

Chirag Shah

Assistant Professor
Department of Library and Information Science
School of Communication and Information
4 Huntington Street
New Brunswick, NJ 08901-1071

Tel: 732-932-7500 ext 8240
Fax: 732-932-6916
Email Address: chirags@rutgers.edu
Homepage Address: <http://comminfo.rutgers.edu/~chirags>

Education

Certificates and Licenses Held:

Microsoft Certified Professional. Since 1999.

Highest Earned Degree:

PhD in Information & Library Science at UNC Chapel Hill, 2006-2010.

Dissertation:

"A framework to support user-centered collaborative information seeking". March, 2010. Advisor: Gary Marchionini.

Other Earned Degrees, Graduate and Undergraduate:

MS in Computer Science at UMass Amherst (2006).

MTech in Computer Science at Indian Institute of Technology (IIT) Madras, India (2002).

BE in Computer Engineering at DDIT Nadiad, India (2000).

Honors and Awards

Fellowships:

Doctoral research assistantship. School of Information & Library Science (SILS), UNC Chapel Hill, 2006-2010.

Lester Asheim Merit-based Fellowship at School of Information & Library Science (SILS), UNC Chapel Hill, 2006-2007.

Research assistantship at Center for Intelligent Information Retrieval (CIIR), Dept. of Computer Science, UMass Amherst, 2003-2006.

Professional Awards and Honors:

Yahoo! Campus Innovation Award for project "Reimagining and Reinvigorating Information Seeking with a Novel Approach to Collaborative Information Seeking" (\$20,000). August 2011.

Best paper award in Political Communication category at the International Communication Association (ICA) annual conference. May 2011.

OCLC/ALISE Library & Information Science Research Grant Program (LISRGP) for project "Modalities, Motivations, and Materials: Investigating Traditional and Social Online Q&A Services" (\$14,408). January 2011.

Best Political Science Software Award to ContextMiner by American Political Science Association. September 2010.

SIG USE award for interdisciplinary conference travel (\$200), November 2009.

Student travel grant from Microsoft Research to attend CHI 2009 at Boston, April 2009.

3rd prize (\$500) for the paper at "YouTube and the 2008 Elections Cycle" conference, March 2009.

Best paper award (\$1000) at SIGIR 2008, July 2008.

Student travel grant from ACM and Google to attend SIGIR 2008 at Singapore, July 2008.

Student travel grant from ACM to attend JCDL 2008 at Pittsburgh, June 2008.

Student travel grant from ACM to attend SIGIR 2007 at Amsterdam, The Netherlands, June 2007.

Student travel grant from ACM to attend SIGIR 2004 at Sheffield, UK, June 2004.

3rd prize in IEEE's regional Student Paper Contest based on paper competition in IEEE Region 10, which includes a number of Asian countries. Name inducted in IEEE Student Paper Contest Hall of Fame, May 2002.

Travel grant by IIT Madras Alumni Association at USA and IEEE for attending ICASSP 2001 at Salt Lake City, Utah, USA, May 2001.

Best Student Paper award in IEEE's regional paper contest. Gujarat, India, September 1999.

Best Student Paper award at Birla Institute of Technology & Science (BITS) Pilani, India, July 1997.

2nd prize at national level in student paper contest. Chennai, India, Jan. 1997.

Prime Minister Award for outstanding academic achievement. New Delhi, India, Aug. 1995.

2nd in State Board Exam, Gujarat, India, July 1994.

Golden Boy of School award. Madresa, Navsari, India, March 1993.

Research Interests

Description of Research and Scholarly or Creative Objectives:

The focus of my research is information seeking and behavior that goes beyond individuals. My primary objective for studying these topics is to develop a theoretical framework for investigating information seeking and behavior involving multiple actors/participants and their interactions that are lacking for collaborative and social situations. More specifically, I am interested in studying situations when people seek information with or through other people. This creates two specialized branches - collaborative information seeking and social information seeking. The former is a situation when people work together seeking, utilizing, and creating information, such as making travel plans or writing a scholarly article together. The latter refers to the times when people reach out to their peers or communities for seeking information, such as asking questions on one's Facebook friends or posting information need on Yahoo Answers. I envision developing models and theories that not only provide comprehensive understanding of people's behavior in such information seeking environments, but also help in creating transformative methods, tools, and frameworks to address new and challenging needs of an information-focused society.

Employment History

Titles or Assignments within Positions Held:

09/2010-ongoing: Scientific advisor, Texifter, LLC.

09/2009-09/2010: Director of Web Technologies, Texifter, LLC.

Graduate Program Affiliations:

NB PhD Council Associate Member

Positions Held:

09/2010-ongoing: Scientific advisor. Texifter (<http://www.texifter.com>) - a startup for developing tools and support for extracting and analyzing information from online sources.

09/2009-09/2010: Director of Web Technologies, Texifter (<http://www.texifter.com>) - a startup for developing tools and support for extracting and analyzing information from online sources.

2007-2008: Full-time students representative, Doctoral Students Association, School of Information & Library Science (SILS), UNC Chapel Hill.

06/2007-08/2007: Internship at Fuji Xerox Palo Alto Lab (FXPAL) at California. Work on TRECVID as well as Collaborative Information Retrieval.

06/2006-08/2006: Internship at National Institute of Informatics (NII) at Tokyo, Japan. Work on Story Link Detection (SLD) and TREC's Blog track.

06/2004-08/2004: Internship at Honda Research Institute at Mountain View, CA. Work on automated plan building for ASIMO robot.

09/2003-05/2006: Research assistant under Prof. W. Bruce Croft at Center for Intelligent Information Retrieval (CIIR) at UMass Amherst during MS in Computer Science.

03/2002-07/2003: Research assistant under Prof. Pushpak Bhattacharyya, Dept. of Computer Science and Engineering at IIT Bombay, India. Ministry of Information Technology, India sponsored project of text clustering for information retrieval.

12/1999-04/2000: Field experience under Prof. Pushpak Bhattacharyya, Dept. of Computer Science & Engineering at IIT Bombay, India. Building a translation system for Indian languages using United Nations University (UNU) proposed standard called Universal Networking Language (UNL).

