

P N I N A F I C H M A N¹

Professor of Information Science
Director, Rob Kling Center for Social Informatics
Director, Doctoral Program in Information Science
Luddy School of Informatics, Computing and Engineering
Indiana University, Bloomington

EDUCATION

Ph.D. Information Science, University of North Carolina, Chapel Hill (2000 – 2003)
Dissertation: *Global Virtual Teams: The effect of cultural diversity and information and communication technology on team effectiveness.*

MA Public Administration, University of Haifa, Israel (1997 – 1999)
Magna Cum Laude

CLS Library and Information Science, University of Haifa, Israel (1994 – 1996)
Summa Cum Laude

BA Arts and Humanities, The Hebrew University of Jerusalem, Israel (1986 – 1989)
Magna Cum Laude

ACADEMIC APPOINTMENTS

Indiana University, Bloomington (2004 – present)

- Professor of Information Science, Luddy School of Informatics, Computing and Engineering (2004- present; Full Professor 2017; Associate Professor 2010 – 2017; Assistant Professor 2004 – 2010)
 - Director, Rob Kling Center for Social Informatics (2012 – present)
 - Director, Doctoral Program in Information Science, Luddy School of Informatics, Computing and Engineering (2015; 2021 – present)
 - Director, Doctoral Minor in Social Informatics (2012 – present)
 - Chair, Department of Information and Library Science (2014 – 2016; 2024)
 - Associate Chair, Department of Information and Library Science (2022 – present)
 - Director, Masters of Library Science Program (2010 – 2011, 2014, 2018 – 2020)

Bar Ilan University, Israel

- Visiting Professor, Department of Information Science (2017 – 2018)

University of North Carolina, Chapel Hill (2001 – 2003)

- Teaching Fellow, School of Information and Library Science (2001 – 2003)

University of Haifa, Israel (1996 – 2000, 2003 – 2004)

- Instructor, Library and Information Science Program (2003 – 2004)
- Adjunct Instructor, Library and Information Science Program (1996 – 2000)

¹ I have published under both the surnames “Shachaf” and “Fichman.”

BOOKS

- Hara, N., & Fichman, P. (Eds.) (under contract, 2025). *Social Informatics*. Routledge.
- Yang, S., Zhu, X., & Fichman, P. (Eds.). (2023). *The Usage and Impact of ICTs during the Covid-19 Pandemic* (1st ed.). Routledge. <https://doi.org/10.4324/9781003231769>
- Fichman, P., & Sanfilippo, M. (2016). *Online Trolling and Its Perpetrators: Under the Cyberbridge*. Lanham, MD: Rowman & Littlefield.
- Fichman, P., Sanfilippo, M., & Rosenbaum, H. (2015). *Social Informatics Evolving*. Morgan & Claypool Publishers.
- *Fichman, P., & Rosenbaum, H. (Eds.) (2014). *Social Informatics: Past, Present and Future*. Cambridge, UK: Cambridge Scholars Publishing.
- *this book won the 2015 **ASIST SIG Best Publication**.
- Fichman, P., & Hara, N. (Eds.) (2014). *Global Wikipedia: International and Cross-Cultural Issues in Online Collaboration*. Lanham, MD: Rowman & Littlefield.
- Fichman, P., & Sanfilippo, M. (2014). *Multiculturalism and Information and Communications Technology (ICT)*. Morgan & Claypool Publishers.
- Sever, S., & Sever I. (1997). *The Library in Society*. [Shachaf, P. (Ed.)]. Jerusalem, Israel: Center for Libraries in Israel.

CHAPTERS IN EDITED BOOKS

- Fichman, P. & Sullivan, P. (accepted). A socio-ecological model of internet challenges. In Hara N. & Fichman, P. (under contract). *Social Informatics*. Routledge.
- Chen, H-Y. & Fichman, P. (accepted). A Socio-Technical Interaction Network (STIN) perspective on TikTok fake news: The case of Russia-Ukraine war. In Hara & Fichman P., (under contract). *Social Informatics*. Routledge.
- Fichman, P. & Dedema, M. (2023). A Social Informatics Approach to Online Community of Practice of Art Recreation Challenge on Instagram during COVID-19. In Yang, S.,

- Zhu, X., & Fichman, P. (Eds.). (2023). *The Usage and Impact of ICTs during the Covid-19 Pandemic* (1st ed.). Routledge. <https://doi.org/10.4324/9781003231769>
- Sun, H., & Fichman, P. (2023). Evolution of Discussion Topics on Online Depression Self-help Groups before, during, and after COVID-19 lockdown in China. In Yang, S., Zhu, X., & Fichman, P. (Eds.). (2023). *The Usage and Impact of ICTs during the Covid-19 Pandemic* (1st ed.). Routledge. <https://doi.org/10.4324/9781003231769>
- Yang, S., Zhu, X., & Fichman, P. (2023). Introduction. In Yang, S., Zhu, X., & Fichman, P. (Eds.). (2023). *The Usage and Impact of ICTs during the Covid-19 Pandemic* (1st ed.). Routledge. <https://doi.org/10.4324/9781003231769>
- Fichman, P., & Hara, N. (2014). Knowledge sharing on Wikipedia embassies. In P. Fichman, & N. Hara (Eds.), *Global Wikipedia: International and Cross-Cultural Issues in Online Collaboration* (pp. 97-118). Lanham, MD: Rowman & Littlefield Publishers.
- Sanfilippo, M., & Fichman, P. (2014). The evolution of Social Informatics research (1984-2013): Challenges and opportunities. In P. Fichman & H. Rosenbaum (Eds.), *Social Informatics: Past, Present and Future* (pp. 29-53). Cambridge, UK: Cambridge Scholars Publishing.
- Hara, N., & Fichman, P. (2014). Frameworks for understanding knowledge sharing in open online communities: Boundaries and boundary crossing. In P. Fichman & H. Rosenbaum (Eds.), *Social Informatics: Past, Present and Future* (pp. 89-100). Cambridge, UK: Cambridge Scholars Publishing.
- Fichman, P., & Rosenbaum, H. (2014). Introduction. In P. Fichman & H. Rosenbaum (Eds.), *Social Informatics: Past, Present and Future* (pp. x-xvii). Cambridge, UK: Cambridge Scholars Publishing.
- Fichman, P. (2014). Information quality on Yahoo! Answers. In T. Tsiakakis, T. Kargidis, & P. Katsaros (Eds.), *Approaches and Processes for Managing the Economics of Information Systems* (pp. 295-307). Hershey, PA: Idea Group Publishing, Inc.
[invited]

Fichman, P., & Hara, N., (2014). Introduction. In P. Fichman, & N. Hara (Eds.), *Global Wikipedia: International and Cross-Cultural Issues in Online Collaboration* (pp. 1-6). Lanham, MD: Rowman & Littlefield Publishers.

Hara, N., & Shachaf, P. (2008). Online peace movement organizations: A comparative analysis. In I. Chen & T. Kidd (Eds.), *Social information technology: Connecting society and cultural issues* (pp. 52-67). Hershey, PA: Idea Group Publishing, Inc.

Shachaf, P., & Hara, N. (2005). Team effectiveness in virtual environments: An ecological approach. In P. Ferris & S. Godar (Eds.), *Teaching and learning with virtual teams* (pp. 83-108). Hershey, PA: Idea Group Publishing, Inc. [invited]

ARTICLES IN REFEREED JOURNALS

Fichman, P. & Amidu, G. (under review). The roles of the collapsing contexts and TikTok's features in reciprocal trolling. *Information, Communication, and Society*.

Sun, H., Fichman, P., & Fan, P. (under review). The impact of depression severity on social media use during public health crises: A comparative analysis between two self-help groups on Douban.

Vladoiu, M., Fichman, P. & Liu, J. (2023). Gender and racial bias in email reference services. *Reference Service Review*, 51(3/4), 302-314. <https://doi.org/10.1108/RSR-05-2023-0051>.

