

STEVE WHITTAKER

Professor and Chair of Information Retrieval
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RESEARCH INTERESTS

Human Computer Interaction, Computer Supported Co-operative Work, Computer Mediated Communication, Personal Information Management, Digital Memory, Task Management, Multimedia Retrieval.

EDUCATION

University of Cambridge, B.A., in Natural Sciences, 1976-1979, awarded Exhibition in 1978,
St Andrews University, Ph.D. Psychology, 1979-1982. *Development of Memory in Preschoolers.*

EMPLOYMENT

Chair in HCI and Information Retrieval, *University of Sheffield, UK, 2003-present.*

Manage a 25 person research lab looking into PIM, Digital Memories, Interactive Information Retrieval. The group has brought in almost £2M in research income in the 5 years I have been in post. The Information Studies Department is currently ranked number 1 Information School in the UK, in the government sponsored Research Assessment Exercise (RAE).

Senior Research Scientist, *AT&T Labs - Florham Park, NJ, USA. 1996-2003.*

Technical lead in HCI Research concerning speech access and browsing, PIM, novel communication tools and communication theory

Research Scientist, *Lotus Development Corporation, Boston, MA, USA. 1993-1996.*

Research in group and individual tools for task management, interpersonal communication and knowledge management

Senior Research Engineer, Research Project Manager, *Hewlett Packard Labs, 1989-1993.*

Managed, Researched and developed new multimodal UIs.

Visiting Research Fellow, *University of Edinburgh, UK, 2001.*

Visiting Professor, *Stanford University, 1989-1991, 2007-8, UC Santa Cruz.*

Consultant

Microsoft Research 2008, IBM Research 2006, 2007.

AWARDS, GRANTS, AND PATENTS

Awards

Elected to CHI Academy, 2008.

A peer evaluated award for substantial scientific contribution to the field of Human Computer Interaction.

Paper/Conference Awards

Best Paper Award at ACM Conference on Computer Human Interaction (CHI), 2007.

Honorable Mention for paper at ACM Conference on Computer Human Interaction (CHI), 2006, 2008.

Grants

Note grants are from 2003 when I became an academic.

2008-present Collaboration with Stanford on *Temporal Tagging: Extracting Information from Meetings*, PI. £19,102

2006-present: *AMIDA: Augmented Multiparty Interaction with Distance* EU Framework 7 grant. PI. £204,000

2006-present: *Memoir: Learning how technology can help people create and manage long-term memories*. EU Framework 7 training grant. PI. £470,108

2003-2006: *Augmented Multiparty Interaction, FP6-2002-IST-1*. Framework 6. Total grant is 8.5M Euros, from 2004-2006. I was Sheffield PI. £394,301

2003-2005: *Conceptual Framework for Place Aware Systems*, US National Science Foundation (NSF) Project into Conceptual Framework for Place Aware Systems, PIs are Dr. Quentin Jones of New Jersey Institute of Technology, Newark, NJ, and Dr. Loren Terveen, U. Minnesota, Minneapolis. My role is consultant. £350,453

Patents

10. Buddy URLs: Persistent Interpersonal Communication Channels

9. Spoken Content Based Audio Navigation

8. System And Method For Gisting, Browsing And Searching Voicemail Using Automatic Speech Recognition

7. Method And Apparatus For Voice Mail Notes

6. System And Method For Indexing Voice Mail Messages By Speaker

5. Method For Providing A Communications Workspace

4. System And Method For Analyzing Communications

3. System And Method For Processing Voicemail Messages Using Automatic Speech Recognition

2. System And Method For Processing Speech Files

1. Information Access Using Query by Format, (US and UK patents awarded)

6 more patents filed in 2006 associated with temporal access to meetings data.

ADMINISTRATIVE RESPONSIBILITIES*University:*

Faculty of Pure Science Policy, Faculty of Pure Science Strategy

Social Science Graduate Policy, Pure Science Graduate Policy (served as deputy for Head of Department)

Institute for Collaboration in Social Sciences, Liason Committee: representative for computing sciences.