1998-1999: President, IEEE Student Branch at Nadiad, India.

Publications

Books:

Collaborative Information Seeking: The Art and Science of Making the Whole Greater than the Sum of All. Book to be published by Springer.

Chapters in Books or Monographs:

Shah, C. (2012). Coagmento – A Case Study in Designing a User-Centric Collaborative Information Seeking System. Book chapter in Currás & Lloret (Ed.). System Science and Collaborative Information Systems: Theories, Practices and New Research. IGI Global, Hershey PA.

Shah, C. (2010). Designs for Systems to Support Collaborative Information Behavior. Book chapter in Foster, Jonathan (Ed.) Collaborative Information Behavior (pp. 141-159). IGI Global, Hershey PA.

Articles in Refereed Journals:

Shah, C., and Kitzie, V. (2012). Social Q&A and Virtual Reference – Comparing Apples and Oranges With the Help of Experts and Users. Journal of American Society of Information Science & Technology (JASIST). To be published.

Shah, C., and Gonzalez-Ibanez, R. (2012). Spatial context in collaborative information seeking. Journal of Information Science (to be published).

Thorson, K., Borah, P., Ekdale, B., Namkoong, K., and **Shah, C.** (in press). YouTube and Proposition 8: a case study in video activism. To be published in *Information, Communication, and Society (iCS)*.

Baym, G., and **Shah, C.** (2011). CIRCULATING STRUGGLE -- The on-line flow of environmental advocacy clips from The Daily Show and The Colbert Report. *Information, Communication & Society*, doi:10.1080/1369118X.2011.554573.

Shah, C. (2010). Collaborative Information Seeking: A Literature Review, in Anne Woodworth (ed.) *Advances in Librarianship (Advances in Librarianship, Volume 32)*, Emerald Group Publishing Limited, pp.3-33.

Shah, C., & Marchionini, G. (2010). Awareness in Collaborative Information Seeking. *Journal of American Society of Information Science and Technology (JASIST)*, 61(10), 1970-1986.

Shah, C. (2010). Collaborative Information Seeking: A Literature Review. *Advances in Librarianship*, 32, 3-33. doi: 10.1108/S0065-2830(2010)0000032004.

Shah, C., Pickens, J., Golovchinsky G. (2010). Role-based results redistribution for collaborative information retrieval, 773-781. *Information Processing & Management* 46 (6). 773-781.

Sayre, B., Bode, L., Shah, D., Wilcox, D., and **Shah, C.** (2010). Message Flows in a Digital Age: Tracking Attention to Prop. 8 in Social Media and Conventional News. To be published in *Journal of Policy & Internet*. Vol. 2: Iss. 2, Article 2.

Shah, C. (2010). Supporting Research Data Collection from YouTube with TubeKit. *Journal of Information Technology & Politics*, 7(2-3), 226-240.

Kelly, D., Fu, X., and **Shah, C.** (2010). Effects of Position and Number of Relevant Documents Retrieved on Users' Evaluations of System Performance. *ACM Transactions on Information Science (TOIS)*, 28(2), 9:1-29.

Shah, C., Oh, S., and Oh, J. S. (2009). Research agenda for Social Q&A. *Library & Information Science Research (LISR)*, 31(4), 205-209.

Shah, C. (2009). ContextMiner: Supporting the Mining of Contextual Information for Ephemeral Digital Video Preservation. *International Journal of Digital Curation (IJDC)*, 4(2).

Shah, C. (2009). Mining Contextual Information for Ephemeral Digital Video Preservation. *International Journal of Digital Curation (IJDC)*, 4(1).

Shah, C., and Eguchi, K. (2008). Improving document representation for Story Link Detection by Modeling Term Topicality. *IPSJ Transactions on Databases*, 1 (3), 11-19.

Articles in Non-refereed or General Journals:

Shah, C. (2009). What Do You Look Like on YouTube? *Politics Magazine*. July 2009.

Shah, C. (2009). ContextMiner: Explore Globally, Aggregate Locally. *IEEE Computer*. March 2009.

Shah, C. (2009). TubeKit - A Query-based YouTube Crawling Toolkit. *Bulletin of IEEE Technical Committee on Digital Libraries*, 5(1), Spring 2009.

Shah, C. (2008). Understanding System Implementation and User Behavior in a Collaborative Information Seeking Environment. *Bulletin of IEEE Technical Committee on Digital Libraries*, 4(2), Fall 2008.

Shah, C., and Marchionini, G. (2008). Capturing Relevant Information for Digital Curation. *Bulletin of IEEE Technical Committee on Digital Libraries*, 4(1), Spring 2008.

Shah, C., and Marchionini, G. (2008). ContextMiner: A Tool for Digital Library Curators. *Bulletin of IEEE Technical Committee on Digital Libraries*, 4(1), Spring 2008.

Electronic Publications, Refereed:

Shah, C. (2011). Measuring effectiveness and user satisfaction in Yahoo! Answers. *First Monday; Volume 16, Number 2 - 7 February 2011*. Retrieved from <http://www.uic.edu/htbin/cgiwrap/bin/ojs/index.php/fm/article/view/3092/2769>.

Shah, C., Oh, J. S., and Oh, S. (2008). Exploring characteristics and effects of user participation in online social Q&A sites. *First Monday*, 13(9). Available from <http://frodo.lib.uic.edu/newjournals/index.php/FM/article/view/334/18>.

Published Conference Proceedings:

Shah, C., & Kitzie, V. (2012). Modalities, Motivations, and Materials: Investigating Traditional and Social Online Q&A Services. Proceedings of Association for Library & Information Science Education (ALISE) Annual Meeting. January 17-20, 2012. Dallas, Texas.

S-O'Brien, L., Read, P., Woolcott, J., & **Shah, C.** (2011). Understanding privacy behaviors of Millennials within social networking sites. Proceedings of American Society of Information Science & Technology (ASIST) Annual Meeting. New Orleans, Louisiana.

