowston, K. The bug fixing process in proprietary and free/libre open source software: A coordination theory analysis. In M. L. Markus & V. Grover. (Eds.), *Business Process Transformation* (pp. 69–99), **M. E. Sharpe**. Available from: http://citeseerx.ist.psu.edu/viewdoc/summary?doi=10.1.1.93.1432

2010 Crowston, K. Internet Genres. In M. J. Bates & M. N. Maack, (Eds.), *Encyclopedia of Library and Information Sciences* (3rd ed.), **CRC Press**. Available from http://crowston.syr.edu/sites/crowston.syr.edu/files/elischapter.pdf

2011 Crowston, K., Kwaśnik , B. & Rubleske, J. Problems in the use-centered development of a taxonomy of web genres. In Mehler, A, Sharoff, S., Rehm, G. & Santini, M. (Eds.), *Genres on the Web: Computational Models and Empirical Studies*. Series: Text, Speech and Language Technology (Series Editors: Ide, Nancy & Véronis, Jean). **Springer**. Available from: http://citeseerx.ist.psu.edu/viewdoc/summary?doi=10.1.1.193.6996.

2015 Crowston, K. Open source technology development. In Bainbridge, W. & Roco, M. C. (Eds.), *Handbook of Science and Technology Convergence*. **Springer**. doi: 10.1007/978–3–319–04033–2_29–1.

2017 Crowston, K. Levels of trace data for social and behavioural science research. In Matei, S., Goggins, S. & Jullien, N. (Eds.), *Big Data Factories: Collaborative Approaches*. ISBN 978-3-319-59186-5. **Springer Nature**. doi: 10.1007/978-3-319-59186-5_4

2017 Crowston, K. & Squire, M. Lessons learned from a decade of FLOSS data collection. In Matei, S., Goggins, S. & Jullien, N. (Eds.), *Big Data Factories: Collaborative Approaches*. **Springer Nature**. doi: 10.1007/978-3-319-59186-5_7

2019 Hall, K. L., Vogel, A. L. & Crowston, K. Comprehensive collaboration plans: Practical considerations spanning across individual collaborators to institutional supports. In Hall, K. L., Vogel, A. L. & Croyle, R. T. (Eds.), *Strategies for Team Science Success* (pp. 587-611). **Springer International Publishing**. doi: 10.1007/978-3-030-20992-6_45

2026 Gudela Grote, G., Parker, S. K. & Crowston, K. AI Compass: A design framework for human–AI integration. In Boy, G. A (Ed.), *Handbook of Sociotechnical Systems*, 2nd ed. (Ch. 40). **CRC Press**. doi: 10.1201/9781003666431-48

Other Publications

1987 Crowston, K. Cognitive science and organizational design: Assessing the impact of information technology on organizations (abstract). ***Data Base***, 18(3): 46.

1988 Crowston, K. & Malone, T. W. Intelligent software agents, ***Byte Magazine***, 267–272, December.

1997 Katzy, B., Crowston, K., Kumar, K. & van Fenema, P. (Eds.), *Virtual Operations and Agile Organizations: Workshop proceedings*. London: **ASLIB**.

1999 Crowston, K. Constructing intelligent agents with Java: A programmer's guide to smarter applications [Book review]. ***Internet Research****: Electronic Networking Applications and Policy*, 8(5), 474–476.

2000 Crowston, K. The on-line Ph.D. as computer-supported cooperative work. ***Decision Line***, 31(4), 10–11. Available at http://www.decisionsciences.org/DecisionLine/Vol31/31_4 /31_4phd.pdf.

2001 Kwaśnik , B. H., Crowston, K., Nilan, M. & Roussinov, D. Identifying document genre to improve web search effectiveness. ***The Bulletin of the American Society for Information Science & Technology***, 27(2). Available on line at http://www.asis.org/Bulletin/December–01/Kwaśnik artic.html.

2003 Crowston, K. & Kwaśnik , B. H. Can document-genre metadata improve information access to large digital collections? ***Library Trends***, *52*(2), 345–361. Available from http://hdl.handle.net/2142/8533

2005 Kwaśnik , B. H. & Crowston, K. Genres of digital documents: Introduction to the special issue. ***Information, Technology & People***, *18*(2), 76–88. doi: 10.1108/09593840510601487

2005 Crowston, K. Future research on FLOSS development. ***First Monday***. Special issue #2—Open Source. doi: 10.5210/fm.v0i0.1465

2006 Crowston, K. & Howison, J. Assessing the health of open source communities. ***IEEE Computer,*** 39(5), May, 89–91. doi: 10.1109/MC.2006.152

2009 Avital, M., Björk, B., Boland, R. J., Crowston, K., Lyytinen, K. & Majchrzak, A. ICIS 2008 panel report: Open access publishing to nurture the Sprouts of knowledge and the future of information systems research. ***Communications of the Association for Information Systems (CAIS)***, 24(1), 30. doi: 10.17705/1CAIS.02430

2014 Whelan, E., Conboy, K., Crowston, K., Morgan, L. & Rossi, M. Editorial: The role of information systems in enabling open innovation. ***Journal of the Association for Information Systems (JAIS)***, 15(11), i–x. doi: 10.17705/1jais.00381

2015 *DataONE Personas*. Available from: https://www.dataone.org/user-personas

2016 Crowston, K. Response to "Ideational influence, connectedness, and venue representation: Making an assessment of scholarly capital". ***Journal of Association for Information Systems (JAIS).*** doi: 10.17705/1jais.00418

2016 *Manifesto on Engineering Academic Software (Dagstuhl Perspectives Workshop 16252)*. A. Allen, C. Aragon, C. Becker, J. Carver, A. Chiş, B. Combemale, M. Croucher, K. Crowston, D. Garijo, A. Gehani, C. Goble, R. Haines, R. Hirschfeld, J. Howison, K. Huff, C. Jay, D. S. Katz, C. Kirchner, K. Kuksenok, R. Lämmel, O. Nierstrasz, M. Turk, R. van Nieuwpoort, M. Vaughn & J. Vinju (Eds.), **Dagstuhl Manifestos**, 6(1). Wadern, Germany: Schloss Dagstuhl – Leibniz Center for Informatics. doi: 10.4230/DagMan.6.1.1

2021 Ebel, P., Söllner, M., Leimeister, J. M., Crowston, K., & de Vreede, G.-J. Hybrid intelligence in business networks [Introduction to the Special Issue]. *Electronic Markets*. doi: 10.1007/s12525-021-00481-4

2021 Coughlin, S., Zevin, M., Bahaadini, S., Rohani, N., Allen, S., Berry, C., Crowston, K., Harandi, M., Jackson, C., Kalogera, V., Katsaggelos, A., Noroozi, V., Osterlund, C., Patane, O., Smith, J., Soni, S. & Trouille, L. *Gravity Spy Machine Learning Classifications of LIGO Glitches from Observing Runs O1, O2, O3a, and O3b* [Data set]. Zenodo. doi: 10.5281/zenodo.5649212