Department:

Graduate Tutor responsible for all admissions, pastoral care.

Committees: Department Strategy, Research Strategy, Teaching committees

PUBLICATIONS

37 journal articles, 59 refereed conference articles and 18 book chapters. According to Google Scholar my h index is 35, with over 4500 cites.

Refereed Journals

1. **Whittaker**, S., Bergman, O., and Clough, P. (in press). Easy on That Trigger Dad: A Study of Long Term Family Photo Retrieval. To appear in *Personal and Ubiquitous Computing*.
2. Axtell, C.M., Hislop, D., and **Whittaker**, S. (in press). [Mobile Technologies in Mobile Spaces: Findings from the Context of Train Travel](#). To appear in *International Journal of Human Computer Studies*.
3. Bergman, O., Beyth-Marom, R., Nachmias R., Gradovitch, N., **Whittaker** S. (2008). [Improved Search Engines and Navigation Preference in Personal Information Management](#). *ACM Transactions on Office Information Systems*.
4. Tucker, S. and **Whittaker** (2008). [Evaluating Methods of Temporally Compressing Speech](#). *IEEE Transactions on Audio, Speech and Language Processing*.
5. **Whittaker**, S., Tucker, S., Swampillai, K., and Laban, R. (2007). [Design and Evaluation of Systems to Support Interaction Capture and Retrieval](#). *Personal and Ubiquitous Computing*. <http://dx.doi.org/10.1007/s00779-007-0146-3>
6. **Whittaker**, S., and Hirschberg, J. (2007). [Accessing Speech Using Strategic Fixation](#). *Computer Speech and Language*, 21(2), 296-324. [doi:10.1016/j.csl.2006.06.004](https://doi.org/10.1016/j.csl.2006.06.004)
7. **Whittaker**, S. Bellotti, V., and Gwizdka, J. (2006). Email in Personal Information Management. In *Communications of the ACM*, 49(1), 68-73.
8. Wiberg, M., and **Whittaker**, S. (2005). Managing Availability: Supporting Lightweight Negotiations. *ACM Transactions on Computer Human Interaction*, 12.
9. **Whittaker**, S., Laban, R., and Tucker, S. (2005). Analysing Meeting records: An Ethnographic Study and Technical Implications. *Lecture Notes in Computer Science 3869, Machine Learning for Multimodal Interaction*, Springer, New York.
10. **Whittaker**, S. (2005). Supporting Collaborative Task Management in Email. *Human Computer Interaction*, 20, 49-88.
11. **Whittaker**, S. Bellotti, V., and Moody, P. (2005). Revisiting and Reinventing Email. *Human Computer Interaction*, 20, 1-9.
12. **Whittaker**, S., Jones, Q., Nardi, B., Creech, M., Terveen, L., Isaacs, E., Hainsworth, J. (2004). ContactMap: Organizing Communication in a Social Desktop. *ACM Transactions on Computer Human Interaction*, 11, 445 – 471.
13. Jones, Q., Grandhi, S., Terveen, L., **Whittaker**, S. (2004). People-To-People-to-Geographical-Places: The P3 Framework for Location-Based Community Systems, *Computer Supported Cooperative Work*, 13, 249-282.
14. Tucker, S., and **Whittaker**, S. (2004), Accessing Multimodal Meeting Data: Systems, Problems and Possibilities, *Lecture Notes in Computer Science 3361, Machine Learning for Multimodal Interaction*, 1-11, Springer, New York.
15. Walker, M., **Whittaker**, S., Stent, A., Maloor, P., Moore, J., Johnston, M., Vasireddy, V. (2004). Generation and Evaluation of User Tailored Responses in Dialogue. *Cognitive Science*, 28, 811-840.
16. **Whittaker**, S. (2003). Things to talk about when talking about things. *Human-Computer Interaction*, 18, 149-170.