Gonzalez-Ibanez, R., **Shah, C.**, & Cardova, N. R. (2011). Smile! Studying Expressivity of Happiness as a Synergic Factor in Collaborative Information Seeking. Proceedings of American Society of Information Science & Technology (ASIST) Annual Meeting. New Orleans, Louisiana.

Shah, C., and Gonzalez-Ibanez, R. (2011). Evaluating the Synergic Effect of Collaboration in Information Seeking. In Proceedings of the ACM SIGIR 2011 Conference. July 24-28, 2011. Beijing, China.

Baym, G., and **Shah, C.** (2011). The Online Flow of Environmental Advocacy Clips From The Daily Show and The Colbert Report. In Proceedings of the International Communication Association (ICA) 2011 Conference. May 26-30, 2011. Boston, MA.

Shah, C., and Yazdani, T. n. (2011). Politics 2.0 with Facebook – Collecting and Analyzing Public Comments on Facebook for Studying Political Discourses . In Proceedings of the Journal of Information Technology and Politics (JITP) Conference. May 16-17, 2011. Seattle, WA.

Shah, C., and File, C. (2011). InfoExtractor – A Tool for Social Media Data Mining. In Proceedings of the Journal of Information Technology and Politics (JITP) Conference. May 16-17, 2011. Seattle, WA.

Shah, C., and Gonzalez-Ibanez, R. (2010). Exploring Information Seeking Processes in Collaborative Search Tasks. In *Proceedings of American Society of Information Science and Technology (ASIST)*. Pittsburgh, PA. October 22-27, 2010.

Shah, C., and Pomerantz, J. (2010). Evaluating and Predicting Answer Quality in Community QA. In *Proceedings of ACM SIGIR 2010 Conference*. Geneva, Switzerland: July 19-23, 2010.

Sayre, B., Bode, L., Wilcox, D., Shah, D. V., and **Shah, C.** (2009). Message flows in a digital age: tracking attention to Prop. 8 in social media and conventional news. In *Proceedings of Association of Internet Researchers (AOIR) Conference*. Milwaukee, Wisconsin: October 8-10, 2009.

Edgerly, S., Vraga, E., Fung, T., Moon, Tae J., Yoo, Woo H., Veenstra, A., and **Shah, C.** (2009). YouTube as a public sphere: the Proposition 8 debate. In *Proceedings of Association of Internet Researchers (AOIR) Conference*. Milwaukee, Wisconsin: October 8-10, 2009.

Lee, C. A., Marciano, R., Hou, C., **Shah, C.** (2009). Mainstreaming Preservation through Slicing and Dicing of Digital Repositories: Investigating Alternative Service and Resource Options for ContextMiner Using Data Grid Technology. In *Proceedings of iPRES 2009*. San Francisco: October 5-6, 2009.

Marchionini, G., **Shah, C.**, Lee, C. A., Capra, R. (2009). Query Parameters for Harvesting Digital Video and Associated Contextual Information. In *Proceedings of IEEE ACM Joint Conference on Digital Libraries (JCDL) 2009*. Austin, Texas: June 15-19, 2009.

Shah, C. (2009). Supporting Research Data Collection from YouTube with TubeKit. In *Proceedings of YouTube and 2008 Election Cycle in the United States*. Amherst, MA: April 16-17, 2009.

Shah, C., Marchionini, G., and Kelly, D. (2009). Learning Design Principles for a Collaborative Information Seeking System. In *Proceedings of ACM SIGCHI Conference 2009*. Boston, MA: April 4-9, 2009.

Shah, C., and Marchionini, G. (2008). Hunting for Hip, Hipsters, and Happenings on YouTube. In *Proceedings of ASIST 2008 Annual Meeting*. Columbus, OH: October 24-29, 2008.

Oh, S., Oh, J. S., and **Shah, C.** (2008). The Use of Information Sources by the Internet Users in Answering Questions. In *Proceedings of ASIST 2008 Annual Meeting*. Columbus, OH: October 24-29, 2008.

Kelly, D., **Shah, C.**, Sugimoto, C. R., Bailey, E. W., Clemens, R. A., Irvine, A. K., Johnson, N. A., Ke, W., Oh, S., Poljakova, A., Rodriguez, M. A., van Noord, M. G., and Zhang, Y. (2008). The effects of performance feedback on users' evaluations of an interactive IR system. In *Proceedings of the 2nd Symposium on Information Interaction in Context (IliX)*. London, UK: Oct. 14-17, 2008.

Pickens, J., Golovchinsky, G., **Shah, C.**, Qvarfordt, P., and Back, M. (2008). Algorithmic Mediation for Collaborative Exploratory Search. In Proceedings of ACM SIGIR 2008 Conference. Singapore: July 20-24, 2008.

Capra, R., Lee, C. A., Marchionini, G., Russell, T., **Shah, C.**, and Stutzman, F. (2008). Selection and Context Scoping for Digital Video Collections: An Investigation of YouTube and Blogs. In *Proceedings of IEEE ACM Joint Conference on Digital Libraries (JCDL) 2008*. Pittsburgh, PA: June 16-20, 2008.

Shah, C. and Eguchi, K. (2007). Use of Topicality and Information Measures to Improve Document Representation for Story Link Detection. In *Proceedings of European Conference on Information Retrieval (ECIR) 2007*. Rome, Italy: April 2-5, 2007.

Shah, C., and Gonzalez-Ibanez, R. (2010). Exploring Information Seeking Processes in Collaborative Search Tasks. In *Proceedings of American Society of Information Science and Technology (ASIST)*. Pittsburgh, PA. October 22-27, 2010.

Shah, C., and Croft, W. B. (2004). Evaluating High Accuracy Retrieval Techniques. In *Proceedings of ACM SIGIR 2004*. Sheffield, UK: July 25-29, 2004.

Shah, C., and Bhattacharyya, P. (2003). Improving Document Vectors Representation using Semantic Links and Attributes. In *Proceedings of International Conference on Natural Language Processing (ICON) 2003*. Mysore, India: December 2003.