Fichman, P., & Akter, S. (2023). Trolling asymmetry towards Republicans and Democrats and the shift from foreign to domestic trolling. *Telematics & Informatics*, 82
<https://www.sciencedirect.com/science/article/pii/S073658532300062X>

*an earlier version is available at

SSRN: <https://ssrn.com/abstract=4341008> or <http://dx.doi.org/10.2139/ssrn.4341008>

Fichman, P., & Rathi, M. (2023). Trolling CNN and Fox News on Facebook, Instagram, and Twitter. *Journal of the American Society for Information Science and Technology*, 74(5), 493-505. DOI: 10.1002/ASI.24753

- Sun, H., & Fichman, P. (2023). Evolution of discussion topics on an online depression self-help group in China. *Library Hi Tech*. <https://doi.org/10.1108/LHT-07-2022-0317>
- Fichman, P. (2022). The role of culture and collective intelligence in online global trolling: The case of trolling trump's inauguration speech. *Information, Communication, and Society*, 25(7), 1029-1024. <https://doi.org/10.1080/1369118X.2020.1824006>
- Fichman, P., & Vaughn, M. (2021). The relationships between misinformation and outrage trolling tactics: The case of two Yahoo! Answers categories. *Journal of the American Society for Information Science and Technology*, 72(12), 1498-1510. Retrieved from: <https://doi.org/10.1002/asi.24497>
- Fan, Z., & Fichman, P. (2021). Information disparity among entrepreneurs in rural China, *Libri*. <https://www.degruyter.com/document/doi/10.1515/libri-2021-0005/html>
- Fichman, P., & McClelland, M. (2021). The impact of gender and political affiliation of a trolling target on trolling behaviors. *First Monday*, 26(1). doi: <https://dx.doi.org/10.5210/fm.v26i1.11061>
- Sun, H., & Fichman, P. (2020). The collective trolling lifecycle. *Journal of the American Society for Information Science and Technology*, 71(7), 770-783.
- Fichman, P., & Dainas, A. R. (2019). Graphics and tactics in satirical trolling on Tumblr.com. *International Journal of Communication*, 13, 4261-4286.
- Fichman, P., & Peters, E. (2019). Anonymity, geolocation, and territorial community norms and composition impact on online trolling. *International Journal of Communication*, 13, 1016-1035.
- *Sanfilippo, M., Fichman, P., and Yang, S. (2018). Multidimensionality of online trolling behavior. *The Information Society*, 34(1), 27-39.
- *this paper won the ASIST SIG SI 2019 **Best Social Informatics Paper Award**.
- Sanfilippo, M., Yang, S., Fichman, P. (2017). Trolling here, there, and everywhere: How context impacts trolling behaviors. *Journal of the American Society for Information Science and Technology*, 68(10), 2313-2327.

- Fichman, P., & Sanfilippo, M. (2015). The bad boys and girls of cyberspace: How gender and context impact perception of and reaction to trolling. *Social Science Computer Review*, 33(2), 163-180.
- Fichman, P. (2011). A comparative assessment of answer quality on four question answering sites. *Journal of Information Science*, 37(5), 476-486.
- Rosenbaum, H., & Shachaf, P. (2010). A structuration approach to online communities of practice: The case of Q&A communities. *Journal of the American Society for Information Science and Technology*, 61(9), 1933-1944.
- Hara, N., Shachaf, P., & Hew, K. (2010). Cross cultural analysis of Wikipedia community. *Journal of the American Society for Information Science and Technology*, 61(10), 2097-2108.
- Shachaf, P., & Hara, N. (2010). Beyond vandalism: Wikipedia trolls. *Journal of Information Science*, 36(3), 357-370.
- Shachaf, P. (2010). Social reference: A unifying theory. *Library & Information Science Research*, 32(1), 66-76.
- Shachaf, P. (2009). The paradox of expertise: Is the Wikipedia Reference Desk as good as your library? *Journal of Documentation*, 65(6), 977-996.
- Hara, N., Shachaf, P., & Stoerger, S. (2009). Online communities of practice typology revisited. *Journal of Information Science*, 35(6), 740-757.
- Shachaf, P. (2008). Cultural diversity and information and communication technology impacts on global virtual teams: An exploratory study. *Information and Management*, 45(2), 131-142.
- Shachaf, P., Oltmann, M. S., & Horowitz, S. (2008). E-quality in virtual reference services: Evaluation of service equality. *Journal of the American Society for Information Science and Technology*, 59(4), 535-550.
- Shachaf, P., & Horowitz, S. (2008). Virtual reference service evaluation: Adherence to RUSA behavioral guidelines and IFLA digital reference guidelines. *Library & Information Science Research*, 30(2), 122-137.
- Shachaf, P., & Shaw, D. (2008). Bibliometric analysis of virtual reference transaction sources. *Library & Information Science Research*, 30(4), 291-297.

- Shachaf, P., & Hara, N. (2007). Behavioural complexity theory of media selection. *Journal of Information Science*, 33(1), 63-74.
- Shachaf, P., Meho, L., & Hara, N. (2007). Cross-cultural analysis of e-mail reference. *Journal of Academic Librarianship*, 33(1), 243-253.
- Shachaf, P., & Rubenstein, E. (2007). A comparative analysis of libraries' approaches to copyright: Israel, Russia, and the U.S. *Journal of Academic Librarianship*, 33(1), 94-105.
- Shachaf, P., & Snyder, M. (2007). The relationship between cultural diversity and user needs in virtual reference services. *Journal of Academic Librarianship*, 33(3), 361-367.
- Shachaf, P., & Horowitz, S. (2006). Are virtual reference services color blind? *Library & Information Science Research*, 28(4), 501-520.
- Shachaf, P. (2005). A global perspective on library association codes of ethics. *Library & Information Science Research*, 27(4), 513-533.
- Shachaf, P. (2005). Bridging cultural diversity through email. *Journal of Global Information Technology Management*, 8(2), 46-60.
- Shachaf, P. (2003). Nationwide consortia life cycle. *LIBRI: International Journal of Libraries and Information Services*, 53(2), 94-102.

REFEREED AND REVIEWED CONFERENCE PROCEEDINGS

(*=paper; ^=panel; +=poster)

- *Yan, Y., & Fichman, P. (under review). Self-presentation of streamers in live crowdfunding. *CSCW 2024*.
- *Akter, S. & Fichman, P. (under review). Humorous and Serious Political Trolling on Fake TikTok Accounts. *CSCW 2024*.
- *Akter, s., & Fichman, P. (under review). The nature and effect of TikTok political contents. *International Conference on Social Media & Society*.
- ^Hara, N., Fichman, P., Chae, S.W., Meyer, E., Rosenbaum, H. Sawyer, S. Yang S., Zhu, A.X. (2023). Social informatics perspectives on emerging technologies: The way

forward. *Proceedings of the 86rd Annual Conference of the American Society of Information Science and Technology*

- *Liu, J., Fichman, P., & Vladoiu, M. (2023). Online service equality in public libraries. *Proceedings of the first Midyear Conference of the Association of Information Science and Technology*. Doi: 10.5281/zenodo.7654961
- *Fichman, P., Akter, S., Rathi, M., Rutherford, T., & Dolliff, L. (2023). Variations in political trolling tactics towards Democrat and Republican candidates between two us presidential election cycles. *Proceedings of the first Midyear Conference of the Association of Information Science and Technology*. Doi: 10.5281/zenodo.7605200
- *Fichman, P., & Dedema, M. (2023). Boundary crossing through text and image on Instagram in an online community of practice. *Proceedings of the 56th Hawai'i International Conference on System Sciences (HICSS-56)*, pp. 3507-3516. Los Alamitos: IEEE Press. <https://hdl.handle.net/10125/103062>
- *Lopez-Long, H., & Fichman, P. (2023). The impact of politeness on conversational outcomes in mobile dating apps. *Proceedings of the 56th Hawai'i International Conference on System Sciences (HICSS-56)*, pp. 2451-2460. Los Alamitos: IEEE Press. <https://hdl.handle.net/10125/102933>
- +Vladoiu, M. & Fichman, P. (2022). Are virtual reference color and gender blind? Service equality revisited. *Proceedings of the 85th Annual Conference of the American Society of Information Science and Technology, Pittsburgh, PA, October 29-November 1, 2022*.
- *Fichman, P., & Rathi, M. (2022). The impact of culture on online toxic disinhibition: Trolling in India and the USA. *Proceedings of the 55th Hawai'i International Conference on System Sciences (HICSS-55)*, pp. 2890-2897. Los Alamitos: IEEE Press. <http://hdl.handle.net/10125/79691>
- +This paper was nominated for the **track best paper**
- +Dedema, M., & Fichman, P. (2021). The evolution of social media challenges. Boundary crossing in online community of practice: “Between Art and Quarantine.” *Proceedings of the 84th Annual Conference of the American Society of Information*

Science and Technology, p. 696-697. Salt Lake City, UT, October 30th, 2021-
November 3rd, 2021. <https://doi.org/10.1002/pra2.539>

+Fichman, P., & Rathi, M. (2021). Cross-cultural analysis of trolling behaviors. *Proceedings of the 84th Annual Conference of the American Society of Information Science and Technology*, p. 715-716. Salt Lake City, UT, October 30th, 2021-November 3rd, 2021.

*Fichman, P., & Brill, G. R. (2021). The impact of question type and topic on misinformation and trolling on Yahoo! Answers. In: Katharina Toeppel, Hui Yan, Samuel Kai Wah Chu (Eds.). *Diversity, Divergence, Dialogue. Part II*, pp. 127-140. *Proceedings of the 16th International Conference*, Virtual, March 16-31, 2021. Springer's Lecture Notes on Computer Science, 12645.

^Yang, S. Fichman, P., Zhu, A., Sanfilippo, M.R., Zhang, S. & Fleischmann, K. R. (2020). The use of ICT during COVID-19. *Proceedings of the 83rd Annual Conference of the American Society of Information Science and Technology*, 57:e297. DOI: 10.1002/pra2.297

+Fichman, P., & Sharp, S. (2020). Successful trolling on Reddit: A comparison across subreddits in entertainment, health, politics, and religion. *Proceedings of the 83rd Annual Conference of the American Society of Information Science and Technology*, 57(1), e333. <https://doi.org/10.1002/pra2.333>.