2021 Beck, S., LaFlamme, M., Bergenholtz, C., Bogers, M., Brasseur, T.-M., Conradsen, M.-L., Crowston, K., Marco, D. Di, Effert, A., Filiou, D., Frederiksen, L., Gillier, T., Gruber, M., Haeussler, C., Hoisl, K., Kokshagina, O., Norn, M.-T., Poetz, M., Pruschak, G., Priego, L. P., Radziwon, A., Ruser, A., Sauermann, H., Shah, S., Reyes, J. S., Tucci, C. L., Tuertscher, P., Vedel, J. B., Verganti, R., Wareham, J. & Xu, S. M. Examining Open Innovation in Science (OIS): What Open Innovation can and cannot offer the science of science. ***Innovation: Organization & Management***. doi: 10.1080/14479338.2021.1999248

2021 Shanley, L. A., Fortson, L., Berger-Wolf, T., Crowston, K., & Michelucci, P. *Imagine All the People: Citizen Science, Artificial Intelligence, and Computational Research*. A Computing Community Consortium (CCC) Quadrennial Paper. Available from: https://cra.org/ccc/wp-content/uploads/sites/2/2021/03/CCC-TransitionPaperImagine-All-the-People.pdf

2022 Zevin, M., Coughlin, S., Chase, E., Allen, S., Bahaadini, S., Berry, C., Crowston, K., Harandi, M., Jackson, C., Kalogera, V., Katsaggelos, A., Osterlund, C., Patane, O., Rohani, N., Smith, J., Soni, S. & Trouille, L. *Gravity Spy Volunteer Classifications of LIGO Glitches from Observing Runs O1 O2 O3a and O3b* [Data set]. Zenodo. doi: 10.5281/zenodo.5911227

2022 Ågerfalk, P., Conboy, K., Crowston, K., Jarvenpaa, S., Lundström, J., Mikalef, P. & Ram, S. Artificial intelligence in information systems: State of the art and research roadmap.

Communications of the Association for Information Systems (CAIS). doi: 10.17705/1CAIS.05017

2023 Borycz, J., Specht, A. & Crowston, K. A decade of surveys on attitudes to data sharing highlights three factors for achieving open science. ***LSE Impact of Social Science blog***, 22 August. Available from https://blogs.lse.ac.uk/impactofsocialsciences/2023/08/22/a-decade-of-surveys-on-attitudes-to-data-sharing-highlights-three-factors-for-achieving-open-science/

2024 Crowston, K., Erickson, I., & Nickerson, J. Editorial: Sharing work with AI: Introduction to the special issue on the futures of work in the age of intelligent machines. ***Information Technology & People***, 37(7), 2353–2356. doi: 10.1108/ITP-12-2024-994

2024 Fortson, L., Crowston, K., Kloetzer, L., & Ponti, M. Artificial Intelligence and the future of citizen science. ***Citizen Science: Theory And Practice***, 9(1), 32. doi: 10.5334/cstp.812

Internet columns for Information, Technology & People

1998 Crowston, K. Software development links. *Information, Technology & People*, 11(2), 161–162.
1998 Crowston, K. I/S in Latin America. *Information, Technology & People*, 11(3), 266–267.
1998 Crowston, K. Martin Heidegger. *Information, Technology & People*, 12(4), 376.
1999 Crowston, K. Making sense of information systems down under. *Information, Technology & People*, 13(1), 116–117.
1999 Crowston, K. Websites about phenomenology and action research. *Information, Technology & People*, 13(4), 408–410.
2000 Crowston, K. Internet column. *Information, Technology & People*, 14(4), 420–421.
2002 Crowston, K. Internet column. *Information, Technology & People*, 15(1), 87.
2002 Crowston, K. Websites related to gender and information technology. *Information, Technology & People*, 15(2).
2002 Crowston, K. Internet review. *Information, Technology & People*, 15(3), 276–278.
2003 Crowston, K. Information technology in the Middle East. *Information, Technology & People*, 16(1), 122.
2003 Crowston, K. Internet review. *Information, Technology & People*, 16(2). Omitted from paper publication; appears on-line.
2003 Crowston, K. Knowledge management. *Information, Technology & People*, 16(3).
2003 Crowston, K. Internet review. *Information, Technology & People*, 16(4).

Data Curation

2006–2017 Organizer (with Megan Squire & James Howison), **FLOSSmole** (http://flossmole.org/), a repository of data sets on Free/Libre Open Source Software development projects.

Keynote Presentations (total: 9)

2004 Coordination theory: A ten-year retrospective. Keynote address at *1st International* ***Workshop on Computer Supported Activity Coordination***, *6th International Conference on Enterprise Information Systems*, Porto, Portugal, 14 April.

2005 SE, IS & (FL)OSS @ EASE. Keynote address at the ***Empirical Assessment of Software Engineering (EASE) Conference***, Keele, UK, 11–13 April.

2015 New modes of coordination for the collaborative economy. Keynote address at the *11th* ***Brazilian Symposium of Information Systems***, Goiânia, Brazil, 26–29 May.

2015 New modes of coordination for the collaborative economy. Closing address at the ***Journée d'échanges dans le cadre du programme OLASI***, Nantes, France, 17 June.

2016 Citizen Science: Learning to effectively contribute in virtual organizations. Keynote lecture at the *11th* ***Chais Conference*** *for the Study of Innovation and Learning Technologies*, Ra'anana, Israel, 16 February.

2018 Challenges and opportunities for open collaboration. Keynote speech at the *14th International Symposium on Open Collaboration (****OpenSym 2018****)*, Paris, France, 22–24 August.

2022 Involving the public in scientific research. Keynote speech at the Swiss National Science Foundation *National Research Project (NRP) 77 Programme Meeting*, Basel, Switzerland, 17 May.

2022 Challenges and opportunities for open collaboration. Keynote speech at the *2nd Conference of LIS and Practices, CoLISP 2022*, Taipei, Taiwan (given remotely), 8 December.

2023 Finding our way with artificial intelligence. Keynote speech at the *Administrative Sciences Association of Canada Conference, Information Systems division,* Toronto, Ontario, Canada, 5 June.

Presentations at Scientific Meetings

1994 Techniques for business process redesign [Panel]. ***TIMS International Conference***, Anchorage, AK, 12–15 June.

1994 Using distributed artificial intelligence models for business process redesign. ***TIMS International Conference***, Anchorage, AK, 12–15 June.

1994 Coordination and collective mind in requirements analysis [Panel]. ***IFIP 8.2 Working Group Meeting***, Ann Arbor, MI, 10–13 August.

1994 Organizational processes for coordination. Symposium presentation, ***Academy of Management Conference***, Dallas, TX, 14–17 August.

1996 Information systems and organizational research [Panel]. ***INFORMS Conference on Information Systems & Technology***, Washington, DC, 5–6 May.

1996 Communicative style and gender differences in computer-mediated communications (with E. Kammerer). OCIS Division, ***Academy of Management Conference***, Cincinnati, OH, 13 August.

1997 Resource allocation mechanisms in air traffic control. Information Systems Track of the ***Administrative Sciences Association of Canada Conference***, St. John's NF, 31 May–2 June.

1998 Use of the web for electronic commerce in real estate (with R. Wigand). Presentation, ***Association for Information Systems Americas Conference***, Baltimore, MD, 14–16 August.

1999 Investigating the interplay between structure and technology in the real estate industry (with S. Sawyer & R. Wigand). OCIS Division, ***Academy of Management Conference***, Chicago, IL, 7–11 August.

1999 ICT in the real estate industry: Agents and social capital (with S. Sawyer & R. Wigand). ***Association for Information Systems Americas Conference***, Milwaukee, WI, 13–15 August). This paper was selected as "Best in mini-track" for the Advances in Organizational and Social Informatics mini-track.