Shah, C., Chaudhary, B., and Bhattacharyya, P. (2002). Constructing Better Document Vectors Using Universal Networking Language (UNL). In *Proceedings of International Conference on Knowledge Based Systems (KBCS) 2002*. Mumbai, India: December 2002.

Shah, C., and Bhattacharyya, P. (2002). A Study for Evaluating the Importance of Various Parts of Speech (POS) for Information Retrieval (IR). In *Proceedings of International Conference on Universal Knowledge and Language (ICUKL) 2002*. Goa, India: November 2002.

Technical Reports (unrefereed)

Eguchi, K. and **Shah, C.** (2006). Opinion Retrieval Experiments using Generative Models (Notebook Version). *TREC 2006*. NIST, Gaithersburg: November 2006.

Shah, C. (2006). Story Link Detection (SLD) Using Relational Knowledge Discovery. *MS Thesis*. UMass Amherst: April 2006.

Nallapati, R., and **Shah, C.** (2005). Evaluating the Quality of Query Refinement Suggestions in Information Retrieval. *Technical report #IR-521*. CIIR, UMass Amherst: April 2005.

Connell, M., Feng, A., Kumaran, G., Raghavan, H., **Shah, C.**, and Allan, J. (2004). UMass at TDT 2004 (Notebook Version). [Topic Detection and Tracking \(TDT\) 2004](#). NIST, Gaithersburg: December 2004.

Ramakrishnan, G., Bellare, K., **Shah, C.**, and Paranjpe, D. (2003). Generic Text Summarization Using WordNet for Novelty and HARD (Notebook Version). *TREC 2003*. NIST, Gaithersburg: December 2003.

Shah, C. (2002). Text Documents Classification using Self-Organizing Map (SOM) for Information Retrieval. *MTech Thesis*. IIT Madras, India: January 2002.

Shah, C. (2002). Automatic Organization of Text Documents in Categories Using Self-Organizing Map (SOM). *IEEE's Regional Student Paper Contest*.

Shah, C. (2000). EnConversion System from English to Universal Networking Language (UNL). *BE Project Dissertation*. IIT Bombay, India: April 2000.

Teaching Activities

Special Courses Taught:

Teaching a short course on Community Q&A at the Russian Summer School on Information Retrieval (RuSSIR) at Yaroslavl, Russia. August, 2012.

Taught a tutorial on collaborative information seeking at the Web Search and Data Mining (WSDM) 2012 conference in Seattle, WA. February 8, 2012.

Taught a short course on Collaborative Information Retrieval at the Russian Summer School on Information Retrieval (RuSSIR) at St Petersburg, Russia. August 2011.

Teaching assistant for Computer Organization (graduate level) course under Prof. S. Raman at IIT Madras, India, Spring 2001.

Teaching assistant at Ushamartine Academy of Communication Technology (UACT), India for training professionals from various commercial firms such as Wipro, TCS, Infosys, etc. Fall 2000.

Course for professionals on building e-commerce applications using various technologies such as ASP, Windows NT, IIS, etc. at Pro-Link Academy, Navsari, India, Summer 2000.

Seminars to students and professionals on web technologies at National Institute of Information Technology (NIIT), Navsari, India, Summer 1999.

Taught Programming with Java to professionals at Paradise Computers, Navsari. Conducted a course on providing network solutions with Microsoft BackOffice at Databank, Navsari, India, Summer 1998.

Conducted a course on website creation at Databank, Navsari, India for professionals, Summer 1997.

Teaching Other:

Guest lecture in MLIS 540 class, Spring 2012. Rutgers University.

Guest lecture in CS 672 class, Fall 2011. Rutgers University.

Guest lecture in INLS 200 class, Spring 2008. UNC Chapel Hill.

Guest lecture in INLS 490 class, Spring 2008. UNC Chapel Hill.

Courses Taught:

Introduction to IR Systems Design (ITI 470 - online course) at SC&I, Rutgers University. Winter 2011.

Byrne First Year Seminar on "Republic of Web", Rutgers University. Fall 2011.

Human-Computer Interaction (ITI 230) at SC&I, Rutgers University. Fall 2011.

Human Information Behavior (MLIS 510) at SC&I, Rutgers University. Fall 2011.

Human Information Behavior (MLIS 510) at SC&I, Rutgers University. Spring 2011.

Object-Oriented Programming (ITI 202) at SC&I, Rutgers University. Spring 2011.

Object-Oriented Programming (ITI 202) at SC&I, Rutgers University. Fall 2010.

Information Retrieval Systems Design and Implementation (INLS490-154W) at SILS, UNC Chapel Hill. A self-designed course taught with video podcasts, an online quiz system, and other material for web-based teaching. (<http://www.inforetrieval.org>). Fall 2009.

Information Retrieval Systems Design and Implementation (INLS490-154) at SILS, UNC Chapel Hill. A self-designed course taught with specially created material (notes, assignments, etc.). Fall 2008.

Tools Developed

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

ContextMiner - a tool for curators and researchers for collecting data as well as contextual information by doing automated crawls from various sources, including YouTube, Flickr, Twitter, blogs, and the open web (<http://www.contextminer.org>) ContextMiner has been in use by more than 300 individuals and organizations around the world, helping them in a variety of research projects, including masters and PhD theses.

Coagmento - a collaborative information seeking, synthesis, and sense-making system (<http://www.coagmento.org>) This tool has been tested with cognitive walkthroughs, pilot runs, and lab studies. It is now deployed as an online service and being used by several groups, including the students of a graduate HCI class.

InfoExtractor - A tool for extracting structured information from social web. (<http://www.infoextractor.org>)

TubeKit - a toolkit for building crawlers for YouTube (<http://www.tubekit.org>) In about two years time, TubeKit has been downloaded nearly 500 times, and has served as a critical tool for data collection and analysis pertaining to research on online video participation.

XCreator - a web-based toolkit for creating browser plug-ins that helps in collecting user's browsing data. (<http://www.xcreator.org>) This toolkit can be very useful for creating tools for doing user studies that rely on monitoring user's online activities.

