

Chirag Shah

Title and Address

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Employment History

Faculty Positions

- Professor, Information School (iSchool), University of Washington. 08/2019-ongoing.
- Adjunct Professor, Paul G. Allen School of Computer Science & Engineering (CSE). 03/2020-ongoing.
- Adjunct Professor, Human Centered Design & Engineering (HCDE). 03/2020-ongoing.
- Founding Co-Director, Responsibility in AI Systems & Experiences (RAISE). 01/2021-ongoing.
- Affiliate, eScience Institute. 01/2021-ongoing.
- Visiting Professor, Peking University, China. 12/2020-ongoing.
- Research Associate, University of Pretoria, South Africa. 04/2020-ongoing.
- Founding Director, InfoSeeking Lab. 07/2010-ongoing.
- Associate Professor, School of Communication & Information (SC&I), Rutgers University. 07/2016-06/2019.
- Assistant Professor, School of Communication & Information (SC&I), Rutgers University. 07/2010-06/2016.
- Rutgers University Senator. 07/2017-06/2020.
- Affiliate member of Rutgers Climate Institute. 2016-2019.
- Affiliate member of graduate faculty, Dept. of Computer Science, Rutgers University. 2013-2020.

Professional Positions and Consultancy

- Visiting Researcher, Amazon. 01/2026-Ongoing. Working on building and evaluating AI agents for AWS.
- Consultant, Keystone Strategy. 07/2024-06/2025. Consulted on a project involving technical assessment of TikTok recommendation algorithm. Produced multiple reports for different audiences.
- Visiting Researcher, Microsoft Research (MSR). Redmond, WA. 07/2024-09/2024. Worked on developing a set of new types of agents and an Agentic Ecosystem.
- Visiting Researcher, Microsoft Research (MSR). Redmond, WA. 05/2023-09/2023. Led a project on using LLMs for building, assessing, and using taxonomies.
- Visiting Professor, Getty Images. Seattle, WA. 06/2021-12/2021. Led various projects involving image search optimization and building a new evaluative architecture.
- Visiting Researcher, Microsoft Research (MSR) AI. Redmond, WA. 04/2020-08/2020. Led a project on task-based search systems.
- Amazon Scholar, Amazon. Seattle, WA. 05/2019-12/2019. Build a new personalization algorithm that models customer journey for enhanced recommendations.
- Visiting Research Scientist, Spotify. New York City, NY. 05/2018-01/2019. Consulted on two projects: (1) addressing open-ended search requests through audio interface; and (2) assessing and creating marketplace fairness.
- Consultant, United Nations Data Analytics Group. New York City, NY. 09/2016-06/2018. Advised on various data science projects involving humanitarian issues, focusing on UN's Sustainable Development Goals (SDGs).
- Consultant, Brainly, Inc. Krakow, Poland. 06/2016-08/2017. Consulted on various projects involving identification of struggling and star users, problematic content, and quality assessment.
- Scientific Advisor, Texifter, LLC. Springfield, MA. 10/2010-09/2012.

Internship and Industry Positions

- Director of Web Technologies, Texifter, LLC. Springfield, MA. 09/2009-09/2010.
- Intern at Fuji Xerox Palo Alto Lab (FXPAL). Palo Alto, CA. 06/2007-08/2007.
- Intern at National Institute of Informatics (NII). Tokyo, Japan. 06/2006-08/2006.
- Intern at Honda Research Institute. Mountain View, CA. 06/2004-08/2004.

Education

Highest Degree Earned

PhD in Information Science from University of North Carolina (UNC) Chapel Hill (2010).

Other Degrees Earned

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

Honors and Awards

Fellowships

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

Professional Awards and Honors

- IEEE Award on “Pioneering Leadership in Trustworthy AI”. (December 2024).
- ASIS&T Research in Information Science Award. (October 2024).
- AAHSL/GIR Nina Matheson Lecture Award. (November 2023).
- SIG USE Outstanding Contributions to Information Behavior Research Award. (October 2023).
- ACM Distinguished Member inductee. (December 2022).
- IEEE Senior Member inductee. (April 2022).
- ASIS&T Distinguished Member Inductee. (July 2021).
- Karen Spärck Jones Award. Accepted at ECIR 2020 Conference.
- Best Paper Award at ASIS&T 2019 Conference.
- ACM Senior Member inductee. (October 2017).
- Chancellor’s Scholar Award (\$5,000 per year for five years). Rutgers University. (July 2017).
- Best Student Paper Award (\$500) at ACM/IEEE Joint Conference on Digital Libraries (JCDL) Conference. (June 2016).
- ASIS&T Chapter Event of the Year Award (accepted as the Chair of the New Jersey Chapter). 2016.
- SIG USE Best Poster Award (\$200) at ASIS&T 2013 Conference.
- Association of Information Science and Technology (ASIS&T)’s James M. Cretsos Leadership Award. (November 2013).
- Dept. of Library & Information Science (LIS) Distinguished Achievement in Research Award. (May 2012).
- Rutgers University’s nomination (on competitive basis) for Microsoft Faculty Fellow. (September 2011).
- Best Paper award in Political Communication category at the International Communication Association (ICA) Annual Conference. (May 2011).
- Best Political Science Software Award to ContextMiner by American Political Science Association. (September 2010).
- SIG USE award for interdisciplinary conference travel (\$200). (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, 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).

Selected Funding

External Funding

- 01/2026-12/2026 (Grant Amount: **\$10,000**) NexTAGE Aria (**CoMotion**), **Shah, C. (PI)**
- 06/2025-05/2027 (Grant Amount: **\$8,000**) Research Experience for Undergraduates (REU) supplemental award from the National Science Foundation (**NSF**) “A DREAM Proactive Conversational System” project, **Shah, C. (PI)**
- 10/2024-09/2025 (Grant Amount: **\$100,000**) "Investigations in Foundational Models for Recommendation with Applications to Complex Domains" (**NSF**), Nasraoui, O. (PI), & **Shah, C. (Co-PI)**
- 06/2024-05/2027 (Grant Amount: **\$260,047**) "A DREAM Proactive Conversational System" from the National Science Foundation (**NSF**), **Shah, C. (PI)**
- 08/2023-07/2024 (Grant Amount: **\$20,000**) Bill & Melinda Gates Foundation grant for project “Detecting and Mitigating Biases in Large Language Models”, **Shah, C. (PI)**
- 04/2023-03/2024 (Grant Amount: **\$120,000**) Amazon Research Award for project "Fairness as a Service: Operationalizing Fairness in Search and Recommendation Applications Through a Novel Multi-Objective Optimization Framework", **Shah, C. (PI)**
- 01/2022-08/2022 (Grant Amount: **\$8,000**) Research Experience for Undergraduates (REU) supplemental award from the National Science Foundation (**NSF**) Explainable Recommendations project, **Shah, C. (PI)**
- 06/2020-08/2022 (Grant Amount: **\$8,000**) Research Experience for Undergraduates (REU) supplemental award from the National Science Foundation (**NSF**) for InfoFostering project, **Shah, C. (PI)**
- 04/2020-10/2020 (Grant Amount: **\$23,815**) Workshop on Intelligent Systems for Information Exploration and Access (iSEA) from the National Science Foundation (**NSF**), **Shah, C. (PI)**
- 10/2019-09/2022 (Grant Amount: **\$499,735**) “Towards Explainable Recommendation Systems” from the National Science Foundation (**NSF**), Zhang, Y. (PI), & **Shah, C. (Co-PI)**
- 05/2019-04/2020 (Grant Amount: **\$20,000**) Google Cloud Credits for project titled “Neural Information Retrieval (NeuIR) Models for Conversational Systems” (**Google**), **Shah, C. (PI)**
- 02/2019-01/2020 (Grant Amount: **\$100,000**) Amazon Research Award for project “Addressing Cold Start Problem in Personalization and Recommendation Using Proactive Information Retrieval” (**Amazon**), **Shah, C. (PI)**
- 06/2018-08/2020 (Grant Amount: **\$16,000**) Research Experience for Undergraduates (REU) supplemental award from the National Science Foundation (**NSF**), **Shah, C. (PI)**
- 09/2017-08/2020 (Grant Amount: **\$499,656**) “Information Fostering - Being Proactive in Information Seeking,” from the National Science Foundation (**NSF**), **Shah, C. (PI)**
- 05/2017-04/2019 (Grant Amount: **\$1,426,420**) “Interactive technology for media literacy drug prevention in community groups,” from the National Institute of Health (**NIH**)’s National Institute for Drug Abuse (NIDA). Greene, K. (Co-PI), Hench, M. (Co-PI) & **Shah, C. (Co-I)**.
- 07/2016-06/2019 (Grant Amount: **\$490,973**) “Online Q&A in STEM Education: Curating the Wisdom of the Crowd,” from the Institute of Museum and Library Services (**IMLS**). **Shah, C. (PI)**, & Gazan, R.
- 05/2016-08/2017 (Grant Amount: **\$8,000**) Research Experience for Undergraduates (REU) supplemental award from the National Science Foundation (**NSF**), Belkin, N. (PI), & **Shah, C. (Co-PI)**

- 09/2016-08/2017 (Grant Amount: **\$62,813**) “Predicting Search Behavior Using Physical and Online Explorations,” from **Google**. **Shah, C. (PI)**, & Singh, V.
- 09/2015-08/2016 (Grant Amount: **\$30,000**) “Content and user evaluations in community-based Q&A,” from **Brainly**. The unrestricted funds are provided, along with the access to Brainly’s data, to start a new collaboration with them on various research problems around online Q&A., **Shah, C. (PI)**
- 07/2015-06/2017 (Grant Amount: **\$1,400**) **Amazon’s** “Education and Research Award” (includes Amazon’s infrastructure support and \$1,400 in AWS credits), **Shah, C. (PI)**
- 09/2014-08/2017 (Grant Amount: **\$499,425**) “Characterizing and Evaluating Whole Session Interactive Information Retrieval,” from the National Science Foundation (**NSF**), Belkin, N. (PI), & **Shah, C. (Co-PI)**
- 09/2014-08/2016 (Grant Amount: **\$10,000**) “Deriving Insights from Large Scale Social Media Data,” from **Google** (as Google Cloud Credits), **Shah, C. (PI)**
- 09/2013-08/2014 (Grant Amount: **\$53,032**) “Automatic Identification of Information Searcher Intentions During an Information Seeking Session,” by **Google**, Belkin, N. (PI), & **Shah, C. (Co-PI)**
- 06/2013-05/2015 (Grant Amount: **\$2,000**) **Amazon’s** “Education and Research Award” (includes Amazon’s infrastructure support and \$2,000 in AWS credits), **Shah, C. (PI)**
- 09/2012-02/2015 (Grant Amount: **\$219,126**) “Building Communities for Transforming Social Media Research with SOCRATES: SOcial and CRowdsourced AcTivities Extraction System,” from the National Science Foundation (**NSF**)’s Building Community and Capacity for Data-Intensive Research in the Social, Behavioral, and Economic Sciences and in Education and Human Resources (BCC-SBE/EHR), **Shah, C. (PI)**, Naaman, M. (co-PI), & Mason, W. (co-PI)
- 09/2012-08/2015 (Grant Amount: **\$272,996**) “CIS3: Collaborative Information Seeking Support and Services in Libraries” (Grant Number RE-04-12-0105-12) from the Institute of Museum and Library Services (**IMLS**) under Laura Bush 21st Century Librarian Program Grant, **Shah, C. (PI)**
- 10/2011-09/2013 (Grant Amount: **\$250,000**) “Cyber Synergy: Seeking Sustainability Through Collaboration between Virtual Reference and Social Question and Answer Sites,” from the Institute of Museum and Library Services (**IMLS**) under the National Leadership Grant, Radford, M. (PI), Connaway, L. (co-PI), and **Shah, C. (Co-PI)**
- 09/2011-08/2012 (Grant Amount: **\$20,000**) **Yahoo!** Campus Innovation Award for project “Reimagining and Reinvigorating Information Seeking with a Novel Approach to Collaborative Information Seeking,” **Shah, C. (PI)**
- 01/2011-12/2011 (Grant Amount: **\$14,408**) **OCLC/ALISE** Library & Information Science Research Grant Program (LISRGP) award for the project titled “Modalities, Motivations, and Materials – Investigating Traditional and Social Online Q&A Services,” **Shah, C. (PI)**
- 10/2010-01/2012 (Grant Amount: **\$12,616**) Sub-grant from the **Smithsonian Institution** through UMass Amherst to develop ContextMiner, InfoExtractor, and related services, **Shah, C. (PI)**