2000 The Virtual Factory: Discontinuous work in a virtual organization. Presentation as part of the symposium "Discontinuities: The Key to Understanding Virtual Work", OCIS Division, ***Academy of Management Conference***, Toronto, Ontario, 6–9 August.

2000 Identifying document genre to improve web search effectiveness. ***American Society for Information Science & Technology Conference***, Chicago, IL, 13–16 November.

2002 Discontinuities and post-bureaucratic organizing: A framework and research propositions (with K. M. Chudoba & M. B. Watson-Manheim). OCIS Division, ***Academy of Management Conference***, Denver, CO, 11–14 August.

2002 Evolving document genres on the World-Wide Web. Presentation as part of the symposium "Conceptualizing Change in Communicative Genres: Exploring Levels of Analysis and Drivers", OCIS Division, ***Academy of Management Conference***, Denver, CO, 11–14 August.

2003 Collective mind to support coordination in software engineering. Presentation as part of the symposium "Revisioning Organization Design Theory: Alternative Perspectives", OCIS Division, ***Academy of Management Conference***, Seattle, WA, 2–6 August.

2003 Coordination and collaboration in Open Source development teams. Presentation as part of the symposium "Coordination and Control In Distributed Teams", OCIS Division, ***Academy of Management Conference***, Seattle, WA, 2–6 August.

2004 Customer satisfaction with electronic service encounters (with N. Massad & R. Heckman). Presentation at ***Association for Information Systems Americas Conference***, New York, NY, 6–8 August).

2004 The paradox of discontinuities and continuities: Toward a more comprehensive view of virtuality (with M. B. Watson-Manheim & K. M. Chudoba). *OCIS Division,* ***Academy of Management Conference***, New Orleans, LA, 8–11 August).

2004 Effective work practices for Software Engineering: Free/Libre Open Source Software Development (with H. Annabi, J. Howison & C. Masango). ***WISER Workshop on Interdisciplinary Software Engineering Research****, SIGSOFT 2004/FSE–12 Conference*, Newport Beach, CA, 5 November).

2005 OSSmole: A collaborative repository for FLOSS research data and analyses (with J. Howison & M. Conklin). ***First International Conference on Open Source Systems***, Genova, Italy, 11–15 July).

2005 A structurational perspective on leadership in Free/Libre Open Source Software teams (with R. Heckman, H. Annabi & C. Masango). ***First International Conference on Open Source Systems***, Genova, Italy, 11–15 July.

2005 Face-to-face interactions in self-organizing distributed teams (with J. Howison, C. Masango & U. Y. Eseryel). *OCIS Division,* ***Academy of Management Conference***, Honolulu, HI, 7–10 August.

2006 Challenges in creating a taxonomy for genres of digital documents (with B. Kwaśnik , Y.-L. Chun, J. D'Ignazio & J. Rubleske). Presentation at *International Society for Knowledge Organization* ***ISKO2006***, Vienna, Austria, 5–7 July.

2006 A practice view on meetings: The impact of ICTs on organization form and function (with K. M. Chudoba, M. B. Watson-Manheim & C. S. Lee). ***Academy of Management Conference***, Atlanta, GA, 11–16 August.

2006 Language and power in self-organizing distributed teams (with L. Qin K. & R. Heckman). ***Academy of Management Conference***, Atlanta, GA, 11–16 August.

2007 Data and analyses sharing to support FLOSS research: A debate (with B. Fitzgerald, E. Berdou, M. Conklin, S. Koch, G. Madey & W. Scacchi). Panel session at the ***IFIP 3nd International Conference on Open Source Software***, Limerick, Ireland, 10–14 June.

2007 Coordinating across boundaries and discontinuities. Presentation as part of the symposium "Coordination Complexity in Geographically Distributed Collaboration", *OCIS Division,* ***Academy of Management Conference***, Philadelphia, PA, 4–8 August.

2007 Distance matters, except when it doesn't: discontinuities in virtual work (with M. B. Watson-Manheim & K. M. Chudoba). Paper presented at the *OCIS Division,* ***Academy of Management Conference***, Philadelphia, PA, 4–8 August.

2008 The motivational arc of massive virtual collaboration (with I. Fagnot). ***IFIP WG 9.5 Working Conference*** *on Virtuality and Society: Massive Virtual Communities*, Lüneberg, Germany, 1–2 July.

2009 Little eScience, big eScience (with D. Ribes, S. Sawyer & A. Wiggins). Panel at the ***iConference***, Chapel Hill, NC, 8–11 February.

2010 Crowston, K. Designing scholarly communications. Discussion paper, ***IFIP Working Group 8.2/8.6 Joint Working Conference***, Perth, Australia, 30 March–2 April.

2010 Using natural language processing technology for qualitative data analysis. Presentation as part of the symposium "When the data are documents: Bridging quantitative and qualitative methodologies", *OCIS Division,* ***Academy of Management Conference***, Montréal, PQ, 7–10 August).

2010 Shifting boundaries: How should IS researchers study non-organizational uses of ICT? (with B. Fitzgerald, P. Gloor, U. Schultze & Y. Yoo). Panel at the *International Conference on Information Systems. (****ICIS****)*, St. Louis, MO, USA, 12–15 December.

2011 Integrated customer-focused knowledge portals: Design challenges and empirical approaches (with C. Loebbecke & N. Friederici). *OCIS Division,* ***Academy of Management Conference***, San Antonio, TX, 12–16 August.

2011* Mechanisms for data quality and validation in citizen science (with A. Wiggins, G. Newman & R. D. Stevenson). *Computing for Citizen Science Workshop* at the ***IEEE eScience Conference*, Stockholm, Sweden, 8 December. doi: 10.1109/eScienceW.2011.27

2011 Gaming for (citizen) science: Exploring motivation and data quality in the context of crowdsourced science through the design and evaluation of a social-computational system

(with N. Prestopnik). Paper presented at *Computing for Citizen Science Workshop* at the ***IEEE eScience Conference***, Stockholm, Sweden, 8 December.

2012 Team dynamics in long-standing technology-supported virtual teams (with N. Misiolek & J. Seymour). *OB Division,* ***Academy of Management Conference***, Boston, MA, 3–7 August.

2012 Innovation in academic-industry partnerships: Measuring the challenges to effective performance (with M. B. Watson-Manheim & K. Chudoba). *TIM Division,* ***Academy of Management Conference***, Boston, MA, 3–7 August.

2012 Data as an alternative genre for information systems research. In *Alternative genres: Going where no one has gone before* (with M. Avital, O. A. El Sawy, S. Gregor & L. Mathiassen). Panel session at the *International Conference on Information Systems (**ICIS 2012**),* Orlando, FL, 16–19 December.

2013 Open source software adoption: A technological innovation perspective (with F. Deltour & N. Jullien). *Association Information et Management Conference*, Lyon, France, 23–24 May.

2013 Understanding the implicit norms of different Academy of Management divisions (with J. Meuer, W. Felps, P. Chattopadhyay, G. Labianca & W. McKinley). Symposium at the ***Academy of Management Conference***, Lake Buena Vista, FL, 9–13 August.