DiscoverInfo - a collection visualization interface for 1898 North Carolina election documents (<http://idl.ils.unc.edu/~chirag/DiscoverInfo/>)

DIToolkit - a toolkit to crawl, index, and visualize a collection (<http://idl.ils.unc.edu/~chirag/DIToolkit/>)

Data Collections Developed

YouTube Collections - consist of nearly 100,000 YouTube videos, collected for different topics including presidential elections and cancer research, over two years with a number of attributes recorded almost every day. The collection includes actual videos, user comments, and user profiles.

Yahoo! Answers - consists of more than 2,000,000 questions in 25 different categories, along with nearly 15,000,000 answers and close to 1,000,000 user profiles.

Links Data - includes inlinks and outlinks data crawled from the web about a number of talk-show videos. There are nearly 1,000,000 links extracted from such data, creating a huge graph of connections.

Conference Presentations, Lectures, Demonstrations

Keynote or Plenary Addresses:

Invitation to give the keynote speech at the International Scientific Conference of the University of Holguin, Cuba. April 25-27, 2011.

Conference Posters and Demos (refereed)

Gonzalez-Ibanez, R., Haseki, M., **Shah, C.** (2012). Understanding Effects of Time and Proximity on Collaboration: Implications for Technologies to Support Collaborative Information Seeking. Poster in Proceedings of ACM CHI Conference. Austin, TX: May 5-10, 2012.

Haseki, M., **Shah, C.**, Gonzalez-Ibanez, R. (2012). Time as a trigger of interaction and collaboration in research teams: a diary study. Poster in Proceedings of Computer-Supported Collaborative Work (CSCW) Conference. Seattle, WA: February 11-15, 2012.

Gonzalez-Ibanez, R., & **Shah, C.** (2011). Coagmento - A System for Supporting Collaborative Information Seeking. Demo in Proceedings of ASIST Annual Meeting. New Orleans, LA.

Kitzie, V., & **Shah, C.** (2011). Faster, Better, or Both? Looking at Both Sides of Online Question-Answering Coin. Poster in Proceedings of American Society of Information Science & Technology (ASIST) Annual Meeting. New Orleans, Louisiana.

Oh, J. S., **Shah, C.**, and Oh, S. (2009). User Participation Patterns Over Time in Yahoo! Answers. *Poster in Proceedings of ASIST 2009 Annual Meeting*. Vancouver, BC, Canada: November 6-11, 2009.

Lee, C. A., Marciano, R., Hou, C., and **Shah, C.** (2009). From harvesting to cultivating: transformation of a Web collecting system into a robust curation environment. *Poster in Proceedings of IEEE ACM Joint Conference on Digital Libraries (JCDL) 2009*. Austin, Texas: June 15-19, 2009.

Shah, C. (2009). ContextMiner - explore globally, aggregate locally. *Demo in Proceedings of IEEE ACM Joint Conference on Digital Libraries (JCDL) 2009*. Austin, Texas: June 15-19, 2009.

Shah, C. (2009). ContextMiner - Collect Different. Demo at DigCCurr 2009. Chapel Hill, NC: April 1-3, 2009.

Shah, C. (2008). TubeKit - A Query-based YouTube Crawling Toolkit. *Demo in Proceedings of IEEE ACM Joint Conference on Digital Libraries (JCDL) 2008*. Pittsburgh, PA: June 16-20, 2008.

Marchionini, G., Tibbo, H., **Shah, C.**, and Lee, C. A. (2007). Telling the Whole Story: Selecting and Collecting Web-Based Videos for Archival Collections. *Poster in Proceedings of Digital Curation Conference (DCC)*. Washington, DC, USA: December 2007.

Shah, C., Kelly, D., and Fu, X. (2007). Making Mind and Machine Meet - A Study of Combining Cognitive and Algorithmic Relevance Feedback. *Poster in Proceedings of ACM SIGIR 2007 Conference*. Amsterdam, The Netherlands: July 23-27, 2007.

Fu, X., Kelly, D., and **Shah, C.** (2007). Using Collaborative Queries to Improve Retrieval for Difficult Topics. *Poster in Proceedings of ACM SIGIR 2007 Conference*. Amsterdam, The Netherlands: July 23-27, 2007.

Shah, C. and Marchionini, G. (2007). DiscoverInfo: A Tool for Discovering Information with Relevance and Novelty. *Demo in Proceedings of ACM SIGIR 2007 Conference*. Amsterdam, The Netherlands: July 23-27, 2007.

Shah, C., and Marchionini, G. (2007). Capturing Relevant Information for Digital Curation. *Poster in Proceedings of IEEE ACM Joint Conference on Digital Libraries (JCDL) 2007*. Vancouver, BC, Canada: June 18-23, 2007.

Shah, C., and Marchionini, G. (2007). ContextMiner: A Tool for Digital Curator. *Demo in Proceedings of IEEE ACM Joint Conference on Digital Libraries (JCDL) 2007*. Vancouver, BC, Canada: June 18-23, 2007.

Shah, C., Croft, W. B., and Jensen, D. (2006). Representing Documents with Named Entities for Story Link Detection (SLD). *Poster in Proceedings of International Conference on Information and Knowledge Management (CIKM) 2006*. Arlington VA, USA: October 2006.

Shah, C., and Khan, A. N. (2001). Spoken Document Retrieval (SDR) for Broadcast News in Indian Languages. *Poster in Proceedings of IEEE's International Conference on Acoustics, Speech, and Signal Processing (ICASSP) 2001*. Salt Lake City UT, USA: May 2001.

Workshop Papers (refereed)

González-Ibáñez, R., **Shah, C.**, and Haseki, M. (2011). A Method to Evaluate the Synergic Effect in Collaborative Information Seeking. *Poster at the Fifth Workshop on Human-Computer Interaction and Information Retrieval (HCIR)*. Mountain View, CA. October 20, 2011.

Shah, C., and Marchionini, G. (2009). Query reuse in exploratory search tasks. *Poster at Workshop on Human-Computer Interaction and Information Retrieval (HCIR) 2009*. Washington, DC: October 23, 2009.