Selected Publications

Books

1. **Shah, C.** (2026). *Agent Nation--How Autonomous AI Is Rewriting the Rules of Society--and What We Can Do About It*. Apress. <https://agentnationbook.org/>
2. **Shah, C.** (2026). *A Hands-On Introduction to Data Science with R*, 2/ed. Cambridge University Press. <https://www.cambridge.org/highereducation/books/a-hands-on-introduction-to-data-science-with-r/4760EF018DC0B739006E1ED7800F48BC>
3. **Shah, C.** (2026). *A Hands-On Introduction to Data Science with Python*, 2/ed. Cambridge University Press. <https://www.cambridge.org/highereducation/books/a-hands-on-introduction-to-data-science-with-python/566CEB0F844CAE44DBC80B811BE8BC51>
4. White, R. W. & **Shah, C.** (Eds.) (2025). *Information Access in the Era of Generative AI*. Springer Nature. 248p. <https://link.springer.com/book/10.1007/978-3-031-73147-1>
5. **Shah, C.** (2023). *A hands-on introduction to Machine Learning*. Cambridge University Press. <https://www.cambridge.org/highereducation/books/a-hands-on-introduction-to-machine-learning/>
6. **Shah, C.**, & White, R. W. (2021). *Task Intelligence for Search and Recommendation*. Synthesis Lectures on Synthesis Lectures on Information Concepts, Retrieval, and Services. Morgan & Claypool Publishers. <https://doi.org/10.2200/S01103ED1V01Y202105ICR074>
7. **Shah, C.** (2020). *A hands-on introduction to Data Science*. Cambridge University Press. <https://www.cambridge.org/us/academic/subjects/computer-science/knowledge-management-databases-and-data-mining/hands-introduction-data-science>
8. Liu, J., & **Shah, C.** (2019). *Interactive IR user study design, evaluation, and reporting*. Synthesis lectures on information concepts, retrieval, and services. Morgan & Claypool Publishers. <https://doi.org/10.2200/S00923ED1V01Y201905ICR067>
9. **Shah, C.** (2017). *Social information seeking: Leveraging the wisdom of the crowd*. The Information Retrieval (IR) series (Vol. 38). Springer International Publishing. <http://www.springer.com/us/book/9783319567556>
10. Hansen, P., **Shah, C.**, & Klas, C.-P. (Eds.) (2015). *Collaborative information seeking: Best practices, new domains, new thoughts*. The Computer-Supported Cooperative Work (CSCW) series. Springer International Publishing. <http://www.springer.com/us/book/9783319185415>
11. **Shah, C.** (2012). *Collaborative information seeking: The art and science of making the whole greater than the sum of all*. The Information Retrieval (IR) series (Vol. 34). Springer International Publishing. <http://www.springer.com/us/book/9783642288128>

Articles in Refereed Journals

1. **Shah, C.**, & Tamine, L. Why "human-AI collaboration" obscures what actually happens in information seeking. *Journal of the Association for Information Science and Technology (JASIST)*.
2. Kaur, K., Gupta, V., Chadha, M., & **Shah, C.** (2025). Efficient and Responsible Adaptation of Large Language Models for Robust Top-k Recommendations. *ACM Transactions on Recommender Systems (TORS)*. [Impact factor: 1.4]
3. **Shah, C.**, & White, R. W. (2025). Agents are not enough. *IEEE Computer*, 58(10), 87-92.
4. **Shah, C.** (2025). From Prompt Engineering to Prompt Science with Humans in the Loop. *Communications of the ACM*, 68(6), 54-61. [Impact factor: 22.7]
5. Amirizani, M., Sarkar, S., & **Shah, C.** (2025). Towards More Personalized Recommendations by Modeling Users' Temporal Behaviors with Task-Based Graph Neural Network (TGNN). *ACM Transactions on the Web*. [Impact factor: 2.6]
6. **Shah, C.**, White, R. W., Andersen, R., Buscher, G., Counts, S., Das, S. S. S., ... & Yang, L. (2025). Using large language models to generate, validate, and apply user intent taxonomies. *ACM Transactions on the Web (TWeb)*.
7. White, R. W., & **Shah, C.** (2025). Panmodal Information Interaction. *Communications of the ACM*. April 2025. [Impact factor: 22.7]

8. **Shah, C.** (2025). From Prompt Engineering to Prompt Science With Human in the Loop. *Communications of the ACM*. [Impact factor: 22.7]
9. Ghosh, S. & **Shah, C.** (2025). Spoken Conversational Search: Evaluating the Effect of System Clarifications on User Experience through Wizard-of-Oz Study. To be published in *Journal of the Association for Information Science and Technology (JASIST)*. [Impact factor: 3.275]
10. Verma, S., Boonsanong, V., Hoang, M., Hines, K., Dickerson, J., and **Shah, C.** (2024). Counterfactual Explanations and Algorithmic Recourses for Machine Learning: A Review. *ACM Computing Surveys*, 56 (12). Article No.: 312, Pages 1-42. October, 2024.
11. Das, S. S. S., **Shah, C.**, Wan, M., Neville, J., Yang, L., Andersen, R., ... & Safavi, T. (2024). S3-DST: Structured Open-Domain Dialogue Segmentation and State Tracking in the Era of LLMs. *ACL Findings*.
12. **Shah, C.** & Bender, E. M. (2024). Envisioning Information Access Systems: What Makes for Good Tools and a Healthy Web?. *ACM Transactions on the Web (TWeb)*, 18(3), pp 1–24.
13. **Shah, C.** (2023). The Past, The Present, and The Future of Information and Data Sciences: A Pragmatic View. *Data and Information Management*.
14. Zhang, Y., Wu, D., Hagen, L., Song, I.Y., Mostava, J., Oh, S., Anderson, T., **Shah, C.**, Bishop, B.W., Hopfgartner, F. and Eckert, K. (2022). Data Science Curriculum in the iField. *Journal of the American Society for Information Science*. American Society for Information Science. [Impact factor: 3.275]
15. Gao, R., Ge, Y., & **Shah, C.** (2022). FAIR: Fairness-Aware Information Retrieval Evaluation. *Journal of the Association for Information Science and Technology (JASIST)*. [Impact factor: 3.275]
16. Feng, Y. & **Shah, C.** (2022). Unifying Telescope and Microscope: A Multi-lens Framework with Open Data for Modeling Emerging Events. To be published in the *Journal of Information Processing & Management (IP&M)*. [Impact factor: 7.466]
17. Wang, Y. & **Shah, C.** (2021). Authentic vs. Synthetic: An Investigation of the Influences of Study Settings and Task Configurations on Search Behaviors. *Journal of the Association for Information Science and Technology (JASIST)*, 73 (3), p. 362-375. [Impact factor: 2.410]
18. **Shah, C.**, Anderson, T., Hagen, L., & Zhang, Y. (2021). An iSchool approach to data science: Human-centered, socially responsible, and context-driven. *Journal of the Association for Information Science and Technology (JASIST)*, 1-4. <https://doi.org/10.1002/asi.24444> [Journal Impact Factor: 2.410]
19. Mandal, S., **Shah, C.**, Pena-Alves, S., Hecht, M. L., Glenn, S. D., Ray, A. E., & Greene, K. (2020). Understanding the spread of prevention and cessation messages on social media for substance use in youth. *Aslib Journal of Information Management (73)2*, 240-253. <https://doi.org/10.1108/AJIM-07-2019-0166> [Journal Impact Factor: 2.222]
20. Choi, D., **Shah, C.**, & Singh, V. (2020). Investigating information seeking in physical and online environments with escape room and web search. *Journal of Information Science (JIS)*. <https://doi.org/10.1177/0165551520972285> [Journal Impact Factor: 2.410]
21. Verma, S., Gao, R., & **Shah, C.** (2020). Facets of fairness in search and recommendation. *International Workshop on Algorithmic Bias in Search and Recommendation*, 1-11. <https://arxiv.org/abs/2008.01194>
22. Gao, R. & **Shah, C.** (2020). Toward creating a fairer ranking in search engine results. *Journal of Information Processing & Management (IP&M)*, 57 (1). <https://doi.org/10.1016/j.ipm.2019.102138> [Journal Impact Factor: 7.466]
23. Sarkar, S., Mitsui, M., Liu, J., & **Shah, C.** (2020). Implicit information need as explicit problems, help, and behavioral signals. *Journal of Information Processing & Management (IP&M)*, 57(2). <https://doi.org/10.1016/j.ipm.2019.102069> [Journal Impact Factor: 7.466]
24. Le, L. T., **Shah, C.**, & Choi, E. (2019). Assessing the quality of answers autonomously in community question-answering. *International Journal on Digital Libraries*, 20(4), 351-367. <https://doi.org/10.1007/s00799-019-00272-5> [Journal Impact Factor: 2.063]
25. Liu, J., Wang, Y., Mandal, S., & **Shah, C.** (2019). Exploring the immediate and short-term effects of peer advice and cognitive authority on web search behavior. *Information Processing & Management (IP&M)*, 56(3), 1010-1025. <https://doi.org/10.1016/j.ipm.2019.02.011> [Journal Impact Factor: 7.466]