17. Nardi, B., **Whittaker**, S, Schwarz, H. (2002). NetWORKers and their Activity in Intensional Networks. In *Computer Supported Cooperative Work*, 205-242.
18. Nardi, B., **Whittaker**, S., Isaacs, E., Creech, M., Johnson, J., and Hainsworth, J. (2002) Integrating Communication and Information Through ContactMap. In *Communications of the ACM*, 89-95.
19. **Whittaker**, S., and Hirschberg, J. (2001). The character, value and management of paper archives. *Transactions on Computer Human Interaction*, **8**, 150-170.
20. **Whittaker**, S., Terveen, L., and Nardi, B. (2000). Let's stop pushing the envelope and start addressing it: a reference task agenda for HCI. *Human Computer Interaction*, **15**, 75-106.
21. Nardi, B., **Whittaker**, S, Schwarz, H. (2000). It's Not What You Know, It's Who You Know: Work in the Information Age. *First Monday*, 3, 455-489
22. **Whittaker**, S., and Schwarz, H. (1999) Meetings of the board: the impact of scheduling medium on long term coordination in software development. In *Computer Supported Cooperative Work*, **8**,175-205.
23. **Whittaker**, S., Swanson, G., Kucan, J., & Sidner, C., (1997). Telenotes: managing lightweight interactions in the desktop. *Transactions on Computer Human Interaction*, **4**, 137-168.
24. **Whittaker**, S., Isaacs, E., and O'Day, V. (1997). Widening the Net. In *SIGCHI Bulletin*, **29**.
25. Nardi, B., Kuchinsky, A., **Whittaker**, S., Leichner, R., and Schwarz, H. (1996). Video as data: technical and social aspects of a collaborative multimedia application. In *Computer Supported Cooperative Work*, 4, 73-100.
26. **Whittaker**, S. (1995) Rethinking video as a technology for interpersonal communications: theory and design implications. *International Journal of Man-Machine Studies*, **42**, pp 501-529.
27. **Whittaker**, S., Geelhoed, E., and Robinson, E. (1993). Shared workspaces: how do they work and when are they useful? *International Journal of Man-Machine Studies*, **39**, pp 813-842.
28. O'Conaill, B., **Whittaker**, S., and Wilbur, S. (1993). Conversations over videoconferences: an evaluation of the spoken aspects of video-mediated communication. *Human Computer Interaction*, **8**, 389-428.
29. J. McShane and S. **Whittaker** (1988). The encoding of tense and aspect by 3-to 5-year-old children. *Journal of Experimental Child Psychology*, 45, 52-70.
30. S. **Whittaker** (1988). Success and the maintenance of memory strategies by preschoolers. *International Journal of Behavioral Development*, 10, 425-438
31. S. **Whittaker** and E. Robinson (1987). An investigation of the consequences of one feature of teacher-child talk for childrens' awareness of ambiguity in verbal messages. *International Journal of Behavioral Development*, 10, 425-428.
32. E. Robinson and S. **Whittaker** (1987). Children's conceptions of relations between messages meanings and reality. *British Journal of Developmental Psychology*, 5, 81-90.
33. S. **Whittaker** (1986). Eliminating alternatives: preschool children's use of indirect cues in memory tasks. *British Journal of Developmental Psychology*, 4, 199-207.
34. E. Robinson and S. **Whittaker** (1986). Children's conception of meaning-message distinctions. *Cognition*, 22, 41-60.
35. E. Robinson and S. **Whittaker** (1986). Children's responses to ambiguous messages: A response to Ackerman's reply. *Developmental Psychology*, 22, 704-706
36. S. **Whittaker**, J. McShane, and D. Dunn (1985). The development of cueing strategies in very young children. *British Journal of Developmental Psychology*, 3, 153-161.
37. E. Robinson and S. **Whittaker** (1985). Children's responses to, and their understanding of, ambiguous messages. *Developmental Psychology*, 21, 446-454.