Shah, C. (2009). Lessons and Challenges for Collaborative Information Seeking (CIS) Systems Developers. *Proceedings of Collaborative Information Behavior Workshop at GROUP 2009*. Sanibel Island, Florida: May 10, 2009.

Marchionini, G., Capra, R., and **Shah, C.** (2008). Focus on results: personal and group information seeking over time. *Poster at Workshop on Human-Computer Interaction and Information Retrieval (HCIR) 2008*. Seattle, WA: October 23, 2008.

Shah, C. (2008). Toward Collaborative Information Seeking (CIS). *Proceedings of Collaborative Exploratory Search workshop at JCDL 2008*. Pittsburgh, PA: June 20, 2008.

Shah, C., and Marchionini, G. (2007). Preserving 2008 US Presidential Election Videos. *Proceedings of International Web Archiving Workshop (IWAW)*. Vancouver, BC, Canada: June 23, 2007.

Shah, C., and Gupta, R. (2005). Building Plans for Household Tasks from Distributed Knowledge. *Poster in Proceedings of IJCAI 2005 Workshop - Modeling Natural Action Selection (MNAS)*. Edinburgh, UK: July 2005.

Doctoral Colloquia (refereed)

Shah, C. (2008). Understanding System Implementation and User Behavior in a Collaborative Information Seeking Environment. *Doctoral Consortium at SIGIR 2008*. Singapore: July 20, 2008.

Shah, C. (2008). *Understanding System Implementation and User Behavior in a Collaborative Information Seeking Environment*. *Doctoral Consortium at JCDL 2008*. Pittsburgh, PA: June 16, 2008.

Panels (refereed)

Radford, M., **Shah, C.**, Mon, L., & Gazan, R. (2011). Stepping Stones to Synergy: Social Q&A and Virtual Reference. Peer-reviewed panel at ASIST 2011 Annual Meeting. New Orleans, LA.

Radford, M. L., Connaway, L. S., Pomerantz, J., **Shah, C.**, Oh, J. S., Oh, S., and Gazan, R. (2009). Opportunities, Threats, & Theoretical Approaches: Research in Traditional and Social Virtual Reference Quality. *Peer-reviewed panel at ASIST 2009 Annual Meeting*. Vancouver, BC, Canada: November 6-11, 2009.

Shachaf, P., Rosenbaum, H., Abels, E., Radford, M., Connaway, L., Gazan, R., and **Shah, C.** (2009). Social Reference and Digital Reference: Online question answering practices in two diverse communities. *Peer-reviewed panel at ASIST 2009 Annual Meeting*. Vancouver, BC, Canada: November 6-11, 2009.

Contributed Talks

Evaluating the Synergic Effect of Collaboration in Information Seeking. SIGIR 2011 paper presentation. Beijing, China. July 27, 2011.

Cashing on the Wisdoms of Crowds for Question Answering. ASIST 2009 Panel on Social Reference and Digital Reference: Online Question Answering Practices in Two Diverse Communities (SIGs SI, BWP, USE). Vancouver, BC, Canada. November 10, 2009.

The Same, Yet Different Comparing Studies of "Traditional" Digital Reference and Social Q&A. Presentation with Sanghee Oh on ASIST 2009 Panel on Opportunities, Threats, & Theoretical Approaches: Research in Traditional and Social Virtual Reference Quality (SIG HCI). Vancouver, BC, Canada. November 9, 2009.

Supporting Research Data Collection from YouTube with TubeKit. At YouTube and the 2008 Election Cycle in the United States Conference. April 16, 2009. Amherst, MA. **(3rd prize winner)**

Hunting for Hip, Hipsters, and Happenings on YouTube. ASIST 2008 presentation. Columbus, Ohio. October 27, 2008.

Understanding System Implementation and User Behavior in a Collaborative Information Seeking Environment. SIGIR 2008 Doctoral Consortium. Singapore. July 20, 2008.

Understanding System Implementation and User Behavior in a Collaborative Information Seeking Environment. JCDL 2008 Doctoral Consortium. Pittsburgh, PA. June 16, 2008.

From Searching to Exploring, From Finding to Understanding, and From Seeing to Visualizing the Information. University Research Day Poster **(2nd prize winner)**. UNC Chapel Hill. March 4, 2008.

Preserving 2008 US Presidential Election Videos. International Web Archiving Workshop (IWAW) 2007. Vancouver, BC, Canada. June 23, 2007.

Use of Topicality and Information Measures to Improve Document Representation for Story Link Detection. European Conference on Information Retrieval (ECIR) 2007. Rome, Italy: April 3, 2007.

Topic Linking With Blogs - TREC 2006 Blog Track: Open Task. TREC 2006 at NIST. November 14, 2006.

Evaluating High Accuracy Retrieval Techniques. SIGIR 2004. Sheffield, UK. July 2004.

Invited Talks

Online Question-Answering: Virtual Referencing to Social Q&A and Back. Web-based talk to ASIST Student Chapter at University of Alabama: November 10, 2011.

Seeking Synergy in Information Seeking. Guest lecture in CS672: Recommendation and Search Engines. Dept. of CS, Rutgers University. October 28, 2011.

Beyond Google: A Quest to Understand Information Seeking Across Time and People. CRADLE Talk. UNC Chapel Hill. December 4, 2009.

Awareness in Collaborative Information Seeking. SILS Research Symposium. October 30, 2009.

Toward a model for Collaborative Information Seeking, Synthesis, and Sense-making: A Work in Progress. University of Maryland. October 13, 2009.

Toward a model for Collaborative Information Seeking, Synthesis, and Sense-making: A Work in Progress. Pennsylvania State University. October 12, 2009.

System-mediated and user-mediated Collaborative Information Seeking (CIS). University of Sheffield, UK. August 21, 2009.

System-mediated and user-mediated Collaborative Information Seeking (CIS). Microsoft Research Cambridge, UK. August 19, 2009.

A Story of Context-Capturing and Cross-Country Coding. University of Wisconsin at Madison. August 12, 2009.

Republic of Web: A web of, by, and for the people. CRADLE talk. UNC Chapel Hill. November 14, 2008.