26. Gonzalez-Ibanez, R., Esparza-Villaman, A., Vargas-Godoy, J. C., & **Shah, C.** (2019). E comparison of unimodal and multimodal models for implicit detection of relevance in interactive IR. *Journal of the Association for Information Science and Technology (JASIST)*, 70(11), 1223-1235. <https://doi.org/10.1002/asi.24202> [Journal Impact Factor: 2.410]
27. Rath, M. & **Shah, C.** (2018). Learning in crowdsourced environments: Where are we going and how do we get there? *International Journal on Innovations in Online Education*, 2(4), Article IJIOE-29899. <https://doi.org/10.1615/IntJInnovOnlineEdu.2019029899>
28. Le, L., & **Shah, C.** (2018). Retrieving people: Identifying potential answerers in community question-answering. *Journal of the Association for Information Science and Technology (JASIST)*, 69(10), 1246-1258. <https://doi.org/10.1002/asi.24042> [Journal Impact Factor: 2.410]
29. Wang, Y. & **Shah, C.** (2017) Investigating failures in information seeking episodes. *Aslib Journal of Information Management* 69(4), 441-459. <https://doi.org/10.1108/AJIM-02-2017-0041> [Journal Impact Factor: 2.222]
30. Knight, S., Rienties, B., Littleton, K., Tempelaar, D., Mitsui, M., & **Shah, C.** (2017). The orchestration of a collaborative information seeking learning task. *Information Retrieval Journal*, 20(5), 480–505. <https://doi.org/10.1007/s10791-017-9304-z> [Journal Impact Factor: 2.209]
31. **Shah, C.**, Capra, R., & Hansen, P. (2017). Research agenda for social and collaborative information seeking. *Journal of Library and Information Science Research (LISR)*, 39(2), 140-146. <https://doi.org/10.1016/j.lisr.2017.03.005> [Journal Impact Factor: 1.485]
32. Hendaheva, C., & **Shah, C.** (2017). Evaluating user search trails in exploratory search tasks. *Journal of Information Processing & Management (IP&M)*, 53(4), 905-922. <https://doi.org/10.1016/j.ipm.2017.04.001> [Journal Impact Factor: 7.466]
33. Choi, E., & **Shah, C.** (2017). Asking for more than an answer: What do askers expect in online Q&A services? In *Journal of Information Science (JIS)*, 43(3), 1-13. <https://doi.org/10.1177/0165551516645530> [Journal Impact Factor: 2.410]
34. Knight, S., Tempelaar, S., Rienties, B., Littleton, K., Mitsui, M., & **Shah, C.** (2017). The relationship of (perceived) epistemic cognition to interaction with resources on the internet. *Journal of Computers in Human Behavior*, 73, 507-518. <https://doi.org/10.1016/j.chb.2017.04.014> [Journal Impact Factor: 5.003]
35. **Shah, C.**, Hendaheva, C., & Gonzalez-Ibanez, R. (2017). Two's not always company: Collaborative information seeking across task types. *Aslib Journal of Information Management*, 69(1), 22-35. <https://doi.org/10.1108/AJIM-06-2016-0075> [Journal Impact Factor: 2.222]
36. Radford, M., Connaway, L., Mikitish, S., Alpert, M., **Shah, C.**, & Cooke, N. (2017). Shared values, new vision: Collaboration and communities of practice in virtual reference and SQA. *Journal of the Association for Information Science and Technology (JASIST)*, 68(2), 438-449. <https://doi.org/10.1002/asi.23668> [Journal Impact Factor: 2.410]
37. **Shah, C.**, & Leeder, C. (2016). Exploring collaborative work among graduate students through the C5 model of collaboration: A diary study. *Journal of Information Science (JIS)*, 42(5), 609-629. <https://doi.org/10.1177%2F0165551515603322> [Journal Impact Factor: 2.410]
38. Leeder, C., & **Shah, C.** (2016). Library research as collaborative information seeking. *Journal of Library and Information Science Research (LISR)*, 38(3), 202-211. <https://doi.org/10.1016/j.lisr.2016.08.001> [Journal Impact Factor: 1.485]
39. **Shah, C.**, Hendaheva, H., & Gonzalez-Ibanez, R. (2016). Rain or shine? Forecasting search process performance in exploratory search tasks. *Journal of the Association for Information Science and Technology (JASIST)*, 67(7), 1607-1623. <https://doi.org/10.1002/asi.23484> [Journal Impact Factor: 2.410]
40. **Shah, C.** (2016). The blind leading the blind: Impromptu leaderships influenced by awareness in collaborative search. *Aslib Journal of Information Management*, 68(2), 212-226. <https://doi.org/10.1108/AJIM-08-2015-0125> [Journal Impact Factor: 2.222]
41. Soulier, L., Tamine, L., & **Shah, C.** (2016). MineRank: Leveraging users' latent roles for unsupervised collaborative information retrieval. *Journal of Information Processing & Management (IP&M)*, 52(6), 1122-1141. <https://doi.org/10.1016/j.ipm.2016.05.002> [Journal Impact Factor: 7.466]

42. Leeder, C. & **Shah, C.** (2016). Collaborative information seeking in student group projects. *Aslib Journal of Information Management*, 68(5), 526-544. <https://doi.org/10.1108/AJIM-12-2015-0190> [Journal Impact Factor: 2.222]
43. Leeder, C., & **Shah, C.** (2016). Practicing critical evaluation of online sources improves student search behavior. *The Journal of Academic Librarianship*, 42(4), 459-468. <https://doi.org/10.1016/j.acalib.2016.04.001> [Journal Impact Factor: 1.235]
44. Leeder, C., & **Shah, C.** (2016). Measuring the effect of virtual librarian intervention on student online search. *The Journal of Academic Librarianship*, 42(1), 2-7. <https://doi.org/10.1016/j.acalib.2015.09.001> [Journal Impact Factor: 1.235]
45. Leeder, C., & **Shah, C.** (2016). Strategies, obstacles, and attitudes: student collaboration in information seeking and synthesis projects. *Information Research*, 21(3), 1-19, paper 723 <http://www.informationr.net/ir/21-3/paper723.html> - .WfK6ArYrLow [Journal Impact Factor: 0.763]
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57. Mitsui, M., & **Shah, C.** (2017, January 4-7). Query generation as result aggregation for knowledge representation. *Proceedings of the 50th Hawaii International Conference on System Sciences (HICSS)*, 4365-4374. Waikoloa, HI. <http://hdl.handle.net/10125/41690> [Acceptance rate: 48%]
58. Wang, Y., Sarkar, S., & **Shah, C.** (2017, March 7-11). Investigating information seekers' selection of interpersonal and impersonal sources [Short paper]. *Proceedings of the 2017 Conference on Human Information Interaction and Retrieval (CHIIR)*, 353-356. Oslo, Norway. <https://doi.org/10.1145/3020165.3022151> [Acceptance rate: 65%]
59. Rath, M., Le, L., & **Shah, C.** (2017, March 7-11). Discerning the quality of questions in educational Q&A using textual features [Short paper]. *Proceedings of the 2017 Conference on Human Information Interaction and Retrieval (CHIIR)*, 329-332. Oslo, Norway. <https://doi.org/10.1145/3020165.3022145> [Acceptance rate: 65%]
60. Le, L., **Shah, C.**, & Choi, E. (2017, March 7-11). Bad users or bad content? Breaking the vicious cycle by finding struggling students in community question-answering [Short paper]. *Proceedings of the 2017 Conference on Human Information Interaction and Retrieval (CHIIR)*, 165-174. Oslo, Norway. <https://doi.org/10.1145/3020165.3020181> [Acceptance rate: 42%]
61. Gonzalez-Ibanez, R., & **Shah, C.** (2016, October 14-18). Using affective signals as implicit indicators of information relevance and information processing strategies. *Proceedings of the Association for Information Science and*

- Technology (ASIST) Annual Meeting, Article No. 50, 1-10. Copenhagen, Denmark.
<https://doi.org/10.1002/pr2.2016.14505301050>
62. Rha, E., Belkin, N., Mitsui, M., & **Shah, C.** (2016, October 14-18). Exploring the relationships between search intentions and query reformulations. *Proceedings of the Association for Information Science and Technology (ASIST) Annual Meeting*, Article No. 48, 1-9. Copenhagen, Denmark.
<https://doi.org/10.1002/pr2.2016.14505301048>
 63. Mitsui, M., & **Shah, C.** (2016). Multi-word generative query recommendation using topic modeling [Short paper]. *Proceedings of the 10th ACM Conference on Recommender Systems (RecSys)*, 27-30. Boston, MA.
<https://doi.org/10.1145/2959100.2959154> [Acceptance rate: 20%]
 64. Choi, D., **Shah, C.**, & Singh, V. (2016, September 12-16). Probing the interconnections between geo-exploration and information exploration behavior. *Proceedings of the 2016 ACM International Joint Conference on Pervasive and Ubiquitous Computing (UbiComp)*, 1170-1175. Heidelberg, Germany.
<https://doi.org/10.1145/2971648.2971694> [Acceptance rate: 23.7%]
 65. Mitsui, M., **Shah, C.**, & Belkin, N. (2016, July 17-23). Extracting information seeking intentions for Web search sessions [Short paper]. *Proceedings of the International ACM SIGIR Conference on Research and Development in Information Retrieval (SIGIR)*, 841-844. Pisa, Italy. <https://doi.org/10.1145/2911451.2914746>
 66. Le, L., **Shah, C.**, & Choi, E. (2016, June 19-23). Evaluating the quality of educational answers in community question-answering. *Proceedings of ACM/IEEE Joint Conference on Digital Libraries (JCDL)*, 129-138. Newark, NJ.
<https://doi.org/10.1145/2910896.2910900> [Acceptance rate: 29%]
 67. Le, L., & **Shah, C.** (2016, March 14-16). Retrieving rising stars in focused community question-answering. *Proceedings of Asian Conference on Intelligent Information and Database Systems (ACIIDS)*. In Springer lecture notes in Computer Science (LNCS)/Lecture notes in Artificial Intelligence (LNAI), 25-36. , Da Nang, Vietnam.
http://link.springer.com/chapter/10.1007%2F978-3-662-49390-8_3 [Acceptance rate: 39%]
 68. **Shah, C.** (2015, November 6-10). Building a parsimonious model for identifying best answers using interaction history in community Q&A. *Proceedings of the Association for Information Science and Technology (ASIST) Annual Meeting*, Article No. 51, 1-10. St. Louis, MO.
<https://dl.acm.org/doi/10.5555/2857070.2857121> [Acceptance rate: 36%]
 69. Choi, D., Matni, Z., & **Shah, C.** (2015, November 6-10). Switching sources: A study of people's exploratory search behavior on social media and the Web. *Proceedings of the Association for Information Science and Technology (ASIST) Annual Meeting*, Article No. 45, 1-10. St. Louis, MO. <https://doi.org/10.1002/pr2.2015.145052010045> [Acceptance rate: 36%]
 70. **Shah, C.** & Sonne, J. (2015, March 24-28). Seeking information in online environments - Where, who, and why?. *Proceedings of iConference 2015*. Newport Beach, CA.
https://www.ideals.illinois.edu/bitstream/handle/2142/73652/173_ready.pdf?sequence=2 [Acceptance rate: 35%]
 71. Gonzalez-Ibanez, R. & **Shah, C.** (2015, March 24-28). Affective signals as implicit indicators of information relevancy and information processing strategies. *Proceedings of iConference 2015*. Newport Beach, CA.
https://www.ideals.illinois.edu/bitstream/handle/2142/73679/97_ready.pdf?sequence=2 [Acceptance rate: 35%]
 72. Choi, D., & **Shah, C.** (2014). Perceived value of information sharing in online environments: User engagement and social reputation. *Proceedings of the Association for Information Science & Technology (ASIST) Annual Meeting*, 51(1), 1-10. <https://doi.org/10.1002/meet.2014.14505101052>
 73. Matni, Z., & **Shah, C.** (2014). For the love of information: Motivations and affective dynamics of surfing the web for pleasure. *Proceedings of the Association for Information Science & Technology (ASIST) Annual Meeting*, 51(1), 1-10. <https://doi.org/10.1002/meet.2014.14505101057>
 74. Gonzalez-Ibanez, R. and **Shah, C.** (2014). Performance effects of positive and negative affective states in a collaborative information seeking task. In Baloian N., Burstein F., Ogata H., Santoro F., Zurita G. (Eds.), *Collaboration and Technology. CRIWG 2014. Lecture Notes in Computer Science* (Vol. 8658). Springer.
https://doi.org/10.1007/978-3-319-10166-8_14 [Acceptance Rate: 76%]