2013 Open data. In *Open IS: The IS Discipline as an Open Community Ecosystem* (with J. Feller, M. Germonprez & M. Avital). Panel session at the *International Conference on Information Systems (**ICIS 2013**),* Milan, Italy, 15–18 December.

2014 Learning and motivation in citizen science (with C. Østerlund, C. B. Jackson, G. Mugar & K. D. V. Hassman). *American Association for the Advancement of Science (**AAAS**) Annual Meeting*, Chicago, IL, 13–16 February.

2014 Socializing the crowd: Learning to talk in citizen science (with C. S. Oesterlund, G. Mugar, C. Jackson & K. D. Hassman). ***Academy of Management Conference***, Philadelphia, PA, 2–5 August.

2014 Better collaboration plans to enhance collaborative capability (with K. Hall). ***Science of Team Science Conference***, Austin, TX, 7–8 August.

2014 Experiments in goal setting for citizen science (with C. B. Jackson, G. Mugar, C. Østerlund & K. D. Hassman). ***Conference on Digital Experimentation***, Cambridge, MA, 10–11 October.

2015 Project diversity and design implications (with A. Wiggins). Presentation as part of the symposium "Human-centered technologies for citizen science", ***Citizen Science Conference***, San Jose, CA, 11–12 February.

2015 Perceived discontinuities and continuities in transdisciplinary scientific groups (with A. Specht, C. Hoover, K. M. Chudoba & M.-B. Watson-Manheim). ***Science of Team Science Conference***, Bethesda, MD, 3–5 June.

2016 Humans, machines, and the future of citizen science. ***AAAI Fall Symposium****: Accelerating Science: A Grand Challenge for AI*, Arlington, VA, 18 November.

2016 The hermeneutics of trace data: Building an apparatus (with C. Østerlund & C. Jackson). *IFIP Working Group 8.2 Working Conference (**IFIP 8.2**)*, Dublin, Ireland, 9–10 December.

2017 Work features to support stigmergic coordination in distributed teams (with J. Howison, F. Bolici & C. Østerlund). ***Academy of Management Conference***, Atlanta, GA, 4–8 August.

2018 Learning in citizen science [Invited]. ***Conference on Psychology of Technology***, Stanford, CA, 19 October.

2019 MIDST: A System to support stigmergic coordination in data-science teams (with J. Saltz & Y. Hegde). Demonstration at the *ACM Conference on Computer Supported Cooperative Work & Social Computing (**CSCW 2019**)*, Austin, TX, 9–13 November

2020 Algorithmic journalism and its impacts on work (with A. Dalgali). Accepted for ***Computation + Journalism Symposium*** (presented in 2021 due to COVID–19). Available from: https://cpb-us-w2.wpmucdn.com/express.northeastern.edu/dist/d/53/files/2020/02/ CJ_2020_paper_26.pdf

2020 Artificial intelligence: Beyond the hype (with P. J. Ågerfalk, K. Conboy, S. L. Jarvenpaa, J. E. Lundström, P. Mikalef & S. Ram). Panel session at the *International Conference on Information Systems (**ICIS 2020**)*. Virtual, 13–16 December.

2021 OIS Debate: The potentials of Citizen Science beyond its usual scope of application (with M. Ponti and J. Sherson) [Invited]. *Open Innovation in Science (**OIS**) Research Conference*. Virtual, 7–9 April.

2022 DataONE, a cyber-infrastructure for data sharing and reuse [Invited]. *Library Technology Conclave (**LTC 2022**)*. Mumbai, India, 27–29 April.

2022 Tracing knowledge production in an online citizen science project (with B. Ekström, C. Jackson & C. Østerlund). *After Method in Organization Studies (**AMOS**) Conference*. Västerå, Sweden, 16–17 June.

2023 Organizing AI: A design theory for making decisions about learning algorithms in networks of accountability (with G. Grote & S. Parker). Symposium at the *European Association of Work and Organizational Psychology (**EAWOP**) Congress*. Katowice, Poland, 24–27 May.

2023 Norms, routines, and boundaries of data journalism in U.S. public radio newsrooms (with S. Jastrzebski, K. Henderson, & J. McKinnon-Crowley). *Association for Education in Journalism and Mass Communication (**AEJMC**) 106th Annual Conference*. Washington, DC, 7–10 August.

2025 Findings of the April 2025 CCC workshop: Grand challenges for the convergence of computational & citizen science research (with L. Fortson, L. Shanley, T. Berger-Wolf, C. Jackson & S. Savage). *Conference for Advancing the Participatory Sciences (**CAPS**)*, Portland, Oregon, 29 May.

2025 Short-term gain, long-term pain? A conceptual model on AI's impact on human skill development. (with F. Bolici & A. Varone). *European Group for Organizational Studies (**EGOS**) Colloquium*, Athens, Greece, 3–5 July.

2025 From execution to orchestration: Rethinking GenAI implementation through information processing theory (with A. Varone & F. Bolici). *Conference of the Italian Chapter of AIS (**ItAIS2025**)*. Castellanza, Italy, 17–18 October.

2026 From learning-by-doing to doing-without-learning: A sensemaking model of skill development in AI-augmented work (with A. Varone & F. Bolici). ***AIDEA** Conference 2026*. Milan, Italy, 22-23 January.

2026 Report on visioning for grand challenges for the convergence of computational and citizen science (with C. Jackson, L. Fortson, L. Shanley, S. Savage, T. Berger-Wolf & H. Griffin). *Conference for Advancing Participatory Sciences (**CAPS**)*. Virtual, 26-29 May. *2026* Prompting the past: Generative AI and organizational memory (with A. Varone & F. Bolici). *European Conference on Information Systems (ECIS) TREO*. Milan, Italy, 14 June. https://aisel.aisnet.org/treos_ecis2026/13

2026 From learning-by-doing to doing-without-learning: A sensemaking model of skill development and retention in AI-augmented work (with A. Varone & F. Bolici). *Harmonisation of Human and Machine Intelligence in the 5th Industrial Revolution (5IR) Workplace*. Working conference of IFIP WG 13.6 Human Work Interaction Design. London, UK, 17–18 June.

2026 AI & the future of work: Rethinking the division of human-machine learning and labor in citizen science (with C. Østerlund & A. O. Smith). *4S Conference: TechnoPower • Technoscientific Futures*. Toronto, Canada, 7–10 October.

2026 Reimagining scientific discovery: Collective intelligence through the convergence of citizen science and computational systems (with Savage, S., Shanley, L., Fortson, L., Jackson, C., Berger-Wolf, T., & Griffin, H.) *ACM Collective Intelligence Conference and the AAAI Conference on Human Computation and Crowdsourcing (CI/HCOMP '26)*, Arlington, VA, 27–30 September.

Poster Presentations

1988 Modelling the effects of information technology on organizational structures and processes. *Conference on Human Factors in Computing Systems* (***CHI '88)***, Washington, DC, 15–19 May.

2005 Meet me in Cyberspace: Meetings in the distributed work environment (with K. M. Chudoba, M.-B. Watson-Manheim & C. S. Lee). Visual *OCIS Division,* ***Academy of Management Conference***, Honolulu, HI, 7–10 August). Winner of OCIS Division Best Visual Presentation Award.

2007 A proposed data and analysis archive for research on Free and Open Source Software and its development (with M. Conklin & J. Howison). ***eSocial Science Conference***, Ann Arbor, MI, 7–9 October.