*Fichman P. (2020). Trolling Trump. in: Sundqvist, A., Berget, G., Nolin, J., Skjerdningstad, K. I. (Eds.) *Sustainable Digital Communities: 15th International Conference, iConference 2020 Proceeding*, Boras, Sweden, March 23–26, 2020, pp. 117-129.

+This paper was a finalist for the **Lee Dirks Award for Best Paper**

*Fichman, P. (2020). Global trolling: The case of “America First”. *Proceedings of the 54th Hawai'i International Conference on System Sciences (HICSS-54)*. Los Alamitos: IEEE Press.

^Hara, N., Fichman, P., Meyer, E.T., Chen, Y., & Rieh, S. (2019). A Social Informatics Perspective on Misinformation, Disinformation, Deception, and Conflict. *Proceedings of the 82nd Annual Conference of the American Society of Information Science and Technology*, Melbourne, Australia, October 19-23. 2019.

- *Rosenbaum, H. & Fichman, P. (2019). Algorithmic accountability and digital justice: A critical assessment of technical and sociotechnical approaches. *Proceedings of the 82nd Annual Conference of the American Society of Information Science and Technology*, Melbourne, Australia, October 19-23. 2019.
- *Sun, H. & Fichman, P. (2018). Chinese collective trolling. *Proceedings of the 81st Annual Conference of the American Society of Information Science and Technology*, Vancouver, CA, November 10-14, 2018.
- *Sanfilippo, P. Yang, S. & Fichman, P. (2017). Managing online trolling: From deviant to social and political trolls. *Proceedings of the 50th Hawai'i International Conference on System Sciences (HICSS-50)*. Los Alamitos: IEEE Press.
- *Fichman, P. (2012, December). How many answers are enough? Optimal number of answers for Q&A sites. *Lecture Notes in Computer Science: Proceedings of The 4th International Conference on Social Informatics*. Lausanne, Switzerland, December 5-7, 2012.
- *Shachaf, P. (2010, August). Answer reliability on Q&A sites. *Proceedings of The Sixteenth Americas Conference on Information Systems*, Lima, Peru.
- *Rosenbaum, H., & Shachaf, P. (2010, August). A structuration approach to online communities of practice. *Proceedings of The Sixteenth Americas Conference on Information Systems*, Lima, Peru.
- ^Mai, J., Fallis, D., Feinberg, M. Rieh, S.Y., & Shachaf, P. (2010, October). Authority and trust in information. *Proceedings of the 73rd Annual Conference of the American Society of Information Science and Technology*, Pittsburgh, PA.
- ^Shachaf, P., Rosenbaum, H., Abels, E., Radford, M., Connaway, L., Gazan R., & Shah, C., (2009, November). Social reference and digital reference: Online question answering practices in two diverse communities. *Proceedings of the 72nd Annual Conference of the American Society of Information Science and Technology*, Vancouver, CA.
- *Shachaf, P. (2009, August). Social reference and library reference service. *Proceedings of the 2009 IFLA Satellite Meeting on Emerging Trends in Technology: Libraries between Web 2.0, Semantic Web and Search Technology*, Florence, Italy.

- *Hara, N., & Shachaf, P. (2009, August). Cross cultural analysis of Wikipedia community. *Proceedings of the 15th Americas Conference on Information Systems*.
- *Shachaf, P., & Rosenbaum, H. (2009, February). Online social reference: A research agenda through a STIN framework. *Proceedings of the 2009 iConference*, Chapel Hill, NC.
- ^Shachaf, P., Hara, N., Callahan, E., Herring, S., Matei, S., Stvilia, B., & Solomon, P. (2008, October). Global perspectives on Wikipedia research. *Proceedings of the 71st Annual Conference of the American Society of Information Science and Technology*, 45, Columbus, OH.
- *Hara, N., & Shachaf, P. (2008, August). Collaborative mass knowledge production online: Cross-cultural comparison of variation in the communities of Wikipedians. [Abstract]. *Book of Abstracts of the Annual Meeting of the Society for Social Studies of Science*, Rotterdam, Netherlands.
- *Shachaf, P., & Oltmann, M.S. (2007). E-quality and e-service equality. *Proceedings of the 40th Hawai'i International Conference on System Sciences (HICSS-40)*. Los Alamitos: IEEE Press.
- ^Shachaf, P., Hara, N., Bonk, C. J., Mackey, T. P., Hemminger, B., Stvilia, B., & Rosenbaum, H. (2007, October). Wiki a-la carte: Understanding participation behaviors. *Proceedings of the 70th Annual Meeting of the American Society for Information Science & Technology*, 44, Milwaukee, WI.
- ^Gazan, R., Shachaf, P., Barzilai-Nahon, K., Shankar, K., & Bardzell, S. (2007, October). Computing as co-created experience. *Proceedings of the 70th Annual Meeting of the American Society for Information Science & Technology*, 44, Milwaukee, WI.
- ^Ayers, P., Cosley, D., Hara, N., Shachaf, P., Smith, L. S., Stvilia, B., & Twidale, M. (2007, October). Understanding information work in large scale social content creation systems. *Proceedings of the 70th Annual Meeting of the American Society for Information Science & Technology*, 44, Milwaukee, WI.
- ^Hara, N., & Shachaf, P. (2007, October). Power distance in Wikipedia community [Abstract]. *Abstracts of The Annual Meeting of the Society for Social Studies of Science*, Montreal, Canada.

*Allen, J. P., Rosenbaum, H., & Shachaf, P. (2007, August). Web 2.0: A social informatics view. *Proceedings of the 13th Americas Conference on Information Systems*. Keystone, CO.

This manuscript was translated and published as: Allen, J. P., Rosenbaum, H., & Shachaf, P. (2007). Web 2.0: A Social Informatics View. *Journal of Social Informatics* 8.

*Shachaf, P., & Horowitz, S. (2006, August). Beneath the wires: E-service equality. *Proceedings of the 12th Americas Conference on Information Systems*, Acapulco, Mexico.

*Shachaf, P., & Hara, N. (2006, August). Media selection theory for global virtual teams. *Proceedings of the 12th Americas Conference on Information Systems*, Acapulco, Mexico.

^Shachaf, P., Hara, N., Eschenfelder, K., Goodrum, A., Cooke Scott, L., Shankar, K., Ozakca, M., & Robbin, A. (2006, November). Anarchists, pirates, ideologists, and disasters: New digital trends and their impacts. *Proceedings of the 69th Annual Meeting of the Society for Information Science & Technology*, 43, Austin, TX.

^Hara, N., Shachaf, P., Haigh, T., Mackey, T. P., Sandusky, R. J., & Davenport, E. (2006, November). Knowledge sharing in online communities of practice: Digital trends. *Proceedings of the 69th Annual Meeting of the Society for Information Science & Technology*, 43, Austin, TX.

*Shachaf, P. (2005, November). Are virtual reference services color blind? *Proceedings of the 7th Virtual Reference Desk*, San Francisco, CA.

^Shachaf, P., Hara, N., Meho, L., Nahyun, K., Li, B., Sakai, Y., & Lankes, D. (2005, October). Cross-cultural analysis of virtual reference. *Proceedings of the 68th Annual Meeting of the Society for Information Science & Technology*, 42, Charlotte, NC.

^Kemp, R., Shachaf, P., Himma, E.K., Caldera, C., & Clodfelter, K., (2005, October). The moral legitimacy of intellectual property and copyright as policy and code: librarians, pirates, and the myth of the intellectual commons. *Proceedings of the 68th Annual Meeting of the Society for Information Science & Technology*, 42, Charlotte, NC.

- ^Wildemuth, B. M., Eschenfelder, K., Luyt, B., Shachaf, P., Hara, N., & Li, B., (2004, November). Empowering users: Cultures and conflicts from social informatics perspective. *Proceedings of the 67th Annual Meeting of the Society for Information Science & Technology*, 41, 586-587, Providence, RI.
- *Shachaf, P. (2003). Virtuality of virtual teams [Abstract]. *The Canadian Journal of Information and Library Science*, 27(4), 64-65.
- *Shachaf, P. (2002). The library consortia development process: An ecological approach [Abstract]. *The Canadian Journal of Information and Library Science*, 26(2/3), 118--119.
- *Shachaf, P., & Hara, N. (2002). Ecological approach to virtual team effectiveness. *Proceedings of Americas Conference on Information Systems*, 8, 1814---1819.
- A version of this paper appeared also as: Shachaf, P., & Hara, N. (2002, August). Ecological approach to virtual team effectiveness (Working Papers WP---02---08). Indiana University, Bloomington, Center for Social Informatics.