75. Soulier, L., **Shah, C.**, & Tamine, L. (2014, July 6-10). User-driven system-mediated collaborative information retrieval. *Proceedings of the International ACM SIGIR Conference on Research and Development in Information Retrieval (SIGIR)*, 484-494. Gold Coast, Australia. <https://doi.org/10.1145/2600428.2609598> [Acceptance rate: 21%]
76. Cole, M., Hendahewa, C., Belkin, N., & **Shah, C.** (2014). Discrimination between tasks with user activity patterns during information search. *Proceedings of the International ACM SIGIR Conference on Research and Development in Information Retrieval (SIGIR)*. Gold Coast, Australia.. <https://doi.org/10.1145/2600428.2609591> [Acceptance rate: 21%]
77. **Shah, C.**, Kitzie, V., & Choi, E. (2014, January 6-9). Questioning the question – Addressing the answerability of questions in community question-answering. *Proceedings of Hawaii International Conference on System Sciences (HICSS)*, 1386-1395. Waikoloa, HI. <https://doi.org/10.1109/HICSS.2014.180>
78. Hendahewa, C. & **Shah, C.** (2013, December 4-7). Segmental analysis and evaluation of exploratory search process [Short paper]. *Proceedings of IEEE's 12th International Conference on Machine Learning and Applications (ICMLA)*, 291-294. Miami, FL. <https://doi.org/10.1109/ICMLA.2013.59>
79. Kitzie, V., Choi, E., & **Shah, C.** (2013, November 1-6). Analyzing question quality through intersubjectivity world views and objective assessments of questions on social question-answering. *Proceedings of the Association of Information Science & Technology (ASIST) Annual Meeting*, 1-10. Montreal, QC, Canada. <https://doi.org/10.1002/meet.14505001052> [Acceptance rate: 51%]
80. Choi, E., Kitzie, V., & **Shah, C.** (2013, February 12-15). A machine learning-based approach to predicting success of questions on social question-answering. *Proceedings of iConference 2013*. Fort Worth, TX. <http://hdl.handle.net/2142/36040> [Acceptance rate: 36%]
81. Choi, E., Scott, C., & **Shah, C.** (2013, February 12-15). Effects of user identity information on key answer outcomes in social Q&A. *Proceedings of iConference 2013*, Fort Worth, TX. <http://hdl.handle.net/2142/38387> [Acceptance rate: 36%]
82. **Shah, C.**, Liu, J., Gonzalez-Ibanez, R., & Belkin, N. (2012, October 26-30). Exploration of dynamic query suggestions and dynamic search results for their effects on search behaviors. *Proceedings of American Society of Information Science & Technology (ASIST) Annual Meeting*, 1-10. Baltimore, MD. <https://doi.org/10.1002/meet.14504901135> [Acceptance rate: 40%]
83. **Shah, C.**, Radford, M., Connaway, L., Choi, E., & Kitzie, V. (2012, October 26-30). “How much change do you get from 40\$?” – Analyzing and addressing failed questions on social Q&A. *Proceedings of American Society of Information Science & Technology (ASIST) Annual Meeting*, 1-10. Baltimore, MD. <https://doi.org/10.1002/meet.14504901119> [Acceptance rate: 40%]
84. Radford, M., Connaway, L., & **Shah, C.** (2012, October 26-30). Convergence and synergy: Social Q&A meets virtual reference services. *Proceedings of the Association for Information Science & Technology (ASIST) Annual Meeting*, 1-8. Baltimore, MD. <https://doi.org/10.1002/meet.14504901111> [Acceptance rate: 40%]
85. Gonzalez-Ibanez, R., Haseki, M., & **Shah, C.** (2012, October 26-30). Time and space in collaborative information seeking: The clash of effectiveness and uniqueness. *Proceedings of the Association for Information Science & Technology (ASIST) Annual Meeting*, 1-10. Baltimore, MD. <https://doi.org/10.1002/meet.14504901080> [Acceptance rate: 40%]
86. Gonzalez-Ibanez, R., Haseki, M., & **Shah, C.** (2012, May 23-28). Communication and performance across different communication contexts in a collaborative information seeking task: A mixed method approach. *Proceedings of International Communication Association (ICA) Conference*. Phoenix, AZ. [Acceptance rate: 49%]
87. **Shah, C.**, & Kitzie, V. (2012, January 17-20). Modalities, Motivations, and Materials: Investigating Traditional and Social Online Q&A Services. *Proceedings of Association for Library & Information Science Education (ALISE) Annual Meeting*. Dallas, TX.
88. Gonzalez-Ibanez, R., **Shah, C.**, & Cardova, N. R. (2011). Smile! Studying expressivity of happiness as a synergic factor in collaborative information seeking. *Proceedings of the Association for Information Science & Technology (ASIST) Annual Meeting*, 1-10. New Orleans, LA. <https://doi.org/10.1002/meet.2011.14504801171> [Acceptance rate: 30.4%]

89. S-O'Brien, L., Read, P., Woolcott, J., & **Shah, C.** (2011). Understanding privacy behaviors of millennials within social networking sites. *Proceedings of the Association for Information Science & Technology (ASIST) Annual Meeting*, 1-10. <https://doi.org/10.1002/meet.2011.14504801198> [Acceptance rate: 30.4%]
90. **Shah, C.**, and Gonzalez-Ibanez, R. (2011, July 24-28). Evaluating the synergic effect of collaboration in information seeking. *Proceedings of the International ACM SIGIR Conference on Research and Development in Information Retrieval (SIGIR)*, 913-922. Beijing, China. <https://doi.org/10.1145/2009916.2010038> [Acceptance rate: 19.8%]
91. **Shah, C.**, & Yazdani, T. n. (2011, May 16-17). Politics 2.0 with Facebook – Collecting and analyzing public comments on Facebook for studying political discourses. *Proceedings of the Journal of Information Technology and Politics (JITP) Conference*, 1-21. Seattle, WA. <http://scholarworks.umass.edu/jitpc2011/3/>
92. **Shah, C.**, and File, C. (2011, May 16-17). InfoExtractor – A tool for social media data mining. *Proceedings of the Journal of Information Technology and Politics (JITP) Conference*, 1-24. Seattle, WA. <http://scholarworks.umass.edu/jitpc2011/7/>
93. Baym, G., and **Shah, C.** (2011, May 26-30). The online flow of environmental advocacy clips from The Daily Show and The Colbert Report. *Proceedings of International Communication Association (ICA) Conference*. Boston, MA. **[Top Faculty Paper Award]**
94. **Shah, C.**, and Gonzalez-Ibanez, R. (2010, October 22-27). Exploring information seeking processes in collaborative search tasks. *Proceedings of American Society of Information Science and Technology (ASIST)*, Article No. 60, 1-10. Pittsburgh, PA. <https://dl.acm.org/doi/10.5555/1920331.1920418> [Acceptance rate: 29.7%]
95. **Shah, C.**, and Pomerantz, J. (2010, July 19-23). Evaluating and predicting answer quality in community QA. *Proceedings of the International ACM SIGIR Conference on Research and Development in Information Retrieval (SIGIR)*, 411-418. Geneva, Switzerland. <https://doi.org/10.1145/1835449.1835518> [Acceptance rate: 16.7%]
96. Sayre, B., Bode, L., Wilcox, D., Shah, D. V., & **Shah, C.** (2009, October 8-10). Message flows in a digital age: Tracking attention to Prop. 8 in social media and conventional news. *Proceedings of Association of Internet Researchers (AOIR) Conference*, 1-37. Milwaukee, WI. https://www.academia.edu/1403869/Message_Flows_in_a_Digital_Age_Tracking_Attention_to_Prop_8_in_Social_Media_and_Conventional_News
97. Edgerly, S., Vraga, E., Fung, T., Moon, Tae J., Yoo, Woo H., Veenstra, A., & **Shah, C.** (2009, October 8-10). YouTube as a public sphere: The Proposition 8 debate. *Proceedings of Association of Internet Researchers (AOIR) Conference*, 1-33. Milwaukee, WI. https://www.researchgate.net/publication/265268922_YouTube_as_a_public_sphere_The_Proposition_8_debate
98. Lee, C. A., Marciano, R., Hou, C., & **Shah, C.** (2009, October 5-6). Mainstreaming preservation through slicing and dicing of digital repositories: Investigating alternative service and resource options for ContextMiner using data grid technology. *Proceedings of the Sixth International Conference on Preservation of Digital Objects (iPRES)*. San Francisco, CA. <http://escholarship.org/uc/item/9tw130cc> [Acceptance rate: 63%]
99. Marchionini, G., **Shah, C.**, Lee, C. A., & Capra, R. (2009, June 15-19). Query parameters for harvesting digital video and associated contextual information. *Proceedings of ACM/IEEE-CS Joint Conference on Digital Libraries (JCDL)*, 77-86. Austin, TX. <https://doi.org/10.1145/1555400.1555414> [Acceptance rate: 28%]
100. **Shah, C.** (2009, April 16-17). Supporting research data collection from YouTube with TubeKit. *Proceedings of YouTube and 2008 Election Cycle in the United States*, 226-240. Amherst, MA. <https://scholarworks.umass.edu/jitpc2009/1/>
101. **Shah, C.**, Marchionini, G., & Kelly, D. (2009, April 4-9). Learning design principles for a collaborative information seeking system [Short paper]. *Proceedings of ACM Special Interest Group on Computer-Human Interaction (SIGCHI) Conference*, 3419-3424. Boston, MA. <https://doi.org/10.1145/1520340.1520496> [Acceptance rate: 31%]
102. **Shah, C.**, & Marchionini, G. (2008, October 24-29). Hunting for hip, hipsters, and happenings on YouTube. *Proceedings of the Association for Information Science and Technology (ASIST) 2008 Annual Meeting*, 45(1), 1-16. Columbus, OH. <https://doi.org/10.1002/meet.2008.1450450235>