2007 Heckman, R., Crowston, K., Misiolek, N. & Eseryel, U. Y. Emergent leadership in self-organizing virtual teams [Research-in-progress]. *International Conference on Information Systems (**ICIS 2007**)*, Montréal, Québec, Canada, 9–12 December. Available from: http://aisel.aisnet.org/icis2007/60/.

2008 Towards a data and workflow collaboratory for research on Free and Open Source Software and its development (with M. Conklin & J. Howison). ***iConference***, Los Angeles, CA, 27–29 February.

2008 Group maintenance behaviors in self-organizing distributed teams (with R. Heckman, N. Li & M. J. Scialdone). ***iConference***, Los Angeles, CA, 27–29 February.

2008 Asynchronous decision-making in distributed teams (with Q. Li, R. Heckman, E. E. Allen, U. Y. Eseryel, J. Howison & A. Wiggins). *Conference on Computer-Supported Cooperative Work **(CSCW)***, San Diego, CA, 8–12 November.

2009 Group maintenance behaviors in the decision-making styles of self-organizing distributed teams (with M. J. Scialdone, Q. Li & R. Heckman). ***iConference***, Chapel Hill, NC, 8–11 February).

2009 Appropriate network measures for on-line communities (with F. Bolici & J. Howison). *INSNA Annual Conference (**Sunbelt** XXIX),* San Diego, CA, 10–15 March.

2010 Machine learning and rule-based automated coding of qualitative data (with X. Liu & E. E. Allen). *American Society for Information Science & Technology (**ASIST**) Annual Conference*, Pittsburgh, PA, 23–27 October.

2010 A capability maturity model for scientific data management (with J. Qin). *American Society for Information Science & Technology (**ASIST**) Annual Conference*, Pittsburgh, PA, 23–27 October.

2010 Educating eScience librarians (with J. Qin, J. D'Ignazio, M. Oakleaf, A. Wiggins & G. Steinhart). *Digital Curation Conference (**DCC**)*, Chicago, 6–8 December.

2014 Semi-automatic content analysis of qualitative data (with J. S. Y. Liew & N. McCracken). ***iConference***, Berlin, Germany, 4–7 March. Available from: http://socqa.org/iConf2014

2014 Event-based analysis of a citizen science community: Are new non-sustained users included? (with C. Østerlund, C. B. Jackson, G. Mugar & K. D. V. Hassman). ***iConference***, Berlin, Germany, 4–7 March.

2015 Beyond data management: Exploring new roles for librarians in citizen science projects (with K. Hassman, C. Østerlund, G. Mugar & C. Jackson). ***Citizen Science Conference***, San Jose, CA, 11–12 February.

2015 Collaboration planning: Planning for success in team science (with K. L. Hall & A. L. Vogel). ***Science of Team Science Conference***, Bethesda, MD, 3–5 June.

2016 Encouraging work in citizen science: Experiments in goal setting and anchoring (with C. Jackson, G. Mugar & C. Østerlund). *ACM Conference on Computer Supported Cooperative Work & Social Computing (**CSCW 2016**)*, San Francisco, CA, 27 February–2 March. doi: 10.1145/2818052.2869129

2016 Humans, machines, and the future of citizen science (with the Gravity Spy Team). ***De Lange Conference:** Humans, Machines and the Future of Work*, Houston, TX, 5–6 December.

2017 Gravity Spy: Humans, machines and the future of citizen science (with the Gravity Spy Team). *ACM Conference on Computer Supported Cooperative Work & Social Computing (**CSCW 2017**)*, Portland, OR, 25 February–1 March. doi: 10.1145/3022198.3026335

2017 Recruiting messages matter: Message strategies to attract citizen scientists (with T. K. Lee, C. Østerlund & G. Miller). *ACM Conference on Computer Supported Cooperative Work & Social Computing (**CSCW 2017**)*, Portland, OR, 25 February–1 March. doi: 10.1145/3022198.3026329

2023 Advanced work on user-generated content systems: Theory-driven method development (with I. L. Corieri, C. Østerlund, and C.B. Jackson). ***iConference***. Barcelona, Spain and virtual, 13–17 March.

2024 Linguistic styles across time: The lexical entrainment of citizen scientists (with C. B. Jackson, K. S. Walch, C. Østerlund & A. O. Smith). *ACM Conference on Computer-Supported Cooperative Work and Social Media (**CSCW**)*. San Jose, Costa Rica, 9–13 November. doi: 10.1145/3678884.3681892

2026 Motivations for using AI tools in an introductory programming class (with A. Varone, M. Fudge & F. Bolici). *Extended Proceedings of the ACM Conference on Human Factors in Computing Systems* (***CHI***). Barcelona, Spain, 13–17 April. doi: 10.1145/3772363.3798571

Workshop Presentations

1991 A typology of organizational coordination methods [Invited]. ***TIMS Workshop on Mathematical Organization Theory***, Nashville, TN, 11–12 May.

1992 Evolving novel organizational forms [Invited]. ***TIMS Workshop on Mathematical Organization Theory***, Orlando, FL, 25–26 April.

1993 Modelling organizations using ideas from distributed artificial intelligence [Invited]. ***TIMS Workshop on Computational Organization Theory***, Chicago, IL, 18 May.

1994 Using a Process Handbook to design organizational processes (with C. Dellarocas, J. Lee, T. W. Malone & B. Pentland). In Ingemar Hulthage (Ed.), *Computational Organization Design: Papers from the 1994 Spring Symposium* (Technical Report SS–94–07) (pp. 50–56). Menlo Park, CA: **AAAI Press**. Available from https://www.aaai.org/Papers/Symposia/Spring/1994/SS–94–07/SS94–07–007.pdf

1994 Crowston, K. Evolving novel organizational forms. In Ingemar Hulthage (Ed.), *Computational Organization Design: Papers from the 1994 Spring Symposium* (Technical Report SS–94–07) (pp. 35–42). Menlo Park, CA: **AAAI Press**. doi: 10.1007/BF00125762

1994 Coordinating restaurant service: TGI Friday's process [Invited]. ***TIMS Workshop on Mathematical and Computational Organization Theory***, Boston, MA, 24–25 April.

1994 Electronic communications and new organizational forms [Invited]. ***Michigan Telecommunications Forum***, Ann Arbor, MI, 9 December.

1997 The benefit of cooperation among agents solving travelling salesman's problems. ***TIMS Workshop on Computation and Mathematical Organization Theory***, San Diego, CA, 26–27 April.

1998 Using computer simulations to study information technology impacts in the real-estate industry [Invited]. ***Workshop on the Potential of Simulation for the Social Sciences***, University of Surrey, Guildford, England, 14–15 January.

2002 Exploring the strengths and limits of Open Source Software engineering processes: A research agenda (with B. Scozzi). 2nd ***Workshop on Open Source Software Engineering***, 24th International Conference on Software Engineering. ICSE 2002), Orlando, FL, 25 May.

2004 Coordination practices for bug fixing within FLOSS development teams (with B. Scozzi). Presentation at *1st International* ***Workshop on Computer Supported Activity Coordination****, 6th International Conference on Enterprise Information Systems*, Porto, Portugal, 14 April.

2004* The perils and pitfalls of mining SourceForge (with J. Howison). ***Workshop on Mining Software Repositories**, 26th International Conference on Software Engineering*, Edinburgh, Scotland, UK, 25 May.