INVITED PUBLICATIONS

- Steiny, D., Nickerson, J. V., Fichman, P. (2020). Introduction to Collective Intelligence and Crowds: Structure, Roles, and Identity Minitrack. *Proceedings of the 53 Hawaii International Conference on System Sciences (HICSS)*.
- Fichman, P., Nickerson, J. V., & Steiny, D., (2019). Introduction to Collective Intelligence and Crowds: Structure, Roles, and Identity Minitrack. *Proceedings of the 52 Hawaii International Conference on System Sciences (HICSS)*.
- Fichman, P., & Bernroider, E. (2019). Introduction to Global, International and Cross-cultural Issues in IS Minitrack. *Proceedings of the 52 Hawaii International Conference on System Sciences (HICSS)*.
- Nickerson, J. V., Fichman, P., & Steiny, D. (2018). Introduction to Collective Intelligence and Crowds: Structure, Roles, and Identity Minitrack. *Proceedings of the 51 Hawaii International Conference on System Sciences (HICSS)*.

- Fichman, P., & Bernroider, E. (2018). Introduction to Global, International and Cross-cultural Issues in IS Minitrack. *Proceedings of the 51 Hawaii International Conference on System Sciences (HICSS)*.
- Fichman, P., Nickerson, J. V., & Steiny, D. (2017). Introduction to Collective Intelligence and Crowds: Structure, Roles, and Identity Minitrack. *Proceedings of the 50th Hawaii International Conference on System Sciences (HICSS)*.
- Fichman, P., Bernroider, E., & Carmel, E. (2017). Introduction to Global, International and Cross-cultural Issues in IS Minitrack. *Proceedings of the 50th Hawaii International Conference on System Sciences (HICSS)*.
- Rosenbaum, H. & Fichman, P. (2016). SIG/SI 11th Annual Research Symposium. *Bulletin of the American Society for Information Science and Technology*. [invited]
- Nickerson, J. V., Fichman, P., & Steiny, D. (2016). Introduction to Collective Intelligence and Crowds: Structure, Roles, and Identity Minitrack. *Proceedings of the 49th Hawaii International Conference on System Sciences (HICSS)*, pp. 1840.
- Fichman, P., Bernroider, E. & Carmel, E. (2016). Introduction to Global, International and Cross-cultural Issues in IS Minitrack. *Proceedings of the 49th Hawaii International Conference on System Sciences (HICSS)*, pp. 3614.
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- Steiny, D., Nickerson, J. V., & Fichman, P., (2015). Introduction to Collective Intelligence and Crowds: Structure, Roles, and Identity Minitrack. *Proceedings of the 48th Hawaii International Conference on System Sciences (HICSS)*.
- Fichman, P., & Rosenbaum, H. (2014). SIG/SI 9th Annual Research Symposium. *Bulletin of the American Society for Information Science and Technology*, 40(3), 23---26. [invited]
- Fichman, P., Hara, N., & Rosenbaum, H. (2014). Introduction to Crowdsourcing Knowledge Production and Online Repositories. *Proceedings of the 47th Hawaii International Conference on System Sciences (HICSS)*, pp. 1381.
- Fichman, P., & Rosenbaum, H. (2013). SIG/SI 8th Annual Research Symposium a Success! *Bulletin of the American Society for Information Science and Technology*, 39(3), 25-27. [invited]

Shachaf, P. (2008). Virtual reference services: Implementation of professional and ethical standards. *Bulletin of the American Society for Information Science and Technology*, 34(2), 20-24. (Special issue on virtual reference services). [invited]

Shachaf, P. (2007, November). National library consortia development. *MeMoria del xiii coloquio internacional de bibliotecarios, Redes bibliotecarias: espacios de bienes communes*, Guadalajara, Mexico, 87-98. [invited]

PRESENTATIONS (papers and panels)

(* = refereed; ^ = reviewed; v = invited; ~ = virtual)

^Hara, N., Fichman, P., Chae, S.W., Meyer, E., Rosenbaum, H. Sawyer, S. Yang S., Zhu, A.X. (2023). Social informatics perspectives on emerging technologies: The way forward. *Panel organizer and moderator at the 86rd Annual Conference of the American Society of Information Science and Technology, October, 30, 2023, London UK.*

*Liu, J., Fichman, P., & Vladoiu, M. (2023). Online service equality in public libraries. *Paper presented at the first Midyear Conference of the Association of Information Science and Technology, April 12, 2023 (virtual).*

*Fichman, P., Akter, S., Rathi, M., Rutherford, T., & Dolliff, L. (2023). Variations in political trolling tactics towards Democrat and Republican candidates between two us presidential election cycles. *Paper presented at the first Midyear Conference of the Association of Information Science and Technology. April 12, 2023 (virtual).*

*Fichman, P., & Dedema, M. (2023). Boundary crossing through text and image on Instagram in an online community of practice. *Paper presented at the 56th Hawai'I International Conference on System Sciences (HICSS-56). Maui, HI, January 3-7, 2023.*

*Lopez-Long, H., & Fichman, P. (2023). The impact of politeness on conversational outcomes in mobile dating apps. *Paper presented at the 56th Hawai'I International Conference on System Sciences (HICSS-56). Maui, HI, January 3-7, 2023.*

*Vladoiu, M. & Fichman, P. (2022). Are virtual reference color and gender blind? Service equality revisited. *Poster presented at the 85th Annual Conference of the American*

Society of Information Science and Technology, Pittsburgh, PA, October 29-
November 1, 2022.

- *~Fichman, P., & Rathi, M. (2022). The impact of culture on online toxic disinhibition: Trolling in India and the USA. *Paper presented at the 55th Hawai'i International Conference on System Sciences (HICSS-55)*. Maui, HI, January 3-7, 2022.
- *~Dedema, M., & Fichman, P. (2021). The evolution of social media challenges. Boundary crossing in online community of practice: "Between Art and Quarantine." *Poster presented at the 84th Annual Conference of the American Society of Information Science and Technology*. Salt Lake City, UT, October 30th, 2021-November 3rd, 2021.
- *~Fichman, P., & Rathi, M. (2021). Cross-cultural analysis of trolling behaviors. *Poster presented at the 84th Annual Conference of the American Society of Information Science and Technology*. Salt Lake City, UT, October 30th, 2021-November 3rd, 2021.
- *~Fichman, P., & Brill, G. R. (2021). The impact of question type and topic on misinformation and trolling on Yahoo! Answers. *Paper presented at the 16th International Conference, iConference 2021*, March 23, 2021.
- *Fichman, P. (2020). Global trolling: The case of "America First". *Paper presented at the 53rd Hawai'i International Conference on System Sciences (HICSS-53)*. Maui, Hawaii, January 7-11, 2020.
- *Fichman, P. (2019). Deception in online trolling. Paper presented on a panel "A Social Informatics Perspective on Misinformation, Disinformation, Deception, and Conflict," with Hara, N., Meyer, E.T., Chen, Y., and Rieh, S., at the *82nd Annual Conference of the American Society of Information Science and Technology*, Melbourne, Australia, October 19-23. 2019.
- *Rosenbaum, H. & Fichman, P. (2019). Algorithmic accountability and digital justice: A critical assessment of technical and sociotechnical approaches. *Paper presented at the 82nd Annual Conference of the American Society of Information Science and Technology*, Melbourne, Australia, October 19-23. 2019.
- *Sun, H. & Fichman, P. (2018). Chinese collective trolling. *Paper presented at the 81st Annual Conference of the American Society of Information Science and Technology*, Vancouver, CA, November 10-14, 2018.

- ^Rosenbaum, H. & Fichman, P. (2018). The social informatics of algorithmic accountability. *Paper presented at the 14th Annual Social Informatics Research Symposium (SIG SI): Sociotechnical perspective on ethics and governance of emerging information technologies*. Vancouver, CA. November 10, 2018.
- *Sanfilippo, M. Yang, S. & Fichman, P. (2017). Managing online trolling: From deviant to social and political trolls. *Paper presented at the 50th Hawai'i International Conference on System Sciences (HICSS-50)*. Big Island, HI, January 4-7, 2017.
- ^Yang, S., & Fichman, P. (2016, September). Collective online trolling: The "Diba Expedition", *Paper presented at the 4S/EASST Conference*, Barcelona, September, 2016.
- ^Fichman, P. (2016, January). Methodological reflections on inequality in LIS research. *Paper presented on a panel at the Association for Library and Information Science Education Annual Meeting*, Boston, MA.
- *Rosenbaum, H. & Fichman, P., Doty, P., Stanton, J., and Shin, D. (2015, March). iCollaboration: New initiatives in iEducation. *Panel discussion at the iConference 2015*, Newport Beach, CA.
- ^Fichman, P. and Rosenbaum, H. (2015, January). The past, present and future of LIS research: Reflections on social justice. With Burnett, G., Burnett, K, McInnery, C., Budd, J., Williams, K., and Day, R. Association for Library and Information Science Education Annual Meeting, Chicago, IL.
- ^ Fichman, P. (2014, October). iCollaboration for iEducation. Presentation at the School of Information Management, Nanjing University, Nanjing, China.
- ^ Fichman, P. (2014, October). iCollaboration for iEducation. Presentation at the Department of Information Management, Peking University, Beijing, China.
- ^ Fichman, P. (2014, October). iCollaboration for iEducation. Presentation at the Department of Library and Information Management, Seoul, South Korea.
- *Sanfilippo, M., & Fichman, P. (2013, November). Social Informatics: Milestones, opportunities and challenges. In *Social Informatics Now and Then. Paper presented on a panel at the 76nd Annual Conference of the Association for Information Science and Technology*, Montreal, Canada.