103. Oh, S., Oh, J. S., and **Shah, C.** (2008, October 24-29). The use of information sources by Internet users in answering questions. *Proceedings of the Association for Information Science and Technology (ASIST) 2008 Annual Meeting*, 45(1), 1-13. Columbus, OH. <https://doi.org/10.1002/meet.2008.1450450279>
104. Kelly, D., **Shah, C.**, Sugimoto, C. R., Bailey, E. W., Clemens, R. A., Irvine, A. K., Johnson, N. A., Ke, W., Oh, S., Poljakova, A., Rodriguez, M. A., van Noord, M. G., & Zhang, Y. (2008, October 14-17). The effects of performance feedback on users' evaluations of an interactive IR system [Short paper]. *Proceedings of the second Symposium on Information Interaction in Context (IliX)*, 75-82. London, UK. <https://doi.org/10.1145/1414694.1414712> [Acceptance rate: 49%]
105. Pickens, J., Golovchinsky, G., **Shah, C.**, Qvarfordt, P., & Back, M. (2008, July 20-24). Algorithmic mediation for collaborative exploratory search. *Proceedings of the International ACM SIGIR Conference on Research and Development in Information Retrieval (SIGIR)*, 315-322. Singapore. <https://doi.org/10.1145/1390334.1390389> (Best Paper Award) [Acceptance rate: 17%]
106. Capra, R., Lee, C. A., Marchionini, G., Russell, T., **Shah, C.**, & Stutzman, F. (2008, June 16-20). Selection and context scoping for digital video collections: An investigation of YouTube and blogs. *Proceedings of IEEE ACM Joint Conference on Digital Libraries (JCDL)*, 211-220. Pittsburgh, PA. <https://doi.org/10.1145/1378889.1378925> [Acceptance rate: 28%]
107. **Shah, C.** & Eguchi, K. (2007, April 2-5). Use of topicality and information measures to improve document representation for story link detection. *Proceedings of European Conference on Information Retrieval (ECIR)*, 393-404. Rome, Italy. <https://dl.acm.org/doi/10.5555/1763653.1763700> [Acceptance rate: 19%]
108. **Shah, C.**, & Croft, W. B. (2004, July 25-29). Evaluating high accuracy retrieval techniques. *Proceedings of the International ACM SIGIR Conference on Research and Development in Information Retrieval (SIGIR)*, 2-9. Sheffield, UK. <https://doi.org/10.1145/1008992.1008996> [Acceptance rate: 22%]
109. **Shah, C.**, & Bhattacharyya, P. (2003, December). Improving document vectors representation using semantic links and attributes. *Proceedings of International Conference on Natural Language Processing (ICON)*, 1-10. Mysore, India. <https://www.cse.iitb.ac.in/~pb/papers/doc-vec-sem-link.pdf>
110. **Shah, C.**, Chaudhary, B., & Bhattacharyya, P. (2002, December). Constructing better document vectors using universal networking language (UNL). *Proceedings of International Conference on Knowledge Based Systems (KBCS)*, 1-10. Mumbai, India. <http://citeseerx.ist.psu.edu/viewdoc/download?doi=10.1.1.76.6012&rep=rep1&type=pdf>
111. **Shah, C.**, & Bhattacharyya, P. (2002, November). A study for evaluating the importance of various parts of speech (POS) for information retrieval (IR). *Proceedings of International Conference on Universal Knowledge and Language (ICUKL)*, 1-10. Goa, India. <http://citeseerx.ist.psu.edu/viewdoc/summary?doi=10.1.1.2.2792>

Conference Presentations, Lectures, Demonstrations

Keynote or Plenary Addresses

1. *Beyond the Personalization-Privacy Pareto: Can AI Agents Break the Tradeoff?*. [Keynote address] Third Workshop on Generative AI for Recommender Systems and Personalization. Boise, Idaho. February 26, 2026.
2. *The Age of AI Agents: Redefining Interaction, Intelligence, and Industry*. [Keynote address] TechArena 2026. Stockholm, Sweden. February 12, 2026.
3. *The Delegation Paradox: Building AI Agents We Can Trust to Act On Our Behalf*. [Keynote address] ASIS&T SIG AI. Washington, DC. November 14, 2025.
4. *Beyond Autonomous Agents: Building Trust and Accountability in AI-Powered Metadata Ecosystems*. [Keynote address] DCMI 2025. Barcelona, Spain. October 24, 2025.
5. *Pragmatic Pathways: Transforming Information Access with Transparency, Trust, and Truth*. [Keynote address] AI for Libraries Symposium. Beijing, China. September 29, 2025.
6. *Beyond Chatbots: Building Personal, Proactive, and Purposeful AI Agents*. [Keynote address] Digital Humanities International Forum. Beijing, China. September 23, 2025.

7. *From Relevance to Reality: Scaling Human-Centered Evaluation in the LLM Era*. [Keynote address] LLM4Eval Workshop at SIGIR 2025. Padua, Italy. July 18, 2025.
8. *AI Agents Renaissance: Personalization, Proactivity, and Privacy*. [Keynote address] AIM 2025 Conference. Seattle, WA. June 9, 2025.
9. *Building Transmodal Information Experiences (TIE) with Agents*. [Keynote address] Amazon Shopping Science Symposium. Fremont, CA. December 10, 2024.
10. *Toward Transmodal Information Experiences (TIE)*. [Keynote address] CIKM Workshop on Multimodal Search and Recommendations. Boise, ID. October 25, 2024.
11. *Trust, But Verify: Verification and Validation of AI Systems*. [Keynote address]. IEEE New Era World AI Summit. Seattle, WA. August 24, 2024.
12. *What AI Could, Would, and Should Do?* [TEDx Talk]. April 13, 2024.
13. *AI-Driven Information Access: The Good, The Bad, and The Ugly* [Keynote address]. ASIS&T Asia Pacific Conference. December 22, 2023.
14. *AI Hopes, Hypes, and Horrors: How Do We Do this Right?* [Award lecture]. AAHSL/GIR Nina Matheson Lecture. November 3, 2023.
15. *Task Focused IR in the Era of Generative AI* [Keynote address] ACM MMIR Workshop on Deep Multimodal Learning for Information Retrieval. Ottawa, Ontario, Canada. November 2, 2023.
16. *Generative AI and the Future of Information Access* [Keynote address]. ACM Conference on Information and Knowledge Management (CIKM). October 23, 2023.
17. *Generative AI and the Future of Information Access* [Keynote address]. AI Symposium. Melbourne, Australia. August 16, 2023.
18. *From Responsible AI to Responsibility in AI: Fairness and Transparency in Information Access*. [Plenary address]. RoboAI-Con 2023. Rome, Italy. March 25, 2023.
19. *What does Fairness in Information Access Mean and Can We Achieve It?* [Keynote address]. NUS Symposium on Search and Data Mining (NSSDM). Singapore. March 2, 2023.
20. *Bias, Fairness, and Transparency in Search and Recommender Systems* [Keynote address]. Santiago, Chile. October 26, 2022.
21. *Task-based intelligent retrieval and recommendation* [Keynote address]. European Conference on Information Retrieval (ECIR), Lisbon, Portugal. April 15, 2020.
22. *Investigating bias and instigating fairness in search and recommendation* [Keynote address]. International Workshop on Algorithmic Bias in Search and Recommendation (Bias 2020), Lisbon, Portugal. April 14, 2020.
23. *Addressing bias in search and fairness in machine learning* [Keynote address]. International Conference on Industrial Application Engineering (ICIAE) 2020, Matsue, Japan. March 27, 2020.
24. *Social and collaborative information seeking: State of the union* [Keynote address]. Workshop on Evaluation of Collaboration Information Retrieval and Seeking (Ecol), Melbourne, Australia. October 23, 2015.
25. Invitation to give the keynote speech at the International Scientific Conference of the University of Holguin, Cuba. April 25-27, 2011. [Unable to travel to Cuba due to visa denial from the US State Department]

Invited Talks: International

1. *From Relevance to Reality: Scaling Human-Centered Evaluation in the LLM Era*. Peking University, China. September 26, 2025.
2. *From Prompt Engineering to Prompt Science*. Peking University, China. September 25, 2025.
3. *From Prompt Engineering to Prompt Science*. Renmin University, China. September 25, 2025.
4. *Beyond Chatbots: Building Personal, Proactive, and Purposeful AI Agents*. Tsinghua University, China. September 24, 2025.
5. *Agentic AI: From Answer to Action*. Peking University, China. September 24, 2025.
6. *From Retrieval to Renaissance: Building Novel Experiences Through Agentic AI*. IRIT, Toulouse, France. June 20, 2025.
7. *From Retrieval to Renaissance: Building Transmodal Information Experiences Through Agentic AI*. Sorbonne Université, Paris, France. June 13, 2025.

8. *From Prompt Engineering to Prompt Science With Human in the Loop*. University of Quebec, Montreal, Canada. March 27, 2025.
9. *Seeking Human-AI Synergy for Fair and Transparent Information Systems*. Chinese CHI 2022: November 5, 2022.
10. *Task-Based Intelligent Retrieval and Recommendation*. University of Helsinki, Finland. March 18, 2022.
11. *Task Intelligence for Search and Recommendation*. University of Pretoria, South Africa. October 11, 2021.
12. *Task-Based Intelligent Retrieval and Recommendation*. Peking University, China. March 24, 2021.
13. *Going Beyond Retrieval: Task Fulfillment and Fostering with Information*. RMIT University, Melbourne, Australia. October 22, 2019.
14. *Going from 'What' and 'How' to 'Who' and 'Why': Task Analysis in Online and Physical Contexts*. University College London, UK. March 15, 2019.
15. *From Priming to Prejudice: The Light and Dark Sides of Data Research*. Ryerson University. July 5, 2018.
16. *Social Information Seeking: Leveraging the Wisdom of the Crowd*. Sungkyunkwan University (SKKU), Seoul, South Korea. July 31, 2017.
17. *Information Fostering: Being Proactive in Information Seeking*. National Institute of Informatics (NII), Tokyo, Japan. July 24, 2017.
18. *Information Fostering: Proactively Supporting Information Seeking*. University of Tampere, Finland. October 21, 2016.
19. *Social Information Seeking: Leveraging the Wisdom of the Crowd*. Ryerson University. July 29, 2016.
20. *Information Fostering: Proactively Complementing Information Seeking*. GESIS, Cologne, Germany. June 30, 2016.
21. *Social and Collaborative Information Seeking: Bringing Synergy in Search*. GESIS, Cologne, Germany. June 28, 2016.
22. *Social Information Seeking: Leveraging the Wisdom of the Crowd*. IRIT, Toulouse, France. June 16, 2016.
23. *Minority Report for Information Seeking: Fixing Things Before They Break in Search*. University Technology, Sydney, Australia. October 21, 2015.
24. *Algorithmic Mediation for Collaborative Search*. University of Santiago, Chile. August 14, 2015.
25. *Distributed searching, united searchers: Investigating social and collaborative aspects of information seeking*. University of London, UK. August 6, 2013.
26. *Distributed searching, united searchers: Investigating social and collaborative aspects of information seeking*. Yandex Headquarter, Moscow, Russia. August 3, 2012.
27. *System-mediated and user-mediated collaborative information seeking (CIS)*. University of Sheffield, UK. August 21, 2009.
28. *System-mediated and user-mediated collaborative information seeking (CIS)*. Microsoft Research Cambridge, UK. August 19, 2009.
29. *Collaborative information seeking: Cashing on the wisdom of crowd*. School of Computer Sciences, Universiti Sains Malaysia. Penang, Malaysia, July 30, 2008.

Invited Talks: United States

1. *The Delegation Paradox: Who Is Accountable When Your Agent Acts For You?*. Bloomberg. August 26, 2026.
2. *Being Human in the Age of AI*. Invited talk at University House, Issaquah, WA, USA. June 19, 2026.
3. *Being Human in the Age of AI*. Invited talk at Trilogy at Redmond Ridge, Redmond, WA, USA. May 8, 2026.
4. *Being Human in the Age of AI*. Wesley U. March 9, 2026.
5. *Being Human in the Age of AI*. Sno-Isle Libraries at Mountlake Terrace Library. February 28, 2026.
6. *Being Human in the Age of AI*. Foley Institute, Washington State University. Pullman, WA. January 28, 2026.
7. *Being Human in the Age of AI*. Magnolia United Church of Christ. January 26, 2026.
8. *AI Agents and their Legal Implications*. National Courts and Sciences Institute (NCSI). Fairfax, VA. November 18, 2025.
9. *Building Capable, Personal, and Trustworthy Agents for Task-Focused User Experiences*. Amazon HQ2. Arlington, VA. November 14, 2025.
10. *AI Primer and Copyright Use Cases*. myLawCLE. September 18, 2025.