Collaborative Information Seeking: Counting on the Wisdom of Crowd. INLS 200 guest lecture. UNC Chapel Hill. October 23, 2008.

Collaborative Information Seeking: Cashing on the Wisdom of Crowd. School of Computer Sciences, Universiti Sains Malaysia. Penang, Malaysia. July 30, 2008.

Collaborative Information Seeking: An Art of Making 1+1>2. INLS 490 guest lecture. UNC Chapel Hill. April 21, 2008.

Collaborative Information Retrieval: All for One and One for All. INLS 200 guest lecture. UNC Chapel Hill. March 24, 2008.

We, the People on YouTube: Understanding Democracy of, by, and for the Online Media Sharing. University Research Day Talk. UNC Chapel Hill. March 4, 2008.

Hunting for Hip, Hipsters, and Happenings on YouTube - A ContextMiner Story. CRADLE Talk. UNC Chapel Hill. September 21, 2007.

Finding Connectors, Mavens, and Salesmen on YouTube. Yahoo! Research Berkeley, CA. August 10, 2007.

Collaborative Exploratory Search (CES) - A Beginning. Summer Interns Presentation at FXPAL, CA. August 7, 2007.

Two is a company: A step toward building a Collaborative Exploratory Search (CES) environment. WHIP Talk at FXPAL, CA. June 6, 2007.

Mining Contextual Information for Ephemeral Digital Video Preservation: A Beginning. Research Issues and Questions Seminar. UNC Chapel Hill. April 24, 2007.

Digital Museums and User Interaction. With Amy Morgan and Stephanie Adamson in Human Information Interaction class. UNC Chapel Hill. April 24, 2007

Investigating the Effects of Faceted Interfaces - Research Proposal. Human Computer Interaction (HCI) Seminar. UNC Chapel Hill. December 14, 2006.

Relevance Revisited. Research Issues & Questions Seminar. UNC Chapel Hill. November 21, 2006.

Use of Topicality and Information Measures to Improve Representation for Story Link Detection (SLD). National Institute of Informatics (NII), Tokyo, Japan. August 16, 2006.

Using Named Entities Based Representation for Story Link Detection (SLD). UMass Amherst. May 5, 2006.

Story Link Detection (SLD) using Named Entity Graphs. NorthEastern University, Boston. January 6, 2006.

A formal study of Terminological Feedback. UMass Amherst. January 13, 2005.

Model Selection in Unsupervised Tracking. UMass Amherst. January 6, 2005.

Building Plans for Household Tasks from Distributed Knowledge. Honda Research Institute (HRI), Mountain View, CA. August 13, 2004.

Organizing and Chairing Activities

Participation in Organizing or Chairing Conferences, Workshops, and Organizations:

2012: Co-organizer of Social Search Social (SSS) 2012 at Microsoft Research, Redmond, WA: February 11, 2012.

2011-ongoing: Chair for the Posters/Demos/Videos track at the ASIST 2011 conference in New Orleans, LA.

2011-ongoing: Organizer of a workshop on Collaborative Information Seeking (CIS) at the ASIST 2011 conference in New Orleans, LA.

2010: Organizer of a workshop on Collaborative Information Seeking (CIS) at the ACM Group 2010 conference in Sanibel Island, FL.

2009: Chair for the Information Retrieval track at HLT-NAACL 2009 Student Research Workshop.

2008: Chair for a session on "Archiving and Web Tools for DL" at JCDL 2008 conference.

Memberships

Membership/Offices Held in Scholarly and Professional Societies:

2008-ongoing: Member, American Society of Information Science and Technology (ASIST).

2000-ongoing: Member, Association of Computing Machinery (ACM).

1999-ongoing: Microsoft Certified Professional.

1998-1999: President of Institute of Electrical and Electronic Engineering (IEEE) Student Branch at Nadiad, India.

1997-2002: Student member, Institute of Electrical and Electronic Engineering (IEEE).

Funding

Internally-Funded Research and/or Training Grants:

07/2012-06/2013: (Grant Amount: \$22,700) Rutgers Faculty Research Grant for project "IRIS - Information Retrieval and Interaction System for Collecting, Discovering, and Managing Information", Shah, C.

01/2012-08/2012: (Grant Amount: \$2,700) Grants to Get Grants (G2GG) by the School of Communication & Information (SC&I) to support data analysis relating to collaborative information seeking., Shah, C.

05/2011-04/2012: (Grant Amount: \$1,500) Research Council Grant for project "Supporting Creative and Sustainable Learning in Youth through SMORE: Social Media for Online Reified Education", Shah, C.

01/2011-05/2011: (Grant Amount: \$1,500) Grants to Get Grants (G2GG) by the School of Communication & Information (SC&I) to support proposal writing efforts., Shah, C.

Externally-Funded Research and/or Training Grants:

10/2011-09/2013: (Grant Amount: \$250,000) Seeking Synchronicity: Evaluating Virtual Reference Services from User, Non-User and Librarian Perspectives., Radford, M, Connaway, L, and Shah, C

09/2011-ongoing: (Grant Amount: \$20,000) Yahoo! Campus Innovation Award for project "Reimagining and Reinvigorating Information Seeking with a Novel Approach to Collaborative Information Seeking", Shah, C

10/2010-01/2012: (Grant Amount: \$12,616) Sub-grant from the Smithsonian Institution through UMass Amherst to develop ContextMiner, InfoExtractor, and related services., Shah, C.

01/2011-12/2011: (Grant Amount: \$14,408) OCLC/ALISE Library & Information Science Research Grant Program (LISRGP) award for the project titled "Modalities, Motivations, and Materials – Investigating Traditional and Social Online Q&A Services", Shah, C.

Patent Information

Patents Received:

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

Service

Service to Rutgers University:

01/2012-ongoing: Member, SC&I undergraduate task-force.

09/2011-ongoing: Member, LIS PhD curriculum committee.

09/2010-09/2011: Member, financial committee for the MLIS accreditation.

09/2010-ongoing: Member, research committee.