- *Hara, N. & Fichman, P. (2013, November). Knowledge sharing on Wikipedia embassies. In: *Social Informatics Now and Then. Paper presented on a panel at the 76nd Annual Conference of the Association for Information Science and Technology*, Montreal, Canada.
- ^Fichman, P. (2012, December). Social Reference: Linus Law, Arnison Law, and Brooks Law. Bar Ilan University, Israel.
- ^Fichman, P., Rosenbaum, H., Liddy E., & Hirsch, S. (2014, January). Entrepreneurship: Commercializing research and teaching in LIS. *ALISE 2014 Annual Conference*, Seattle, Washington.
- *Rosenbaum, H., Fichman, P. Shankar, K., Nemer D., King J., Sawyer, S., Erickson, I. (2014, March). Bridging Social Informatics and Sociotechnical Research: In honor of Rob Kling. Interactive session at the *2014 iConference*, Berlin, Germany.
- *Haigh T., Haythornthwaite C., Black A., Hartel J., Ribes, D., & Fichman, P. (2014, March). Social Studies of Information: A roundtable discussion, Exploring the Social Studies of Information Workshop at the *2014 iConference*, Berlin, Germany.
- *Fichman, P. (2012, December). How many answers are enough? Optimal number of answers for Q&A sites. Paper presented at the *4th International Conference on Social Informatics*. Lausanne, Switzerland.
- *Hara, N. & Fichman, P. (2012, October). Frameworks for understanding knowledge sharing in open online communities: Boundaries and boundary crossing. *Paper presented at the 8th Annual Social Informatics Research Symposium (SIG SI): Social Informatics: Past, Present and Future*, Baltimore, MD.
- ^Fichman, P., Rosenbaum, H., Jørgensen, C., Kim, J., Kowalczyk, S., Shaw, D., & Tibbo, H.R., (2013, January). New directions: Research, curriculum and realignment. *ALISE 2013 Annual Conference*, Seattle, Washington.
- ^Fichman, P., Rosenbaum, H., Marchionini, G., Shaw, D., Cherry, K., & Sillipigni-Connaway, L. (2012, January). LIS Research: Strengths, Weakness, Opportunities, and Threats. *ALISE 2012 Annual Conference*, Dallas, Texas.

- *Mai, J., Fallis, D., Feinberg, M. Rieh, S.Y., & Shachaf, P. (2010, October). Authority and trust in information. *Paper presented on a panel at the 73rd Annual Conference of the American Society of Information Science and Technology*, Pittsburgh, PA.
- *Shachaf, P. (2010, August). Answer Reliability on Q&A Sites. *Paper presented at the Sixteenth Americas Conference on Information Systems*, Lima, Peru.
- *Rosenbaum, H., & Shachaf, P. (2010, August). A structuration approach to online communities of practice. *Paper presented at the Sixteenth Americas Conference on Information Systems*, Lima, Peru.
- ^Shachaf, P. (2009, August). Social reference and library reference service. *Paper presented at the 2009 International Federation of Library Associations (IFLA) Satellite Meeting on Emerging Trends in Technology: Libraries between Web 2.0, Semantic Web and Search Technology*, Florence, Italy.
- *Shachaf, P., Rosenbaum, H., Abels, E., Radford, M., Connaway, L., Gazan R., & Shah, C., (2009, November). Social Reference and Digital Reference: Online question answering practices in two diverse communities. *Paper presented at the 72nd Annual Conference of the American Society of Information Science and Technology*, Vancouver, Canada.
- *Hara, N., & Shachaf, P. (2009, August). Cross cultural analysis of Wikipedia community. *Paper presented at the 15th Americas Conference on Information Systems*, San Francisco, CA.
- *Shachaf, P. (2009, June). Answer quality on the Wikipedia reference desk. *Paper presented at the 4th International Conference on Communities and Technologies*, University Park, PA.
- ^ Shachaf, P. (2009, April). Are virtual reference services color blind? *Paper presented at the ARLIS/NA Annual Conference*, Indianapolis, IN.
- ^ Shachaf, P. (2009, April). Crowdsourcing reference services. *Paper presented at the Joint IU Libraries/Research Technologies Roundtable*, Indiana University, Bloomington.
- *Shachaf, P., & Rosenbaum, H. (2009, February). Online social reference: A research agenda through a STIN framework. *Paper presented at the 2009 iConference*, Chapel Hill, NC.

- *Shachaf, P., & Hara, N. (2008, October). Cross cultural analysis of Wikipedians behaviors. *Paper presented at the 71st Annual Conference of the American Society of Information Science and Technology*, Columbus, OH.
- ^Hara, N., & Shachaf, P. (2008, August). Collaborative mass knowledge production online: Cross-cultural comparison of variation in the communities of Wikipedians. *Paper presented at the Annual meeting of the Society for Social Studies of Science*, Rotterdam, Netherlands.
- ^ Shachaf, P. (2008, March). Are virtual reference services color blind? *Paper presented at the School of Information*, University of Michigan, Ann Arbor.
- ^ Shachaf, P. (2007, November). National library consortia development. *Paper presented at xiii Coloquio Internacional de Bibliotecarios, Redes Bibliotecarias: Espacios de Bienes Communes*, Guadalajara, Mexico.
- *Shachaf, P., & Oltmann, M. S. (2007, January). E-quality and e-service equality. *Paper presented at the 40th Hawai'i International Conference on System Sciences (HICSS)*, Big Island, HI.
- *Shachaf, P., & Hara, N. (2007, October). Participation behaviors of Wikipedians. *Paper presented at the 70th Annual Meeting of the American Society for Information Science & Technology*, Milwaukee, WI.
- *Shachaf, P., & Hara, N. (2007, October). Wikipedia norms of behaviors. *Paper presented at the 70th Annual Meeting of the American Society for Information Science & Technology*, Milwaukee, WI.
- *Shachaf, P. (2007, October). The Wikipedia Reference Desk. *Paper presented at the 70th Annual Meeting of the American Society for Information Science & Technology*, Milwaukee, WI.
- ^Hara, N., & Shachaf, P. (2007, October). Power distance in Wikipedia community. *Paper presented at the Annual Meeting of the Society for Social Studies of Science*, Montreal, Canada.
- ^ Shachaf, P., & Hara, N. (2006, October). The dark side of Wikipedia. *Paper presented at the Rob Kling Center for Social Informatics Talk Series*. Indiana University, Bloomington.

- *Allen, J. P., Rosenbaum, H., & Shachaf, P. (2007, August). Web 2.0: A social informatics view. Paper presented at the *13th Americas Conference on Information Systems*, Keystone, CO.
- *Shachaf, P., & Horowitz, S. (2006, August). Beneath the wires: E-service equality. *Paper presented at the 12th Americas Conference on Information Systems*, Acapulco, Mexico.
- *Shachaf, P., & Hara, N. (2006, August). Media selection theory for global virtual teams. *Paper presented at the 12th Americas Conference on Information Systems*, Acapulco, Mexico.
- *Shachaf, P., & Hara, N. (2006, November). Beyond vandalism: Wikipedia trolls. *Paper presented at the 69th Annual Meeting of the Society for Information Science & Technology*, Austin, TX.
- *Hara, N., & Shachaf, P. (2006, November). Online communities of practice typology revisited. *Paper presented at the 69th Annual Meeting of the Society for Information Science & Technology*, Austin, TX.
- *Shachaf, P. (2005, November). Are virtual reference services color blind? *Paper presented at the 7th Virtual Reference Desk*, San Francisco, CA.
- *Shachaf, P., Hara, N., & Meho, L. (2005, October). Cross-cultural analysis of virtual reference. *Paper presented at the 68th Annual Meeting of the Society for Information Science & Technology*, Charlotte, NC.
- *Shachaf, P. (2005, October). A comparative analysis of librarians' approach to copyrights. *Paper presented at the 68th Annual Meeting of the Society for Information Science & Technology*, Charlotte, NC.
- *Shachaf, P. (2005, January). Global perspective on library associations code of ethics. *Paper presented at the Association for Library and Information Science Education (ALISE) Annual Conference*, 2005, Boston, MA.
- *Shachaf, P. (2004, December). Bridging cultural diversity through email. *Poster presented at the Annual Pre-ICIS SIGCCRIS Meeting*, Washington DC.
- ^v Shachaf, P. (2004, December). Global virtual teams: The effect of cultural diversity and information and communication technology on team effectiveness. *Paper presented*

at the Rob Kling Center for Social Informatics Talk Series. Indiana University, Bloomington.