11. *AI Primer: What AI Is, What It's Not, What It Can Do, What It Can't*. myLawCLE. August 22, 2025.
12. *Building Capable, Personal, and Trustworthy Agents for Task-Focused User Experiences*. Adobe. San Jose, CA.
13. *New Age of AI Agents: Challenges and Opportunities*. Global Big Data Conference. June 5, 2025.
14. *AI Agents Renaissance: Personalization, Proactivity, and Privacy*. AI Speaker Series, University of Washington, Seattle. May 8, 2025.
15. *What, How, and Why of Agents*. Moveworks. San Francisco, CA. March 24, 2025.
16. *What, How, and Why of Agents*. Foster School of Business, University of Washington. February 26, 2025.
17. *Agentic AI for Envisioning Transmodal Information Experiences (TIE)*. Amazon HQ2. January 28, 2025.
18. *Toward Transmodal Agentic Systems*. Ploutos. January 14, 2025.
19. *Building Intelligent and Capable Systems with Responsibility*. Defense Intelligence Agency. November 20, 2024.
20. *Envisioning the Future of AI-Driven Information Access*. Federal Aviation Administration (FAA). October 16, 2024.
21. *Envisioning New Modalities and Mechanisms for Information Interactions*. The 2024 SIGIR Workshop on eCommerce (eCom24). Washington, DC. July 18, 2024.
22. *AI Basics and Current Issues*. Washington State District and Municipal Courts Spring Conference. Tulalip, WA. June 4, 2024.
23. *AI Promises, Perils, and Paths*. Washington State Superior Court Judges Conference. Yakima, WA. April 28, 2024.
24. *Validating LLMs and LLMs for Validation*. Paul G. Allen School of Computer Science & Engineering. March 28, 2024.
25. *Are We Ready for What AI Could and Would Do?* Public Relations Society of America. March 27, 2024.
26. *AI Promises, Perils, and Potential Paths*. Washington Appellate Courts Spring Program. Walla Walla, WA. March 25, 2024.
27. *The AI Frontier: Unveiling the Risks and Rewards*. Companis. March 22, 2024.
28. *Making LLMs More Reliable and Robust Through Auditing and Validation*. Amazon. March 21, 2024.
29. *AI for Information Access: How Do We Do It Responsibly?* ASIS&T South Asia Chapter. March 20, 2024.
30. *Making LLMs More Reliable and Robust Through Auditing and Validation*. Amazon. March 4, 2024.
31. *Positioning as an AI Expert, Researcher, and Developer*. National Courts and Sciences Institute (NCSI). February 9, 2024.
32. *LLMs: A Lesson In Best Practice For Effective Prompts, Addressing Limitations, And Counteracting Bias*. UW Tri-Campus HR Institute. November 9, 2023.
33. *AI and the Dilemma of Human Centered Research*. SIG USE Symposium. October 7, 2023.
34. *Promises, Potentials, and Perils of Generative AI*. U.S. General Services Administration. September 6, 2023.
35. *AI: Bridging the Gap between Excited and Scared*. San Francisco Public Library. July 17, 2023.
36. *AI Hopes, Hypes, and Horrors*. Columbus Metropolitan Library, Ohio. June 13, 2023.
37. *Challenges and Opportunities with Generative AI for Information Access*. Inclusive Product Management Summit. Foster School of Business. Seattle, WA. May 13, 2023.
38. *Bringing Explainability and Transparency in Recommender Systems*. Indeed.com. Seattle, WA. May 10, 2023.
39. *Artificial Intelligence: Bridging the Gap between Excited and Scared*. Urban Libraries Council CEO Roundtable. New York, NY. May 8, 2023.
40. *Generative AI and the Future of Information Access*. Pacific NW Gigapop. Seattle, WA. April 18, 2023.
41. *Bringing Fairness by Mitigating Bias in Information Access Systems*. AirBnb. April 4, 2023.
42. *Data and Model Biases in Information Access*. Gates Foundations. Seattle, WA. February 15, 2023.
43. *Seeking Human-AI Synergy for Fair and Transparent Information Systems*. Chinese CHI 2022: November 5, 2022.
44. *Misinformation and the Downward Spiral of Information Access Systems*. SIG-Social Media panel at ASIST Annual Meeting. Pittsburgh, PA. November 1, 2022.
45. *Responsibility in AI for Fair and Transparent Search and Recommender Systems*. Oregon State University. November 4, 2022.
46. *From Responsible AI to Responsibility in AI: Fairness and Transparency in Information Access*. University of Michigan. September 15, 2022.
47. *Seeking Human-AI Synergy for Fair and Transparent Search and Recommender Systems*. Microsoft Research. Redmond, Washington. May 11, 2022.

48. *Algorithmic Information Access is the New Smoking*. NorthEast chapter of ASIS&T (NEASIS&T) Summit on "With Great Power: AI and Equity". March 25, 2022.
49. *Can Large Scale Information Access Systems Be Made Fair, Unbiased, and Transparent?*. eScience Institute, Seattle, Washington. January 6, 2022.
50. *Investigating Bias and Instigating Fairness in Search and Recommendation*. International Conference on Ethics in Biology, Engineering, and Medicine (ICEBEM 2021). November 13, 2021.
51. *Can Large Scale Search Ever Be Fair, Unbiased, and Transparent?* University of Massachusetts (UMass) Amherst. November 5, 2021.
52. *Fair is the New Smart for Intelligent Systems*. Apple. February 1, 2021.
53. *Addressing Zero-Query and Zero-Intent Cases of Recommendations Toward Building Intelligent Agents*. Allen Institute of AI (AI2), Seattle, Washington. September 29, 2020.
54. *Task-Based Intelligent Retrieval and Recommendation*. Facebook AI, Palo Alto, California. September 24, 2020.
55. *Investigating Tasks and Taskers with Studies of Searching Online and in the Wild*. DUB Seminar, University of Washington. November 13, 2019.
56. *Counteracting Bias and Increasing Fairness in Search*. iSchool Research Symposium, University of Washington. October 14, 2019.
57. *Information Fostering - Being Proactive in Retrieval and Recommendation*. Amazon, Seattle. Nov. 14, 2018.
58. *Information Fostering: The Art and Science of Providing Answers without Questions*. Spotify, NYC. April 30, 2018.
59. *Information Fostering: Being Proactive in Information Seeking*. Microsoft Research, Redmond, Washington. March 29, 2017.
60. *Information Fostering: Proactively Complementing Information Seeking*. PhD 610 (Seminar in Information Science). Rutgers University. October 13, 2016.
61. *Information Fostering: Being Proactive in Information Seeking*. University of Texas at Austin. March 4, 2016.
62. *Synergy in Search: Pushing the Boundaries of Information Seeking with Collaboration*. Google, Mountain View, CA. July 21, 2015.
63. *Synergy in Search: Pushing the Boundaries of Information Seeking with Collaboration*. University of Maryland. July 14, 2015.
64. *Distributed searching, united searchers: Investigating social and collaborative aspects of information seeking*. Google New York. March 19, 2014.
65. *Be together, but not the same: Leveraging the power of social and community connections for information seeking*. The Center for Dynamic Data Analytics (CDDA). November 5, 2014.
66. *The Next step: Adding social and collaborative dimensions to search*. Yahoo! New York. July 14, 2014.
67. *Communicating for connecting: From telephone to Twitter*. Meadow Lakes Retirement Community, Hightstown, NJ. December 16, 2013.
68. *Seeking synergy in information seeking*. University of Tennessee at Knoxville. October 20, 2013.
69. *Explore globally, collect locally: Social media data harvesting with ContextMiner*. Symposium on Big Data in Public Health, Annenberg School of Communication, University of Pennsylvania, Philadelphia, PA. March 19, 2013.
70. *Online question-answering: Virtual referencing to social Q&A and back*. Web-based talk to Association for Information Science and Technology (ASIST) Student Chapter at University of Alabama. November 10, 2011.
71. *Seeking synergy in information seeking*. CS672: Recommendation and Search Engines. Dept. of CS, Rutgers University. October 28, 2011.
72. *Beyond Google: A quest to understand information seeking across time and people*. CRADLE Talk, University of North Carolina, Chapel Hill, NC. December 4, 2009.
73. *Awareness in collaborative information seeking*. School of Library and Information Science (SILS) Research Symposium, University of North Carolina, Chapel Hill, NC. October 30, 2009.
74. *Toward a model for collaborative information seeking, synthesis, and sense-making: A work in progress*. University of Maryland. October 13, 2009.
75. *Toward a model for collaborative information seeking, synthesis, and sense-making: A work in progress*. Pennsylvania State University. October 12, 2009.

76. *A Story of context-capturing and cross-country coding*. University of Wisconsin at Madison. August 12, 2009.
77. *Republic of web: A web of, by, and for the people*. CRADLE talk, University of North Carolina, Chapel Hill, NC. November 14, 2008.
78. *Collaborative information seeking: Counting on the wisdom of crowd*. INLS 200 guest lecture, University of North Carolina, Chapel Hill, NC. October 23, 2008.
79. *Collaborative information seeking: An art of making 1+1>2*. INLS 490 guest lecture, University of North Carolina, Chapel Hill, NC. April 21, 2008.
80. *Collaborative information retrieval: All for one and one for all*. INLS 200 guest lecture, University of North Carolina, Chapel Hill, NC. March 24, 2008.
81. *We, the people on YouTube: Understanding democracy of, by, and for the online media sharing*. University Research Day Talk, University of North Carolina, Chapel Hill, NC. March 4, 2008.
82. *Hunting for hip, hipsters, and happenings on YouTube - A ContextMiner story*. CRADLE Talk, University of North Carolina, Chapel Hill, NC. September 21, 2007.
83. *Finding connectors, mavens, and salesmen on YouTube*. Yahoo! Research Berkeley, CA. August 10, 2007.
84. *Collaborative exploratory search (CES) - A beginning*. Summer Interns Presentation at FXPAL, CA. August 7, 2007.
85. *Two is a company: A step toward building a collaborative exploratory search (CES) environment*. WHIP Talk at FXPAL, CA. June 6, 2007.
86. *Mining contextual information for ephemeral digital video preservation: A beginning*. Research Issues and Questions Seminar, University of North Carolina, Chapel Hill, NC. April 24, 2007.
87. *Digital museums and user interaction*. With Amy Morgan and Stephanie Adamson in Human Information Interaction (HCI) Seminar, University of North Carolina, Chapel Hill, NC. April 24, 2007
88. *Investigating the effects of faceted interfaces - Research proposal*. Human Computer Interaction (HCI) Seminar, University of North Carolina, Chapel Hill, NC. December 14, 2006
89. *Relevance revisited*. Research Issues & Questions Seminar. University of North Carolina, Chapel Hill, NC. November 21, 2006.
90. *Use of topicality and information measures to improve representation for story link detection (SLD)*. National Institute of Informatics (NII), Tokyo, Japan. August 16, 2006.
91. *Using named entities based representation for story link detection (SLD)*. University of Massachusetts, Amherst, MA. May 5, 2006.
92. *Story link detection (SLD) using named entity graphs*. Northeastern University, Boston, MA. January 6, 2006.
93. *A formal study of terminological feedback*. University of Massachusetts, Amherst, MA. January 13, 2005.
94. *Model selection in unsupervised tracking*. University of Massachusetts, Amherst, MA. January 6, 2005.
95. *Building plans for household tasks from distributed knowledge*. Honda Research Institute (HRI), Mountain View, CA. August 13, 2004.