2004 Towards a portfolio of FLOSS project success measures (with H. Annabi, J. Howison & C. Masango). ***Workshop on Open Source Software Engineering****, 26th International Conference on Software Engineering*, Edinburgh, Scotland, UK, 25 May.

2004 A structurational model of the dynamics of Free/Libre Open Source Software development teams (with H. Annabi & R. Heckman). ***IFIP WG 8.2 OASIS Workshop***, Washington, DC, 12 December.

2005 An exploratory study of factors related to effectiveness of Free/Libre Open Source Software teams (with U. Y. Eseryel). ***2005 Open Source Software International Symposium***, Padua, Italy, 14–15 April.

2005 Collaboration Using OSSmole: A repository of FLOSS data and analyses (with J. Howison & M. Conklin). ***Symposium on Mining Software Repositories 2005***, St. Louis, 17 May.

2006 How can document-genre metadata improve information-access for large digital collections? (with B. Kwaśnik). ***Second International Workshop on Digital Genre***, Halmstad, Sweden, 15–16 June.

2009 Coordination without discussion? Socio-technical congruence and Stigmergy in Free and Open Source Software projects (with F. Bolici & J. Howison). *Workshop on Socio-Technical Congruence (****STC*** *2009)*, Vancouver, BC, 19 May.

2009 eScience to support research on free/libre/open source software development (with J. Howison & A. Wiggins). ***eScience Workshop***, Pittsburgh, PA, 15–17 October.

2009 Collaborative data analysis with Taverna workflows (with J. Howison & A. Wiggins). ***eScience Workshop***, Pittsburgh, PA, 15–17 October.

2011 Work as coordination and coordination as work: A process perspective on FLOSS development projects (with C. Østerlund). *International Symposium on Process Organization Studies*, Corfu, Greece, 16–18 June.

2012 Motivating citizen scientists with a classification game (with N. Prestopnick & A. Wiggins). *National Workshop on Public Participation in Scientific Research (****PPSR****)*, Portland OR, 4–5 August.

2014 Design of an active learning system with human correction for content analysis (with J. L. S. Yan & N. McCracken). ***Workshop on Interactive Language Learning, Visualization, and Interfaces***, Annual Meeting of the Association for Computational Linguistics, Baltimore, MD, 26–27 June. Available from: http://socqa.org/ACL2014

2014 Optimizing features in active machine learning for complex qualitative content analysis analysis (with J. L. S. Yan, N. McCracken & S. Zhou). ***Workshop on Language Technologies &***

Computational Social Science, Annual Meeting of the Association for Computational Linguistics, Baltimore, MD, 26–27 June.

2016 Inter-team coordination in large-scale agile development: A test of organizational discontinuity theory (with K. Chudoba, M. B. Watson-Manheim & P. Rahmati). ***Large Scale Agile Development Workshop***, *XP 2016 Conference*, Edinburgh, Scotland, UK, 24 May. doi: 10.1145/2962695.2962697

2021 The future of citizen science: Coupling astrophysics, crowdsourcing, and machine learning in the Gravity Spy project [Invited]. ***Workshop on AI for Community Science Biodiversity Monitoring***. Virtual / University of Haifa, Haifa, Israel, 14–15 July.

2024 Mutual learning in human-AI interaction (Østerlund, C., Crowston, K., Jackson, C.B., Takou-Ayaoh, M., Wu, Y. & Katsaggelos, A.K.). *Trust and Reliance in Evolving Human-AI Workflows (**TREW**) Workshop, CHI Conference*. Honolulu, HI, 11 May.

2024 Machine conversations as design conversations (with A. Cai, C. Offerman, S. Zhang, L. B. Chilton & J. V. Nickerson). *Generative AI and HCI (**GenAICHI**) Workshop*, *CHI Conference*, Honolulu, HI, 11 May.

2026 Organizational sensemaking under generative AI: From distributed interpretation to reconstructed coherence (with A. Varone & F. Bolici), *Workshop on Sensemaking and AI: Uses, Behaviors, Design and Recommendations, CHI Conference*, Barcelona, Spain, 13 April.

2026 Orchestration and agency in multi-agent systems: Preserving human capability in agentic automation (with A. Varone & F. Bolici), *Agentic Automation Experiences Workshop, CHI Conference*, Barcelona, Spain, 14 April.

Other Presentations

1996 A coordination theory approach to process description and redesign [Invited]. ***Conference on Management of Advanced Information Technologies***, Syracuse, NY, 17–19 October.

2004 Theory for studying effective work practices for Open Source Software development [Invited]. presentation at ***Dagstuhl*** *Perspectives Seminar 04051: Empirical Theory and the Science of Software Engineering*, 25–29 January). Available from http://drops.dagstuhl.de/opus/volltexte/2006/532/pdf/04051_abstracts_collection.532.pdf

2013 Peer production, collective intelligence, and open communities: Issues for researchers and educators (with M. Germonprez & J. Feller). Webinar hosted by the Association for Information Systems, 23 April. Available from: https://www.youtube.com/watch?v=bvL-Cpg4lK8

2013 Response to "Technology and Design for Team Science". *Workshop on Institutional and Organizational Supports for Team Science*, **National Academies** of Sciences, Engineering and Medicine, 24 October.

2013 Assessing research impact. In *The impact of IS research: Is it enough? How do we expand? How do we document?* (with F. Niderman, B. Swanson, H. Krcmar & P. Powell). Senior Scholars' Symposium at the *International Conference on Information Systems (**ICIS 2013**)*, Milan, Italy, 15–18 December.

2015 Response to "Implications of Team Science for Collaboration Technology". *Symposium on Enhancing the Effectiveness of Team Science*, **National Academies** of Sciences, Engineering and Medicine, 18 September.

2015 Stigmergic coordination for open innovation. Plenary talk at the *13th* ***Open and User Innovation Society Meeting***, Lisbon, Portugal, 13–15 July.

2018 The future of work: Intelligent machines, automation and social impacts. *South Big Data Innovation Hub webcast*. 12 April.

Patents

1998 Malone, T.W., Crowston, K., Lee, J., Pentland, B. & Dellarocas, C. Computer system for displaying representations of processes. US Patent No. 5,819,270 (October 6).

1998 Malone, T.W., Crowston, K., Lee, J., Pentland, B. & Dellarocas, C. A computerized handbook of processes. European Patent No. 0692113 (October 14). Canadian Patent No. 2,156,917 (April 22, 2003).

2000 Malone, T.W., Crowston, K., Lee, J., Pentland, B. & Dellarocas, C. Computer Handbook of Processes. US Patent No. 6,070,163 (May 30). US Patent No. 6,349,298 (February 19, 2002).

TEACHING

Awards

2007 Excellence in Graduate Education Faculty Recognition Award, Syracuse University Graduate School.

PhD Graduates

Marcel Allbritton (consultant), Hala Annabi (University of Washington), Kangning Wei (Shandong University), James Howison (University of Texas), Andrea Wiggins (University of Nebraska), Naybell Hernandez (Utica College), Corey Jackson (University of Wisconsin-Madison), Mahboobeh Harandi (Facebook), Ayşe Öcal (Yildiz Technical University).