- *Shachaf, P., & Hara, N. (2004, November). Online peace movements. *Paper presented at the 67th Annual Meeting of the Society for Information Science & Technology*, Providence, RI.
- ∨ Shachaf, P. (2004, May). Reference services effectiveness. *Paper presented at the InfoMeida 2004*, Tel-Aviv, Israel.
- ∨ Shachaf, P. (2004, May). Virtual Reference. *Paper presented at the InfoMeida 2004*, Tel-Aviv, Israel.
- *Shachaf, P. (2004, May). Reference services effectiveness: A multicultural perspective. *Paper presented at the Second Annual National Workshop of the Hebrew University, Bar-Ilan University and the University of Haifa: Library and Information Science*, Jerusalem, Israel.
- *Shachaf, P. (2003, June). Virtuality of virtual teams. *Paper presented at the 8th Great Lakes Information Science Conference, Connections 8: In quest for Knowledge*. Long-Island, NY.
- *Shachaf, P. (2002, May). The library consortia development process. . *Paper presented at the 7th Great Lakes Information Science Conference, Connections 7: An Information Odyssey*. London, Ontario, Canada.
- *Shachaf, P., & Hara, N. (2002, August). Ecological approach to virtual team effectiveness. *Paper presented at the 8th Americas Conference on Information Systems*, Dallas, TX.
- ^Shachaf, P., & Hara, N. (2002, November). IT use to cultivate collaboration with virtual teams. *Paper presented at the 26th Annual Meeting of the Society for Social Studies of Science (4S)*, Milwaukee, WI.
- ^Shachaf, P. (2002, June). National library consortia development. *Poster presented at the American Library Association Annual Conference*, Atlanta, GA.
- ∨ Shachaf, P. (1999, May). Dialog Academic Search databases: access for on campus and remote users. *Paper presented at the Info '99*, Tel-Aviv, Israel.

^v Shachaf, P. (1999, March). University-wide usage patterns of FirstSearch services. *Paper presented at the OCLC users meeting*, Tel-Aviv, Israel.

HONORS, AWARDS, AND FELLOWSHIPS

- **AIS SIG SI Outstanding Service Award**, Association of Information Systems (2023).
- **Trustees Teaching Award**, Luddy School of Informatics, Computing and Engineering, Indiana University (2022).
- **ASIST Distinguished Member** (2022), Association for Information Science and Technology
- This paper was nominated for **Best Paper in the Digital and Social Media Track**: Fichman, P., & Rathi, M. (2022). The impact of culture on online toxic disinhibition: Trolling in India and the USA. Paper presented at the 53rd Hawai'i International Conference on System Sciences (HICSS-55). Maui, HI, January 3-7, 2022.
- This paper was a finalist for the **Lee Dirks Award for Best Paper**: Fichman P. (2020). Trolling Trump. in: Sundqvist, A., Berget, G., Nolin, J., Skjerdingsstad, K. I. (Eds.) Sustainable Digital Communities: 15th International Conference, iConference 2020 Proceeding, Boras, Sweden, March 23–26, 2020, pp. 117-129.
- **ASIST SIG SI Best Social Informatics Paper Award** for the paper: Sanfilippo, M., Fichman, P., and Yang, S. (2018). Multidimensionality of online trolling behavior. *The Information Society*, 34 (1), 27-39.
- **Academic Leadership Program Fellow**, Committee on Institutional Cooperation – consortium of the Big Ten universities (2015 – 2016).
- **ASIST SIG Publication of the Year**, 2014 for the book: Fichman, P., & Rosenbaum, H. (Eds) (2014). Social Informatics: Past, Present and Future. Cambridge, UK. Cambridge Scholars Publishing.
- **Department Executive Officer workshop**, Committee on Institutional Cooperation – consortium of the Big Ten universities (2014).
- **Scholar Outstanding Individual Contribution Award**, School of Informatics and Computing (2013).

- Listed in Marquis Who's Who in America (2012, 2013, 2014).
- **Trustees Teaching Award**, School of Library and Information Science, Indiana University (2007).
- **The Margaret Ellen Kalp Fellowship**, University of North Carolina, Chapel Hill (2001 – 2003, awarded twice).
- Travel Grant, University of North Carolina, Chapel Hill (2002).
- Graduate Assistantship, NCIP, University of North Carolina, Chapel Hill (2001).
- **Provost Fellowship** for PhD studies abroad, University of Haifa, Israel (2000 – 2003).
- International Travel Grant (USA), University of Haifa, Israel (2000).
- **MA with Honors**, University of Haifa, Israel (1999).
- **Graduate School Dean's List Award**, University of Haifa, Israel (1999).
- Graduate Students' Grant, University of Haifa, Israel (1999).
- **Leadership Development Program**, University of Haifa (1996 – 1998).
- **CLS with Exceptional Honors**, University of Haifa, Israel (1996).
- International Travel Grant (Russia), The Hebrew University of Jerusalem, Israel (1992).
- **Henrieta Natzlin Research Award**, The Hebrew University of Jerusalem, Israel (1991).
- **BA with Honors**, The Hebrew University of Jerusalem, Israel (1990).
- Research Assistantship, The Hebrew University of Jerusalem, Israel (1989 – 1993).
- **Olswanger's Best Student Paper Award**, The Hebrew University of Jerusalem, Israel (1988).
- **Dean's List Award**, The Hebrew University of Jerusalem, Israel (1987).

TEACHING

(U) Undergraduate course

(G) Graduate course

- Introduction to Research (IU) (G), last taught in 2023
- Seminar in International Information Issues (IU) (G), last taught in 2020

- Information Institutions and Their Management (IU) (G), last taught in 2023
- Communication in Electronic Environments: Online Trolls (IU) (G), last taught in 2016
- Introduction to Doctoral Research in Information Science (IU) (G), last taught in 2014
- Organizational Informatics (IU) (U), last taught in 2013
- Management for Information Professionals (IU, UNC) (G), last taught in 2013
- Human Information Interaction (UoH), last taught in 2004(G)
- Human Resources Management in Libraries (UoH), last taught in 2004(G)
- Information Sources and Services/ Reference (IU, UoH), last taught in 2004(G)
- Issues in Management: Academic Libraries (IU), last taught in 2009(G)
- Library Consortia (UoH), last taught in 2000(G)
- Doctoral Research Practicum (IU) (G)
- Readings in LIS (IU) (G)
- Research in LIS (IU) (G)
- Internships Coordinator (IU) (G)

PROFESSIONAL AND ADMINITRATIVE EXPERIENCE

- Director, Rob Kling Center for Social Informatics, Indiana University, Bloomington (2012 – present)
- Director, Doctoral Program in Information Science, Luddy School of Informatics and Computing, and Engineering, Indiana University, Bloomington (2015, 2021 – present)
- Director, Master of Library Science Program, Luddy School of Informatics and Computing, and Engineering, Indiana University, Bloomington (2010 – 2011, 2014, 2018 – 2020)
- Chair, Department of Information and Library Science, School of Informatics and Computing, Indiana University, Bloomington (2014 – 2016; interim chair, 2024)

- Associate Chair for Strategy and Budget, Department of Information and Library Science, School of Informatics and Computing, Indiana University, Bloomington (2022-present)
- Director, Reference Department, The Library, University of Haifa, Israel (1996-2000, 2003-2004)
- Director, Circulation Department, The Library, University of Haifa, Israel (1995-1996)
- Law Reference Librarian, The Library, University of Haifa, Israel (1995)
- Editor, Center for Libraries in Israel, Jerusalem, Israel (1995-1996)
- High School Teacher, Ort Carmiel, Israel (1993-1994)
- Assistant Editor, Rimonim: Journal of Jewish Art, Association for Jewish Art, Jerusalem, Israel (1992-1993)
- Research Assistant, Hebrew Illuminated Manuscripts Division & Jewish Ceremonial Art Division, Center for Jewish Art, The Hebrew University, Jerusalem, Israel (1989-1993)
- Assistant Archivist, Slides Archive, The Hebrew University, Jerusalem, Israel (1988-1989)
- Coordinator, North Carolina Israel Partnership (NCIP) Project, School of Information and Library Science, University of North Carolina, Chapel Hill (2000-2001)

SERVICE

INDIANA UNIVERSITY, BLOOMINGTON

Luddy School of Informatics, Computing, and Engineering (SICE)/ School of Informatics and Computing (SOIC)/ School of Library and Information Science (SLIS)/Department of Information and Library Science (ILS) (2004 -)

- ILS, Department Chair (May 2014 – December 2016); ILS, Interim Department Chair (January 2024 - June 2024)
- ILS, Associate Chair for Strategy and Budgets (2022 – present)
- SICE Promotion and Tenure Committee (2017 – 2019; Chair, 2018 – 2019)
- SOIC/SICE Budgetary Affairs Committee (2015 – present)
- SOIC/SICE, Faculty Policy Committee, Informatics representative (Chair, 2013 – 2014)