Patents Granted

1. Gupta, R., & **Shah, C.** (2008). *Building Plans For Household Tasks From Distributed Knowledge*. U.S. Patent Application No.: 11/296,020. Issued on May 6, 2008.
2. Yang, L., **Shah, C.**, Wan, M., Neville, J. L., Safavi, T. L., Counts, S. J., & Suri, S., White, R. W., Andersen, R. M., Buscher, G. L. W., Manivannan, S. K., Wang, L., Das, S. S. S. & Montazerlghaem, A. (2025). *Generating and Using Intent Taxonomies to Identify User Intent*. U.S. Patent Application No.: 18/465742. Issued on March 13, 2025.
3. Wan, M., Neville, J. L., Yang, L., Safavi, T. L., Jauhar, S., **Shah, C.**, Buscher, G. L. W., Andersen, R. M., Manivannan, S. K., Ni, X., Counts, S. J., & Suri, S. (2025). *Dataset Clustering Via Language Model Prompts*. U.S. Patent Application No.: 18/589323. Issued on March 20, 2025.
4. Safavi, T. L., Das, S. S. S., **Shah, C.**, Neville, J. L., Wan, M., Yang, L., Andersen, R. M. & Buscher, G. L. W. (2025). *Structured Dialogue Segmentation and State Tracking*. U.S. Patent Application No.: 18/368491. Issued on March 20, 2025.

Scholarly Developments

Tools Developed

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

- *SOCRATES* (SOcial and CRowdsourced AcTivities Extraction System) - a robust, highly usable social-computational platform that is aimed to transform the manner in which researchers and educators track, capture, visualize, explore, and analyze social media data and annotations. (<http://peopleanalytics.org/socrates/>). 2013-2020.
- *IRIS* (Information Retrieval & Interaction System) - a framework for investigating information retrieval and interaction activities, and a toolkit for implementing them - IRIS is meant to make information work for us. (<http://iris.infoseeking.org/>). 2013-2020.
- *ContextMiner* - a tool for curators and researchers for collecting data as well as contextual information by doing automated crawls from various sources, including YouTube, Flickr, Twitter, blogs, and the open web (<http://www.contextminer.org>) ContextMiner has been used by nearly 2,000 individuals and organizations around the world, helping them in a variety of research projects, including masters and PhD theses. 2007-2020.
- *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. 2007-2020.
- *InfoExtractor* - A tool for extracting structured information from social web. (<http://www.infoextractor.org>). 2009-2016.
- *TubeKit* - a toolkit for building crawlers for YouTube (<http://www.tubekit.org>), which has been downloaded more than 1,800 times, and has served as a critical tool for data collection and analysis pertaining to research on online video participation. 2007-2016.
- *XCreator* - a web-based toolkit for creating browser plug-ins that helps in collecting user's browsing data. This toolkit can be very useful for creating tools for doing user studies that rely on monitoring user's online activities. (superseded by a new version of Coagmento). 2010-2011.
- *DiscoverInfo* - a collection visualization interface for 1898 North Carolina election documents. (discontinued). 2007-2009.
- *DIToolkit* - a toolkit to crawl, index, and visualize a collection (discontinued). 2007-2009.

Data Collections Developed

- Collaborative Information Seeking Lab Experiments Dataset: The dataset being shared from a set of lab experiments conducted by Chirag Shah and Roberto Gonzalez-Ibanez at Rutgers University in 2010-2011. It contains interaction logs (queries, page visits, relevance judgments, and snippets collected) by a total of 160 participants (students) in 80 teams, with each team working on an exploratory search task for about 30 minutes in a controlled lab setting. Available from <http://infoseeking.org/data.php#cis2010>
- Community Q&A Experiments Dataset: This is the dataset that Chirag Shah collected from Yahoo! Answers and got it assessed for content (answer) quality using Amazon's Mechanical Turk. The data was used in a SIGIR 2010 paper. Available from <http://infoseeking.org/data.php#cqa2010>.
- YouTube Collections - consist of nearly 100,000 YouTube videos, collected for different topics including presidential elections and cancer research, over two years with a number of attributes recorded almost every day. The collection includes actual videos, user comments, and user profiles.
- Yahoo! Answers - consists of more than 2 million questions in 25 different categories, along with nearly 15,000,000 answers and close to 1,000,000 user profiles.
- Links Data - includes inlinks and outlinks data crawled from the web about a number of talk-show videos. There are nearly 1 million links extracted from such data, creating a huge graph of connections.

Teaching Activities

Special Courses and Tutorials

- Tutorial on Proactive Conversational Agents at ACM SIGIR Conference. Taipei, Taiwan. July 2023.
- Tutorial on Proactive Conversational Agents at ACM WSDM Conference. Singapore. February 2023.
- Tutorial on Addressing Bias and Fairness in Search Systems at ACM SIGIR Conference. July 2021.
- Tutorial on Counteracting Bias and Increasing Fairness in Search and Recommender Systems at ACM RecSys Conference. September 25, 2020.
- Tutorial on Task-Based Search and Assistance at ACM Special Interest Group on Information Retrieval (SIGIR) Conference. July 26, 2020.
- Course on Social and Collaborative Search at Asian Summer School in Information Access (ASSIA). Kyoto, Japan. August 2-5, 2017.
- Tutorial on Collaborative Information Seeking at ACM Special Interest Group on Information Retrieval (SIGIR) Conference. Pisa, Italy. July 17, 2016.
- Tutorial on Collaborative Information Seeking at ACM Special Interest Group on Information Retrieval (SIGIR) Conference. Portland, OR. August 12, 2012.
- Short course on Community Q&A at the Russian Summer School on Information Retrieval (RuSSIR) at Yaroslavl, Russia. August 6-10, 2012.
- Tutorial on collaborative information seeking at the Web Search and Data Mining (WSDM) 2012 conference in Seattle, WA. February 8, 2012.
- Short course on Collaborative Information Retrieval at the Russian Summer School on Information Retrieval (RuSSIR) at St Petersburg, Russia. August 15-19, 2011.
- Course for professionals on building e-commerce applications using various technologies such as ASP, Windows NT, IIS, etc. at Pro-Link Academy, Navsari, India, Summer 2000.
- Seminars to students and professionals on web technologies at National Institute of Information Technology (NIIT), Navsari, India, Summer 1999.
- Programming with Java to professionals at Paradise Computers, Navsari. Conducted a course on providing network solutions with Microsoft BackOffice at Databank, Navsari, India, Summer 1998.
- Course on website creation at Databank, Navsari, India for professionals, Summer 1997.

Courses Taught

PhD

- Research Design (INSC 570), University of Washington. Fall 2019, Fall 2021.
- Quantitative Research Methods (PhD 604), Rutgers University. Fall 2016, Fall 2017.
- Machine Learning for Data Science (cross-listed with MI), Rutgers University. Fall 2017.
- Machine Learning for Data Science (cross-listed with MI) online, Rutgers University. Spring 2019.
- Human Information Behavior (PhD 612), Rutgers University. Spring 2013, Spring 2014, Spring 2016.
- Information Retrieval Systems Design and Implementation (INLS490-154W) at SILS, UNC Chapel Hill. A self-designed course taught with video podcasts, an online quiz system, and other material for web-based teaching. (<http://www.inforetrieval.org>). Fall 2009.
- Information Retrieval Systems Design and Implementation (INLS490-154) at SILS, UNC Chapel Hill. A self-designed course taught with specially created material (notes, assignments, etc.). Spring 2008, Spring 2009.

Master's

- AI Foundations (IMT 521), University of Washington. Fall 2025, Fall 2026.
- Building and Applying Large Language Models (IMT 526), University of Washington. Spring 2024, Spring 2025.
- Machine Learning (IMT 574), University of Washington. Winter 2020, Winter 2021, Fall 2021, Winter 2024, Winter 2025.

- Introduction to Data Science (IMT 473), University of Washington. Fall 2022.
- Introduction to Programming for Information and Data Science (IMT 511), University of Washington. Winter 2020, Spring 2025.
- Machine Learning for Data Science (cross-listed with PhD), Rutgers University. Fall 2017.
- Machine Learning for Data Science online, Rutgers University, Summer 2018, Spring 2019.
- Problem Solving with Data (MI 562) online, Rutgers University. Spring 2017.
- Problem Solving with Data (MI 562) on-campus, Rutgers University. Spring 2016, Spring 2017.
- Human Information Behavior (MI 510), Rutgers University. Spring 2011, Fall 2011, Spring 2012, Fall 2012, Fall 2014, Fall 2015.
- Interface Design (MI 512), Rutgers University. Spring 2013, Spring 2014, Spring 2015.

Undergraduate

- Introduction to Search and Recommender Systems (INFO 498), University of Washington. Spring 2021, Spring 2022, Fall 2023, Fall 2024.
- Human-Computer Interaction (ITI 230), Rutgers University. Fall 2011, Fall 2012, Fall 2014, Fall 2016.
- Object-Oriented Programming (ITI 202), Rutgers University. Fall 2010, Spring 2011, Spring 2012, Summer 2012, Spring 2015, Fall 2015.
- Byrne First Year Seminar on “Republic of Web”, Rutgers University. Fall 2011, Fall 2012, Fall 2014, Spring 2015.
- Introduction to IR Systems Design (ITI 470 - online course), Rutgers University. Winter 2011, Summer 2014, Winter 2015.

Students Supervised

Doctoral Students by Type of Supervision

Doctoral – Primary (Dissertation Chair)

1. Ruoxi (Anna) Shang (Human-Centered Design and Engineering) – Dissertation Committee Co-Chair.
2. Preetam Dammu (Information Science) – Dissertation Committee Chair.
3. Sahil Verma (Computer Science) – Dissertation Committee Co-Chair. Graduated Fall 2025.
4. Shawon Sarkar (Information Science) – Dissertation Committee Chair. Graduated Spring 2023.
5. Soumik Mandal (Information Science) – Dissertation Committee Chair. Graduated Fall 2020.
6. Jonathan Pulliza (Information Science) – Dissertation Committee Chair. Graduated Summer 2020.
7. Manasa Rath (Information Science) – Dissertation Committee Chair. Graduated Summer 2020.
8. Ruoyuan Gao (Computer Science) – Dissertation Committee Chair. Graduated Spring 2020.
9. Yiwei Wang (Information Science) – Dissertation Committee Chair. Graduated Spring 2020.
10. Souvick Ghosh (Information Science) – Dissertation Committee Chair. Graduated Spring 2020.
11. Jiqun Liu (Information Science) – Dissertation Committee Chair. Graduated Spring 2020.
12. Matthew Mitsui (Computer Science) – Dissertation Committee Chair. Graduated Fall 2018.
13. Ziad Matni (Information Science) – Dissertation Committee Chair. Graduated Fall 2018.
14. Long Le (Computer Science) – Dissertation Committee Chair. Graduated Spring 2017.
15. Dongho Choi (Information Science) – Dissertation Committee Chair. Graduated Fall 2017.
16. Chathra Hendaheewa (Computer Science) – Dissertation Committee Chair. Graduated Fall 2015.
17. Erik Choi (Information Science) – Dissertation Committee Chair. Graduated Spring 2014.
18. Roberto Gonzalez-Ibanez (Information Science) – Dissertation Committee Chair. Graduated Fall 2013.