Post-Doctoral Advisees

Tae Kyoung Lee (University of Utah), Sangseok You (Sungkyunkwan University), Amira Rezgui (Modis)

Degree Courses

Introductory information systems courses at the undergraduate, masters and Ph.D. level. Advanced courses in *Database Systems, Systems Analysis*, *Information Technology Procurement*, *Strategic Information Systems*, *Statistics*, *Social Computing*. Doctoral seminars in *Information, Systems and Organizations* and *Statistics and Research Methods*.

Short Courses

1993 An introduction to coordination theory (Tutorial, **ICO '93 Conference**, Montreal, 4 May).

1993 An introduction to groupware (Class, **Ecole de Printemps 1993**, 3eme Cycle Romand d'Informatique, Anzère, Switzerland). Taught a 2-day course on Groupware for approximately 50 Computer and Information Science faculty from Swiss French universities.

1999 & 2003 A coordination theory approach to process modelling and improvement (Seminar, **University of the Republic of San Marino**, 22–24 November 1999; **Polytechnic of Bari**, Italy, 25–26 November 1999; 3–4 November 2003). Taught a 2-day research seminar on process research to doctoral students and junior faculty.

2002 & 2009 Qualitative research methods (Seminar, **Polytechnic of Bari** at Taranto, Italy, 11–12 March 2002; **Polytechnic of Bari**, 4–5 May 2009). Taught a 2-day course on qualitative research methods to engineering Ph.D. students.

2005 Coordination in organizations (Lecturer for **Autumn School in Management Engineering**, Brixen/Bressanone Italy, 13 September).

2007 & 2009 Networks and collaborative production; Free/libre open source software (Lecturer, **E-Gov program**, 22 May 2007; 26 May 2009). Taught 2 classes for e-Gov certificate students.

2007 Introduction to data analysis (Lecturer for **International School of Information Management**, Mysore, India, 17 October–8 November). Taught 4-week course on basic data collection and statistical analysis for masters students.

2008 eScience (Class, **Scuola Interpoltecnica Di Dottorato**, Bari, Italy, 10–11 April). Taught a 2-day course on eScience to engineering Ph.D. students.

2008 Learning in virtual teams **(**Lecturer, **Advanced International Summer School,** Ostuni, Italy, 3–5 July). Taught session for summer school for engineering management Ph.D. students.

2010 Social network analysis (Class, **International School of Information Management**, University of Mysore, Mysore, India, 7–9 April). Taught a 3-day course on SNA to students and executives.

2015 Introduction to social network analysis (Summer School Class, **Department of Informatics, University of Zürich**, Zürich, Switzerland, 23 June). Taught one-day introductory class on SNA to PhD students.

2017 Organizational design in the age of AI (**Cassino University**, Cassino, Italy, 19 May–5 June). Taught short course for masters students.

2022 Building capability for research data management (**Library Technology Conclave**, Mumbai, India, 28–30 April). Taught workshop on research data management for Indian library and research professionals.

2022 Introduction to social computing (Summer School Class, **Department of Informatics, University of Zürich**, Zürich, Switzerland, 27 June). A one-day introductory class on social computing for PhD students.

Other Teaching-related Activities

1994 Faculty Advisor, India Telecommunications Team, **William Davidson Institute**, University of Michigan, Summer. Advised 4-member MBA team on 3-month study of Indian Telecommunications industry.

2007–2016 Member, Scientific Committee of the **Scuola Interpolitecnica di Dottorato**. Inter-polytechnic Doctoral School, Italy).

Chair of doctoral consortia for the **Wikisym Conference** (Gdansk, Poland, 11 June 2010); **Academy of Management OCIS** (San Antonio, TX, 12 August 2011) and co-Chair, **iConference** (Wuhan, China, 25 March 2017 and Sheffield, UK, 25 March 2018).

Faculty member for doctoral consortia at the **iConference** (2006, 2008, 2020); **OSS Conference** (Notre Dame, IN, 30 May 2010; Gothenberg, Sweden 30 May 2016); **Academy of Management OCIS** (Montreal, PQ, 6 August 2010); **Hawai'i International Conference on System Sciences (HICSS)** (Waikoloa, HI, 3 January 2017).

Senior faculty member, **Research Institute for the Science of Socio-Technical Systems (**Inaugural session, Ann Arbor, MI, 20–25 July 2008; Santa Fe, NM, 29 July–1 August 2012).

Chair of the mid-career consortium for the **International Conference on Information Systems**, San Francisco, CA, 13 December 2018.

Faculty member for the early-career consortium for the **iConference** (Barcelona, Spain, 28 March 2023).

2023 Co-organizer and instructor, **EUSSET CSCW Summer School**, Como, Italy, 21–25 August.

PROFESSIONAL ACTIVITIES

Elected Leadership Positions in Disciplinary Organizations

International Federation for Information Processing (IFIP) **Working Group 8.2** on Information Systems and Organizations. Webmaster, 1997–. **Secretary**, 2008–2011. **Vice-chair**, 2011–2013. **Chair**, 2013–2015.

Organizational Communications and Information Systems Division (**OCIS**), Academy of Management. **PDW and Doctoral Consortium Chair**, 2010–2011. **Program Chair**, 2011–2012. **Division Chair**, 2013–2014.

Service Awards

2004 **Outstanding Service Award**, International Federation for Information Processing (**IFIP**).

2016 **Silver Core Award**, International Federation for Information Processing (**IFIP**).

2018 **Lifetime Service Award**, Organizational Communications and Information Systems Division (**OCIS**), Academy of Management.

Editorial Positions

2008– **co-Editor-in-Chief,** *Information, Technology and People*. Associate editor, 1997–2008. Web editor, 1997–2003.

Rankings: Association of Business Schools: 3. Australian Business Deans Council: A.

2017–2024 **Editor-in-chief**, *ACM Transactions on Social Computing*. **Associate Editor** (2016–2017).

Senior Editor, *Journal of Information Technology Theory and Application (JITTA)* (2008–2015), *Information & Management (I& M)* (2012–2013). *Journal of Information Technology* (2021–).

Member of editorial board, *Human Computation* (2015–2018), *Organizational Design and Enterprise Engineering* (2016–2018), *Electronic Journal of Organizational Virtualness* (1999–2009).

2007–2018 **Organizer**, FLOSShub (http://flosshub.org/), a repository of working papers and other resources for research on FLOSS.

2007–2015 **Co-Editor**, *Sprouts Working Papers on Information System* (http://sprouts.aisnet.org/).

2010 **Guest editor**, *Journal of the Association for Information System*, Special issue on Empirical Research on Free/Libre Open Source Software (FLOSS).

Positions in Workshops and Conferences

1992 **Organizer** (with Brian Pentland), University of Michigan ICOS *Working Conference on Generative Theories of Organization*, 17–19 January. Organized 3-day working conference for researchers interested in generative models.

1992–1993 **Organizer**, University of Michigan ISEF *Special interest group on Business Process Redesign*. Organized bi-annual 1-day meetings for members of industry associates group.

1994 & 2001 **Organizer**, *IFIP Working Group 8.2, Oasis '94 Workshop*, Vancouver, BC, 17 December 1994; New Orleans, LA, 16 December 2001 (with Joe Nandhakumar & John Venable). Organized 1-day workshop for researchers on Information Systems and Organizations.

1994 **Organizer** (with Robert Halperin & Jin-tae Lee), CSCW Workshop, *The cobbler's children: How can and should we use CSCW tools in our own work?*, 22 October. Organized 1–day workshop on CSCW support for CSCW research community.