- SOIC/SICE, Leadership Council (2012 – 2016)
- SOIC/ SLIS Merger Steering Committee (2012 – 2013)
- Joint SLIS/ SoIC Policy Committees / Constitution Committee (2012 – 2013)
- Informatics Promotion and Tenure Committee (2013, 2021)
- Faculty Policy Committee, SoIC core school, Bloomington faculty representative (2013–2014)
- Chair, Faculty Policy Committee, Ad Hoc Bylaws Committee, SLIS representative (2013)
- Doctoral Steering Committee, SLIS/ ILS (2012 – 2013; 2018 – 2019; 2020 – present; Chair, 2021 – present)
- Promotion and Tenure Committee, SLIS/ILS (2010 – present; Chair, 2018)
- Faculty Policy Council, SLIS/ILS (2006 – 2012, Chair 01/2008 – 6/2012, 2022 – present)
- Steering Committee, ALA Accreditation Report, SLIS/ILS (2010 – 2012; 2016 – 2017)
- MLS core curriculum review committee, SLIS/ ILS (2012 – 2013; 2014 – 2016; 2023)
- Information Technology Committee, SLIS (2011 – 2012)
- Curriculum Steering Committee, SLIS/ILS (2004 – 2006; 2010 – 2011; 2014 – 2016; 2018 – 2020)
- ILS Colloquium Committee, Chair (2018-2019)
- Admission and Scholarship Committee, SLIS/ILS (2008 – 2010, 2014 – 2016, 2019 – 2020, 2022-2023)
- Review of Students on Probation Sub-Committee (2008 – 2010)
- Faculty Search Committee, SLIS/ILS (2007 – 2008; Chair, 2022-2023; 2023-2024)
- Diversity Committee, SLIS (2007 – 2008)

Indiana University, Bloomington Campus and University system-wide

- Campus Promotion Advisory Committee (2019 – 2022)
- Executive Committee, Bloomington Faculty Council (2012, 2020 – 2021)

- Budgetary Affairs Committee, Bloomington Faculty Council (2014 – 2015; 2019 – 2021; Chair 2020 – 2021)
- University Faculty Council (2020 – 2021)
- COVID-19 Bloomington Campus Restart Finance Committee (2020)
- Patten Lectures Committee (2019 – 2022)
- IUB CEWiT Faculty Board (2018 – 2020)
- Bloomington Faculty Council (2011 – 2013; 2020 – 2021)
- CEWiT REU faculty mentor (2018 – present)
- Luddy UROC faculty mentor (2019 – 2020)
- Advisory Board, Institute for Advanced Study, Indiana University (2016 – 2019)
- IUB College Review Committee for CRRES, the Center for Research on Race and Ethnicity in Society (2017)
- SOIC Dean Search Committee (2015 – 2016)
- Outstanding Junior Faculty Award Committee, Office of the Vice Provost for Faculty Academic Affairs (2015 – 2016)
- Office of the Vice Provost for Research, reviewers of internal grants (2014 – 2016)
- Faculty Affairs Committee, Bloomington Faculty Council (2010 – 2013; chair, 2012)
- Nomination Committee, Bloomington Faculty Council (2012 – 2013)
- Leadership Council, School of Informatics and Computing, SLIS faculty representative (2012 – 2013)
- Merger Steering Committee, School of Library and Information Science and School of Informatics and Computing, SLIS faculty representative (2012 – 2013)
- Joint Policy Committees, School of Library and Information Science and School of Informatics and Computing (2012 – 2013)
- Chair, Ad Hoc FPC/Bylaws Committee (2013)
- Tenure and Promotion Committees, Informatics, SOIC/Luddy SICE (2013, 2021)
- Chair, SoIC Ad Hoc Faculty Policy Committee (2013)
- Chair, Rob Kling Center for Social Informatics Fellowship committee (2013-)
- Chair, Rob Kling Center for Social Informatics Fellows Research Grant committee (2013-)

- Chair, Rob Kling Center for Social Informatics Graduate Student Travel Award committees (2013-)
- Long Range Planning Committee, Bloomington Faculty Council (2006 – 2008)
- Library Committee, Bloomington Faculty Council (2005 – 2006)
- Faculty Mentor, Office for Women's Affairs (2010 – 2012)
- SAA Stipend Review Committee (2010 – 2011)
- Faculty Advisor, Beta Phi Mu, Chi Chapter (2010 – 2013)
- Faculty Advisor, ALA-Student Chapter (2009 – 2011); the ALA Student Chapter Awarded National Chapter of the Year in 2011 (for activities in 2010) and was the runner up in 2012 (for activities in 2011).

OTHER: UNC AND UOH

- Research and Doctoral Committee, School of Information and Library Science, UNC, Chapel Hill (2002 – 2003)
- Practicum Academic Advisor, Library and Information Science Program, University of Haifa (2003 – 2004)
- Ad Hoc Dean's Advisory Committee, University of Haifa (1999)
- Chair, Bibliographic instruction committee, University of Haifa Library (chair, 1996 – 2000, 2003 – 2004)
- OPAC (ALEPH) Committee, University of Haifa Library (1996 – 2000, 2003 – 2004)
- Search Committees, University of Haifa Library (1996 – 2000, 2003 – 2004)
- Strategic Planning Committee, University of Haifa Library (1996 – 2000, 2003 – 2004)
- Sextet Forum, University of Haifa Library (1996 – 2000, 2003 – 2004)
- Chair, Information Technology Committee, University of Haifa Library (1996 – 2000, 2003 – 2004, chair 2000)

INTERNATIONAL/NATIONAL

- President/Co-president/Secretary/Treasurer and founding member, AIS SIG Cross-Cultural Research in Information Systems (CCRIS), Association for Information Systems (AIS), 2005 – present

- Organizer, ASIST Doctoral Colloquium (with Howard Rosenbaum), Annual Meeting of the Association of Information Science and Technology, 2016 – 2023
- ASIST program Committee, 2014, 2016-2023
- Mentor, early career colloquium, iConference 2021
- Vice Chair, ASIST, Research Committee, February 2019-2020
- Member, ASIST Award of Merit Jury, Association of Information Science and Technology, 2016-2017, 2021-2022
- Member of the 2017 Summer Leadership Retreat, Consortium for the Science of Socio-technical Systems (CSST)
- ALISE 2018 Planning Committee, Chair of ALISE 2018 Jean Tague Sutcliffe Doctoral Poster Competition Committee
- Associate Editor, Personal ICT track, ECIS 2018 – 2021
- Chair, AMCIS track, Global, International, and Cross Cultural Issues in IS, Association for Information Systems (AIS), Americas Conference on Information Systems (AMCIS) (currently with Awa Zhu and Shengnan Yang), 2012 – present
- Chair, Global, International and Cross Cultural Issues in IS minitrack, Hawaii International Conference On System Sciences (HICSS) (with Edward Bernroider and Barbara Krumey), 2016 – 2022
- Chair, Collective Intelligence and Crowds: Structure, Roles, and Identity minitrack, Hawaii International Conference on System Sciences (HICSS), (with Donald Steiny and Jeffrey V. Nickerson), 2015 – 2020
- Chair, AMCIS 2018 mini-track on Social Theory in Information Systems Research (STIR) (with Howard Rosenbaum), Association for Information Systems (AIS), Americas Conference on Information Systems (AMCIS), 2007 – 2021, 2023 - present.
- Chair and founding member, Best Paper in Social Informatics Award Committee, SIG SI (with Howard Rosenbaum), American Society for Information Science and Technology (ASIST), 2011 – 2016, & committee member, 2018
- Chair and founding member, Best Student Paper in Social Informatics Award Committee, SIG SI (with Howard Rosenbaum), American Society for Information Science and Technology (ASIST), 2011 – 2016

- Associate Editor, Crowdsourcing, Crowdfunding, Blockchain and the Sharing Economy Track, International Conference on Information Systems (ICIS 2016)
- Chair, ASIST SIG Social Informatics (SI), American Society for Information Science and Technology (ASIST) (with Howard Rosenbaum), 2010-2015
- Organizer, The Annual Social Informatics Research Symposium (with Howard Rosenbaum), American Society for Information Science and Technology (ASIST), 2011-2016
- Chair, ACM WebSci 2014 Doctoral Consortium (with Howard Rosenbaum)
- Program Committee, ACM WebSci 2014
- Chair, Panels, ASIST 2014 (with Howard Rosenbaum)
- Member, ASIST Dissertation Award Committee, 2014
- Chair, Global, International and Cross Cultural Issues in IS minitrack, Hawaii International Conference On System Sciences 48 (HICSS) 2015, (with Edward Bernroider and Eran Carmel)
- Chair and founding member, Best Paper in Social Informatics Award Committee, SIG SI (with Howard Rosenbaum), American Society for Information Science and Technology (ASIST), 2011 – 2015
- Chair and founding member, Best Student Paper in Social Informatics Award Committee, SIG SI (with Howard Rosenbaum), American Society for Information Science and Technology (ASIST), 2011 – 2015
- Mentor, ASIST Doctoral Seminar for Research and Career Development 2013 – 2015
- Chair, AMCIS minitrack on Global and Cross Cultural Impacts of Big Data (with Howard Rosenbaum), Association for Information Systems (AIS), Americas Conference on Information Systems (AMCIS), 2014
- Chair, Crowdsourcing content production and online knowledge repositories minitrack, Hawaii International Conference on System Sciences 47 (HICSS) 2014 (with Noriko Hara and Howard Rosenbaum)
- Program Planning Committee, ALISE 2014
- Chair, Work in Progress, ALISE 2014
- Convener, ALISE SIG Research, Association for Library and Information Science Education (ALISE), 2009-2016