Doctoral – Dissertation Reader/Committee Member

1. Aparna Ghosh (Communication). University of Washington. Graduated Spring 2024.
2. Valia Kalokyri (Computer Science). Rutgers University. Graduated Summer 2022.
3. Jodie Lobana (Business Administration – Information Systems). McMaster University. Hamilton, Ontario, Canada. Graduated Summer 2021.

4. Neelakshi Sarma (Computer Science and Engineering). Indian Institute of Technology (IIT) Guwahati, India. Graduated Spring 2021.
5. Parisa Khatamian Far (Information Science). Edith Cowan University, Western Australia. Graduated Spring 2020.
6. Eun Rha (Information Science). Rutgers University, New Brunswick, NJ, USA. Graduated Spring 2020.
7. Misfer Saeed A Aldosari (Computing Technologies). Royal Melbourne Institute of Technology (RMIT) University, Australia. Graduated Fall 2020.
8. Shahan Ahmad Chowdhury (Information, Communication, and Technology). University of Tasmania, Australia. Graduated Fall 2020.
9. Ning Sa (Information Studies). SUNY, Albany, NY, USA. Graduated Fall 2019.
10. Eun Baik (Information Science). Rutgers University, New Brunswick, NJ, USA. Graduated Summer 2019.
11. Niladri Sett (Computer Science and Engineering). Indian Institute of Technology (IIT) Guwahati, India. Graduated Fall 2016.

Doctoral – Examiner

1. Mouly Dewan (Information Science) – General Exam Committee Chair. 2026.
2. Junran Yang (Computer Science) – General Exam Graduated Student Representative. 2025.
3. Arnav Das (Computer Science) – General Exam Graduated Student Representative. 2025.
4. Ruoxi (Anna) Shang (Human-Centered Design and Engineering) – General Exam Committee Co-Chair. 2025.
5. Sahil Verma (Computer Science) – General Exam Committee Co-Chair. 2024.
6. Maryam Amirizani (Information Science) – General Exam Committee Chair. 2024.
7. Preetam Dammu (Information Science) – General Exam Committee Chair. 2024.
8. Raina Langevin (Human-Centered Design and Engineering) – General Exam GSR. 2021.
9. Shawon Sarkar (Information Science) – General Exam Committee Chair. 2020.
10. Aparna Ghosh (Journalism) – General Exam Graduate Student Representative. 2020.
11. Ruoyuan Gao (Computer Science) – Qualifying Exam Committee Chair. 2019.
12. Shannon Tomlinson (Information Science) – Qualifying Exam (Written and Oral) Committee Chair. 2018.
13. Jonathan Pulliza (Information Science) – Qualifying Exam (Written and Oral) Committee Chair. 2018.
14. Jiqun Liu (Information Science) – Qualifying Exam (Written and Oral) Committee Chair. 2018.
15. Souvick Ghosh (Information Science) – Qualifying Exam (Written and Oral) Committee Chair. 2018.
16. Soumik Mandal (Information Science) – Qualifying Exam (Written and Oral) Committee Chair. 2018.
17. Manasa Rath (Information Science) – Qualifying Exam (Written and Oral) Committee Chair. 2018.
18. Yiwei Wang (Information Science) – Qualifying Exam (Written and Oral) Committee Chair. 2017.
19. Eun Rha (Information Science) – Qualifying Exam (Written and Oral) Committee Member. 2017.
20. Matthew Mitsui (Computer Science) – Qualifying Exam Committee Chair. 2016.
21. Long Le (Computer Science) – Qualifying Exam Committee Chair. 2015.
22. Dongho Choi (Information Science) – Qualifying Exam (Written and Oral) Committee Chair. 2015.
23. Eun Baik (Information Science) – Qualifying Exam (Written and Oral) Committee Member. 2015.
24. Debanjan Ghosh (Information Science) – Qualifying Exam (Written and Oral) Committee Member. 2014.
25. Charles File (Information Science) – Qualifying Exam (Written and Oral) Committee Member. 2014.
26. Ziad Matni (Information Science) – Qualifying Exam (Written and Oral) Committee Chair. 2014.
27. Erik Choi (Information Science) – Qualifying Exam (Written and Oral) Committee Chair. 2012.
28. Muge Haseki (Communication) – Qualifying Exam (Written and Oral) Committee Member. 2012.
29. Roberto González-Ibanez (Information Science) – Qualifying Exam (Written and Oral) Committee Member. 2011.
30. Daniel Halpern (Communication) – Qualifying Exam (Written and Oral) Committee Member. 2011.

Postdocs

1. Dr. Yunhe Feng. August 2020-July 2022.
2. Dr. Chang Liu from Peking University. January 2019-August 2019.
3. Dr. Matthew Mitsui. November 2018-August 2019.
4. Dr. Xiaojun Yuan from University of Albany. September 2018-August 2019.

5. Dr. Jinchao Zhao from Wuhan University. March 2018-February 2019.
6. Dr. Christopher Leeder. September 2014-June 2015.
7. Dr. Ying Zheng from Chinese Academy of Science. October 2011-March 2012.

Service

Contributions to the Advancement of the Academic Profession

Journal and conference reviewing

- Past and ongoing reviewing for ACM Computing Surveys (CSUR), Canadian Journal of Information and Library Science, Transactions on Information Systems (ToIS), ACM Transactions on Interactive Intelligent Systems (ToIIS), ACM Transactions on Computer-Human Interaction (ToCHI), Communications of the ACM, Journal of Computer-Supported Cooperative Work (CSCW), Journal of American Society of Information Science and Technology (JASIST), Journal of Information Science (JIS), Journal of Internet & Policy, Journal on Computer Science and Information Systems (IJCSIS), Information Processing and Management (IP&M).
- Past and ongoing reviewing as a PC or Senior PC Member for International Conference on Computer-Supported Cooperative Work (CSCW), International Conference on Computational Linguistics (COLING), ACM Special Interest Group on Information Retrieval (SIGIR), ACM Special Interest Group on Computer-Human Interaction (SIGCHI), ACM/IEEE Joint Conference on Digital Libraries (JCDL), ACM International Conference on Information and Knowledge Management (CIKM), The Web Conference.

Grant proposals reviewing

- Reviewer for National Research and Development Agency, **Chile**, 2020.
- Reviewer for American University of Beirut Grants, **Lebanon**, 2019.
- Reviewer and panel member for Social Science Research Council (SSRC), 2018.
- Reviewer for European Research Council (ERC), **Belgium**, 2018.
- Reviewer and panel member for the National Science Foundation (NSF), since 2011.
- Reviewer for Organisation for Scientific Research (NWO) Physical Sciences Divisional Board grant applications, **Netherlands**, 2015.
- Reviewer for Institute of Museum and Library Services (IMLS) grant proposals, 2013, 2014, 2016.

Editorial Activities

- Founding Editor in Chief, Information Matters. 2021-ongoing.
- Associate Editor, ACM Transactions on the Web (TWeb). 2022-ongoing.
- Associate Editor, Foundations and Trends in Information Retrieval (FnTIR). 2022-ongoing.
- Advisory board member, Journal of Association for Information Science & Technology (JASIST). 2022-ongoing.
- Editorial board member, Journal of Information Processing & Management (IP&M). 2016-2025.
- Editorial board member, Journal of Library and Information Science Research (LISR). 2017-2022.
- **Shah, C.**, Capra, R., & Hansen, P. (Ed.) (2014). IEEE Computer Special Issue on Collaborative Information Seeking, March 2014. Available from <http://www.computer.org/csdl/mags/co/2014/03/index.html>

Organizing and Chairing Activities

- ACM SIGIR Executive Committee Member, July 2025-June 2028.
- Program Committee Co-Chair, DESIRES 2027 conference. 2026-2027.
- General Co-Chair, ACM CHIIR 2026 conference. 2024-2026.
- Short Papers Co-Chair, ACM SIGIR 2024.
- Chair, ASIS&T Special Interest Group on Artificial Intelligence (SIG AI). 2021-2022.

- Co-Chair, ACM RecSys 2022 Workshops. 2022.
- Steering Committee Chair, ACM CHIIR. 2020-2021.
- Chair, ASIS&T Publication Committee. 2019-2020.
- General Co-Chair, ACM SIGIR 2021 conference.
- Co-Organizer, The 3rd International Workshop on Explainable Recommendation and Search (EARS) at SIGIR 2020.
- Co-Organizer, The 2nd International Workshop on Explainable Recommendation and Search (EARS) at SIGIR 2019.
- Steering Committee Member, ACM CHIIR. 2017-2020.
- General Co-Chair, ACM CHIIR 2018 conference.
- Steering Committee Member, ACM CHIIR. 2018-2022.
- Chair, SIG/CON at ASIST 2017 conference.
- Program Committee Co-Chair for iConference 2016. March 20-23, 2016.
- Publicity Co-Chair, International Joint Conference on Artificial Intelligence (IJCAI) 2016.
- Workshop Co-Chair for ACM/IEEE Joint Conference on Digital Libraries (JCDL) 2016. June 19-23, 2016.
- Lead organizer of the DIMACS Workshop on Social and Collaborative Information Seeking (SCIS). Rutgers University. May 14-15, 2015.
- Chair for the session “Visualization and Interaction” at iConference 2015. March 25, 2015.
- Lead organizer of the DIMACS Workshop on Building Communities for Transforming Social Media Research Through New Approaches for Collecting, Analyzing, and Exploring Social Media Data. Rutgers University. April 10-11, 2014.
- Lead organizer of the third workshop on Collaborative Information Seeking (CIS) at the ACM CSCW conference in San Antonio, TX.
- Co-chair of Interaction Track for the ASIST 2012 conference in Baltimore, MD: October 26-30, 2012.
- Co-organizer of the SIG USE workshop at ASIST 2012 conference. Baltimore, MD: October 27, 2012.
- Co-organizer of Social Search Social (SSS) 2012 at Microsoft Research, Redmond, WA: February 11, 2012.
- Chair for the Posters/Demos/Videos track at the ASIST 2011 conference in New Orleans, LA.
- Lead organizer of the second workshop on Collaborative Information Seeking (CIS) at the ASIST 2011 conference in New Orleans, LA.
- Lead organizer of the first workshop on Collaborative Information Seeking (CIS) at the ACM Group 2010 conference in Sanibel Island, FL.
- Chair for the Information Retrieval track at HLT-NAACL 2009 Student Research Workshop.

Memberships

- Lifetime Member, Association of Computing Machinery (ACM). 2000-ongoing.
- Member, Institute of Electrical and Electronic Engineers (IEEE). 2022-ongoing.
- Member, Association for Information Science and Technology (ASIS&T). 2008-ongoing.
- Director of Chapter Assembly and Board Member, Association for Information Science & Technology (ASIS&T). 11/2015-10/2016.
- Chair of the New Jersey chapter of Association for Information Science & Technology (NJ ASIS&T). 2014-2016.
- Deputy Director of Chapter Assembly and Board Member, Association for Information Science & Technology (ASIS&T). 11/2014-10/2015.
- Microsoft Certified Professional. 1999-ongoing.
- President of Institute of Electrical and Electronic Engineering (IEEE) Student Branch at Nadiad, India. 1998-1999.
- Student member, Institute of Electrical and Electronic Engineering (IEEE). 1997-2002.