1997 **Organizer** (with Bernard Katzy), *Workshop on Virtual Operations and Agile Organizations*, Rotterdam, The Netherlands, 23 August. Organized two-day workshop for European researchers.

2004–2013 **Mini-track Chair,** Hawai'i International Conference on System Science. *Genre of Digital Documents*, 2004 & 2005 (with Barbara Kwaśnik); 2007 (with Dmitri Roussinov & Carina Ihlström); 2008 (with Carina Ihlström Eriksson & Tero Päivärinta). *Studies of Open Source Software Development/Open Movements*, 2005–2008 (with Hala Annabi); 2009 (with Felipe Ortega); 2010 (with Felipe Ortega & Vandana Singh). *Classification of Digital Documents*, 2009 (with Barbara Kwaśnik). *Working Documents & Documenting Work*, 2010–2012 (with Carsten Østerlund). *Open Movements*, 2011 (with Wolfgang Bein, Clinton Jeffery & Felipe Ortega); 2012–2013 (with Wolfgang Bein & Clinton Jeffery).

2006 **Panels Chair** and member of organizing committee. *OSS 2006 Conference*, Como, Italy, June.

2006 **Chair** (with Joel West), *Open Source Software Research Development Workshop*, Professional Development Workshop, Academy of Management Conference, Atlanta, GA, August.

2007 **Program co-Chair** (with Sandra Sieber), *IFIP Working Group 8.2 Working Conference on Virtuality and Virtualness*, Portland, OR, USA, 29–31 July.

2009 **Program co-Chair** (with Cornelia Boldyreff), *IFIP Working Group 2.13 Working Conference on Open Source Software*, Skövde, Sweden, 4–7 June. Proceedings doi: 10.1007/978–3–642–02032–2.

2010 **PDW and Doctoral Consortium Chair**, *Organizational Communications and Information Systems Division, Academy of Management Conference*, San Antonio, TX, 12–16 August.

2010 **Track co-Chair** (with Francesco Bolici), *Open Source and the Open Collaboration Process Track, International Conference on Information System*, St. Louis, MO, 11–15 December.

2011 **Track co-Chair** (with Patrick Chau), *Theme Track (East Meets West: Connectivity and Collaboration through Effective Information Systems)*, *International Conference on Information System*, Shanghai, China, 4–7 December.

2012 **Program Chair**, *Organizational Communications and Information Systems Division, Academy of Management Conference*, Boston, MA, 4–7 August.

2013 **Program co-Chair** (with Martin Halbert), *iConference 2013*, Fort Worth, TX, 12–15 February.

2013– **Track co-Chair** (with Karine Nahon 2103–2018), *Digital and Social Media Track, Hawai'i International Conference on System Science (**HICSS**)*.

2014 **Track co-Chair** (with Dov Te'eni), *Panels Track*, *International Conference on Information Systems (**ICIS 2014**)*, Auckland, New Zealand, 14–17 December.

2015 **Track Chair**, Wikis and Open Collaboration Research Track, *OpenSym*, San Francisco, CA, 19–21 August.

2015 **Program co-Chair** (with Jan Pries-Heje, Jan Devos, George Kasper & Isabel Ramos), Big Data Information Systems Track, *IFIP World Computer Congress*, Daejeon, Korea, 4–7 October.

2016 **General co-Chair** (with Imed Hammouda), *IFIP Working Group 2.13 Working Conference on Open Source Systems (**OSS 2016**)*, Gothenburg, Sweden, 30 May–2 June.

2018 **Organizer** (with Mary Beth Watson-Manheim, Ingrid Erickson & Jeffrey Nickerson), *Academy of Management PDW* on Work in the Age of Intelligent Machines: Towards Disciplinary Convergence, Chicago, IL, 11 August.

2019 **General co-Chair** (with Wayne Lutters & Mega Subramaniam)*, iConference*, College Park, MD, USA.

2019 **Track co-Chair** (with Gerhard Schwabe & Daning Hu), *Design Science Research Track, International Conference on Information Systems (**ICIS**)*, Munich, Germany.

2019 **Program chair** (with Tawanna Dillahunt, Elizabeth Gerber & Justin Cranshaw), *Human Computer Interaction Consortium Workshop*, Pajaro Dunes, Watsonville, CA.

2019 **Organizer**, *WAIM Convergence Conference: At the Boundary: Exploring Human-AI Futures in Context*, New York, NY.

2019 **co-Organizer**, *Artificial Intelligence and Work: AAAI 2019 Fall Symposium*, Arlington, VA.

2020 **Track co-Chair** (with Matti Rossi & Raghu Santanam), IS in the Workplace and the Future of Work Track, *International Conference on Information Systems (**ICIS**)*, Hyderabad, India.

2021 **Track co-Chair** (with Maria-Antonietta Grasso), Exploratory Papers Track, *European Conference on Computer-Supported Cooperative Work (**ECSCW**)*, Zürich, Switzerland.

2021 **Track Chair**, Control, Communication, and Cybernetics Theme, *Collective Intelligence Conference*, Copenhagen, Denmark.

2023 **Awards co-Chair** (with Jamie Snyder & Ryan Kelly), *Conference on Computer-Supported Cooperative Work & Social Computing (**CSCW**)*.

Advisory Committees

2015– **Member,** Advisory Board, Department of Informatics, University of Zürich.

2017–2020 **Member,** Steering Committee, ACM SIGCHI CSCW Conference.

2018– **Member**, Steering Committee of the National Research Programme (NRP) 77 on "Digital Transformation", Swiss National Science Foundation.

2022– **Member**, Advisory Board, Department of Information Science, University of Pretoria.

2024– **Member**, Advisory Committee, Computing Research Association Taulbee Survey

University Administrative Responsibilities

School of Information Studies

Personnel Committee. **Member**, *1997–1998, 2011–2012*. **Co-chair**, *2011–12*.

Faculty Search Committees. Member, *1997–2002, 2006–2009*. **Chair** *2001–2002, 2008–2009, 2018–2021*. **Dean Search Committee**, **Member**, *2006–2008*.

2001–2006 **Director, PhD Program** in Information Transfer/Information Science & Technology**.** Oversaw admissions and program administration. Participated in all student reviews and advancements to candidacy. Revised program regulations.

2016–2022 **Associate Dean for Research.**

Syracuse University

1999–2007 **Faculty Senate**, **Elected Member**.

Subcommittee on Curriculum (1999–2003). **Subcommittee on Administrative Operations** (2003–2004). **Subcommittee on Computing Services** (2004–2006); Chair (2005–2006). **Subcommittee on Academic Affairs** (2006–2007).

2024–2025 **Provost's Advisory Committee on Promotion and Tenure**

Membership in Professional Associations

2025–2028 **ACM Distinguished Speaker**

Member of the Academy of Management, Association for Computing Machinery (ACM), Association for Information Science and Technology (ASIS&T), Association for Information Systems (AIS, Distinguished Member), Citizen Science Association (CSA), European Society for Socially Embedded Technologies (EUSSET) and International Federation for Information Processing (IFIP) Working Group 8.2 (Information Systems and Organizations) & 2.13 (Open Source Software).

Other Activities

1996– **Web Arch LLC**, a consulting firm specializing in Web site and information access design (http://www.web-arch.com/).