- Chair, AMCIS minitrack, Global and Cross Cultural Aspects of Crowdsourced Content Production and Knowledge Repositories (with Noriko Hara), Americas Conference on Information Systems (AMCIS) 2012 – 2013
- ASIST Student Design Competition Jury, American Society for Information Science and Technology (ASIST), 2012.
- SIG of the Year Jury, American Society for Information Science and Technology (ASIST), 2011 – 2013
- Mentor, iConference Doctoral Colloquium, 2011
- Organizer, The Annual Social Informatics Research Symposium (with Howard Rosenbaum and Kalpana Shankar), American Society for Information Science and Technology (ASIST), 2009
- Treasurer, ASIST SIG Social Informatics (SI), American Society for Information Science and Technology (ASIST), 2009-2010
- Best Information Science Book Award Committee, American Society for Information Science and Technology (ASIST), 2007
- ALISE Juried Papers Committee, Association for Library and Information Science Education (ALISE), 2005 – 2006
- Panels Organizer for the Annual Meetings of the American Society for Information Science and Technology (ASIST), American Society for Information Science and Technology (ASIST), 2005 – 2009, 2013, 2019 – 2020
- Interactive session organizer for the iConference, 2014 (with Howard Rosenbaum)
- International Relations Round Table Continuing Education Committee, American Library Association (ALA), 2002 – 2004
- Israel Academic Libraries Reference Committee, 1996- – 2000 & 2003 – 2004
- MALMAD, Israel Academic Libraries Consortia, 2000
- Steering Committee, Center of Libraries in Israel, 2000
- Inter-Library Loan Committee, Israel Academic Libraries, 1995

DOCTORAL STUDENTS

1. Doctoral Program in Information Science IUB (Chair/Committee/Reader)

- Shengnan Yang (2023), chair: “The role of ICTs in the nonprofit sector in authoritarian regimes. Assistant Professor, University of Western Ontario, Canada.
- Ashley Dainas, committee, (2023), committee, “The GIF that Keeps on Giving: Sender and Receiver Interpretations and Misconstruals of GIFs.” Lecturer, University of Texas, Austin.
- Clinton McCay, committee, (2023), committee, "Organizational awareness and communities of practice in a complex information organization”, Associate Director of IT & Application Services Lead, OVPUE Information Technology, Indiana University.
- Chase McCoy (2020), committee, ”Socio-material interaction networks, data dashboards, and decision makers’ practices: A study of data dashboards in higher education institutions”; Lecturer, Luddy School of Informatics Computing and Engineering, Indiana University, Bloomington
- Elli Bourlai (2018), committee: “Gender and Language in Computer-Mediated Discourse: A Historical Analysis of Usenet Newsgroups”
- Madelyn Sanfilippo (2016), Chair: “An Unequal Information Society: How Information Access Initiatives Contribute to the Construction of Inequality”; Assistant Professor, iSchool, University of Illinois, Urbana Champaign.
- Shannon Oltmann (2011), committee: "Multiple Motives, Conflicting Conceptions: Parsing the Contexts of Differentiated Access to Scientific Information in the Federal Government"; Associate Professor, University of Kentucky, Library and Information Science
- Eric Meyer (2007), committee: “Socio-Technical Perspectives on Digital Photography: Scientific Digital Photography Use by Marine Mammal Researchers" [2007 Thompson Reuters Dissertation of the Year]; Dean, iSchool, University of Texas, Austin.
- Megan Vladoiu, chair
- Gordon Amidu, chair
- Akter Shohana, chair
- Jieli Liu, committee
- Ece Gumusel, committee
- Holly Lopaz Long, committee

- Meredith Dedema, committee
- Hui Chen, reader
- Zilia Estrada (2013), committee
- Courtenay Honeycutt (2011), reader
- Cameron Tuai (2011), reader
- Anis Pervez (2010), reader

2. Doctoral Dissertation External Examiner (International/National/University)

- Hsin-Yu, Chen, Media School, IUB
- Yimin Chen, University of Western Ontario, Canada
- Riki Greenberg, Bar Ilan University, Israel
- Meize Gou, IST, School of Education, IUB
- Amiram Gofer, Bar Ilan University, Israel
- Aidah Abdul Karim, AUT University, New Zealand
- Yin-Chan (Janet) Liao, IST, School of Education, IUB
- Patricia Sandercock, Queensland University of Technology, Australia
- Yehudit Shkolnisky, Bar Ilan University, Israel
- Wesley Ward, CSU, Australia

EXTERNAL REVIEWER FOR PROMOTION AND TENURE CASES (NATIONAL AND INTERNATIONAL)

- Ben Gurion University of the Negev, Israel
- Bar Ilan University, Israel (4 cases)
- Drexel University, USA
- Haifa University, Israel
- Oakland University, US
- Nanyang Technological University (NTU), Singapore
- Oakland University
- Peking University, China
- University of Hawaii
- University of Maryland, College Park
- University of Texas, Austin

- University of Toronto, Canada
- University of Washington, Seattle
- University of Western Ontario,
Canada

PROFESSIONAL ASSOCIATIONS:

Association for Information Systems (2004 – present)

- SIG (CCRIS) Cross Cultural Research in Information Systems, Chair, Treasurer and Secretary (2004 – present)
- AMCIS Track co-chair, Global, International, and Cross Cultural Issues in IS (2012 – present)
- AMCIS Mini Track co-chair, Social Theory in Information Systems (2007 – 2021, 2023- present)
- AMCIS Mini Track co-chair, Global and Cross-Cultural Aspects of Crowdsourced Content Production and Knowledge Repositories (2012 – 2013)
- AMCIS Mini Track co-chair, Global and Cross-Cultural Impacts of Big Data (2013 – 2014)

Association for Information Science and Technology (2004 – present)

- SIG (SI) Social Informatics
 - Chair/Co-chair (2010 – 2016)
 - Treasurer (2009 – 2010)
- SIG SI, Social Informatics Annual Symposium, co-organizer (2009 – 2016)
- ASIST 2014 Annual Meeting Program Committee, Panels co- chair
- ASIST Doctoral Colloquium organizer (2016 – 2023)
- ASISIT Annual Program Committee (2021 – 2023)

Association for Library and Information Science Education (2009 – 2018)

- SIG Research Convener (2009 – 2016)
- 2014 Annual Meeting Program Committee, WIP Poster Showcase Chair
- 2018 Annual Meeting Program Committee, Doctoral Poster Competition

NEWFIELDS (INDIANAPOLIS MUSEUM OF ART)

Volunteer (2022-present)

- Interpretation Volunteer
- Guests Experience Volunteer

REVIEWER & EDITORIAL:

The Annual Review of Information Science and Technology (ARIST); The Association for Computer Machinery (ACM), Special Interest Group on Computer Human Interaction (CHI) Conference; Association for Library and Information Science Education (ALISE) Conference; Americas Conference on Information Systems (AMCIS); Asia Pacific Management Review (APMR); Aslib Proceedings; Canadian Journal of Information and Library Science; Communication, Culture, and Critique; Communication Studies; Computers in Human Behavior; First Monday; Electronic Commerce Research and Applications (ECRA); European Conference on Information Systems; Hawaii International Conference on System Sciences (HICSS); iConference; Information Processing and Management; Internet Research; The Information Society; International Conference on Information Systems (ICIS), Association for Information Systems (AIS) Special Interest Group on Cross- Cultural Research in Information Systems (SIGCCRIS) Annual Meetings; International Conference on Information Systems (ICIS), Association for Information Systems (AIS) Crowdsourcing, Crowdfunding, Blockchain and the Sharing Economy Track; International Journal of Information Management (IJIM); International Journal of Library and Information Science; International Information and Library Review (IILR); International Research Journal of Management and Business Studies; Library and Information Science Research (LISR); Journal of the American Society for Information Science and Technology (JASIST); Journal of Computer---Mediated Communication (JCMC); Journal of Education in Library and Information Science (JELIS); Journal of Information Science (JIS); Journal of Information Technology (JIT); Journal of International Management (JIM); Library and Information Science Research; New Media

and Society; Routledge Books; The Service Industries Journal; Social Media+ Society (SM+S); Telematics and Informatics (editorial board).