Contributions to the Advancement of the Academic Profession:

2011: Reviewer for National Science Foundation (NSF) Information & Intelligent Systems (IIS) CAREER program.

2009-ongoing: Program committee member for ACM Special Interest Group on Information Retrieval (SIGIR) conferences since 2009.

2008-2012: Reviewer for ACM CHI conference since 2008.

2009-2011: Program committee member for JITP 2009 and JITP 2011 conferences.

2011-2012: Reviewer for International Conference on Computer-Supported Cooperative Work (CSCW) since 2011.

2010-ongoing: Reviewer services provided to the Journal of Computer-Supported Cooperative Work (CSCW).

2010-ongoing: Reviewer services provided to the Journal of American Society of Information Science and Technology (JASIST).

2010-ongoing: Reviewer services provided to the Journal of Information Science (JIS).

2010-ongoing: Reviewer services provided to the Journal of Internet & Policy.

2010: Reviewer for International Journal on Computer Science and Information Systems (IJCSIS).

2010: Reviewer for International Conference on Computational Linguistics (COLING) 2010.

2009: Reviewer for IP&M Special Issue on Collaborative Information Seeking.

2009: Reviewer for a book on Collaborative Information Behavior, edited by Jonathan Foster.

2009: Student volunteer for SIGIR 2009 conference.

2008: Reviewer for JCDL 2008 conference.

2007: Reviewer for CIKM 2007 conference.

Students Supervised**Master's or Doctoral Students by Type of Supervision:**

Doctoral Examiner: Roberto González (PhD in Library & Information Science) - Written and oral comprehensive exams.

Doctoral Examiner: Daniel Halpern (PhD in Communication) - Written and oral comprehensive exams.

Postdoctoral Trainees:

Dr. Ying Zheng from Chinese Academy of Science. October 2011-March 2012.

Students Supervised for Independent Studies:

UG: Maggie Boyraz. Communication PhD student. Working with me during Spring-Summer 2012 for qualitative analysis using G2GG funds.

UG: Hoda Abdolrazek. ITI Honors Thesis during Fall 2011-Spring 2012.

Grad: Hang Xu. ECE master's student. Worked with me during Fall 2011 on Coagmento project.

Grad: Erik Choi. Communication PhD student. Independent study during Fall 2011.

UG: Phillip Quiza. CS major. Working with me since Fall 2011 on ContextMiner project.

UG: Chui Tang. ITI major worked with me on Coagmento project during 2011-2012 academic year.

UG: Cody Bruno. ITI independent study during Spring 2012.

UG: Brian Carroll. ITI major. I served as the advisor for his internship at UBS during Summer 2011.

Grad: Roberto Gonzalez-Ibanez. LIS PhD student. Working with me since Summer 2010 on various issues related to collaborative information seeking (CIS). Conducted a large-scale lab study with nearly 200 participants, helped develop our CIS system Coagmento. Also involved in an interview study currently being run and a field testing study planned soon. Practicum during Spring 2011.

Grad: Muge Haseki. Communication PhD student. Working with me since Spring 2011 on investigating various aspects related to communication in collaboration.

Grad: Pamela Read. LIS PhD student. Working with me since Fall 2010 on social media usage and effects among the millennials. Ongoing study that involves interviewing high school students individually and in focus groups. Also planned a study to investigate the usage of our collaborative information seeking system Coagmento among high school seniors during their final group project.

Grad: Charles File. JMS PhD student. Working with me since Fall 2010 on a Smithsonian-funded project to develop resources for studying social media usage in socio-political issues. Helped with furthering ContextMiner and InfoExtractor development, as well as Facebook integration.

Grad: Jaqueline Woolcott. MLIS student. Working with me since Fall 2010 on social media usage and effects among the millennials. Ongoing study that involves interviewing high school students individually and in focus groups.

Grad: Lupita S-O'Brien. MLIS student. Working with me since Fall 2010 on social media usage and effects among the millennials. Ongoing study that involves interviewing high school students individually and in focus groups.

Grad: Stephanie DiGiovanni. MCIS student. Practicum during Spring 2011 investigating online communities formation and participants' roles.

Grad: Daulat Lakhani. MCIS student. Practicum during Spring 2011 investigating leadership styles and their effects on productivity in collaboration.

Grad: Tayebah Yazdani nina. MLIS student. Working with me since Fall 2010 on analyzing public comments in social media sites for understanding various socio-political issues.

Grad: Vanessa Kitzie. MLIS student. Working with me since Fall 2010 on social Q&A, also funded by my OCLC/ALISE research award. Conducted two interview-based studies, and literature review.

UG: Steven De Feo. Undergraduate ITI major. Working with me since Spring 2011, developing Android-based app for Coagmento to allow us do field testing with this collaborative information seeking system.

UG: Vimal Persaud. Undergraduate ITI major. Working with me since Spring 2011, developing Android-based app for Coagmento to allow us do field testing with this collaborative information seeking system.

UG: Josh Cartagena. Undergraduate ITI major. Working with me since Spring 2011, developing Android-based app for Coagmento to allow us do field testing with this collaborative information seeking system.

UG: Zachary Pinner. Undergraduate ITI major. Working with me since Spring 2011, developing Android-based app for Coagmento to allow us do field testing with this collaborative information seeking system.

UG: Abhijna Baddi. Undergraduate ITI major. Conducted a lab study to evaluate the effectiveness of dynamic search suggestions and dynamic search results (Google Instant) features of search engines. With Kanan Parikh, she presented a poster at both SC&I Undergraduate Research Day and at Rutgers Aresty Poster Session.

UG: Kanan Parikh. Undergraduate ITI major. Conducted a lab study to evaluate the effectiveness of dynamic search suggestions and dynamic search results (Google Instant) features of search engines. With Abhijna Baddi, she presented a poster at both SC&I Undergraduate Research Day and at Rutgers Aresty Poster Session.

Academic Advisement:

Maggie Murphy. MLIS student. Fall 2011.

Amanda Brennan. MLIS student. Spring 2011.

Mariel DiSibio. MLIS student. Spring 2011.