Refereed Conference Papers (excludes workshop papers)

1. San Pedro, J., Kalnikaite, V., Whittaker, S. (in press). You Can Play That Again: Exploring Social Redundancy to Derive Highlight Regions in Videos. To appear in *Intelligent User Interfaces*.
2. Tucker, S. and Whittaker, S. (in press). Have A Say Over What You See: Evaluating Interactive Compression Techniques. To appear in *Intelligent User Interfaces*.
3. V. Kalnikaitė & S. Whittaker (in press). [Social Summarization: Does Social Feedback Improve Access to Speech Data?](#) To appear in *Computer Supported Co-operative Work*, ACM Press, New York.
4. V. Kalnikaitė & S. Whittaker (2008). [Cueing Digital Memory: How and Why Do Digital Notes Help Us Remember?](#) *Human Computer Interaction (British HCI Conference) 2008*.
5. Wrigley, S., Tucker, S., Brown, G., and Whittaker S. (2008). [The influence of audio presentation style on multitasking during teleconferences.](#) *Interspeech, 2008*.
6. S. Tucker, N. Kyprianou and S. Whittaker (2008) [Time-Compressing Speech: ASR Transcripts are an Effective Way to Support Gist Extraction.](#) In *Proceedings of MLMI 2008*, 226-235, Springer, Amsterdam.
7. Petrelli, D. **Whittaker**, S. and Brockmeier, J (2008). Autotopography: What can physical mementos tell us about digital memories? *Proceedings of CHI*. New York, ACM Press. *Awarded Honorable Mention*.
8. Millen, D., Yeng., M., **Whittaker**, S., and Feinberg, J. (2007). [Social Bookmarking and Exploratory Search.](#) *European Conference on Computer Supported Co-operative Work*.
9. Kalnikaite, V., and **Whittaker**, S. (2007). Software or Wetware? [Discovering When and Why People Use Digital Prosthetic Memory.](#) In *Proceedings of CHI07 Conference on Human Factors in Computing Systems*, 71-80, New York: ACM Press. *Awarded Best Paper*.
10. John C. Tang, James Lin, Jeffrey S. Pierce, Steve **Whittaker**, Clemens Drews. (2007). [Recent Shortcuts: Using Recent Interactions to Support Shared Activities.](#) In *Proceedings of CHI07 Conference on Human Factors in Computing Systems*, 1263 - 1272, New York: ACM Press.
11. Tucker, S., and **Whittaker**, S. (2006). Time is of the Essence: An Evaluation of Temporal Compression Algorithms. In *Proceedings of CHI06 Conference on Human Factors in Computing Systems*, New York: ACM Press.
12. Tucker, S., **Whittaker**, S., and Laban, R. (2005). Identifying User Requirements for Novel Interaction Capture. In *Proceedings of 5th International Conference on Measuring Behaviour*, Wageningen, The Netherlands.
13. Tucker, S., and **Whittaker**, S. (2005). [Novel techniques for time compressing speech: an exploratory study.](#) In *IEEE International Conference on Acoustics, Speech, and Signal Processing*, Philadelphia, USA.
14. Wellner, P., Flynn, M., Tucker, S., **Whittaker**, S. (2005), [A Meeting Browser Evaluation Test.](#) In *Proceedings of CHI05 Conference on Human Factors in Computing Systems*, New York: ACM Press.
15. **Whittaker**, S., and Amento, B. (2004). [Semantic Speech Editing.](#) *Proceedings of Conference on Computer Human Interaction*, 527-534, New York, ACM Press.
16. Jones, Q., Grandhi, S., Terveen, L., **Whittaker**, S., and Chivakula, K. (2004). [Putting Systems into Place: A Qualitative Study of Design Requirements for Location-Aware Community Systems.](#) In *Proceedings of Conference on Computer Supported Cooperative Work*. New York: ACM Press.
17. **Whittaker**, S., and Hirschberg, J. (2003). Look or Listen: Discovering Effective Techniques for Accessing Speech Data. In *Proceedings of Human Computer Interaction*, 219-238, Kluwer, Netherlands.
18. **Whittaker**, S. and Amento, B. (2003). Seeing what your are hearing: Co-ordinating responses to trouble reports in network troubleshooting . In *Proceedings of European Conference on Computer Supported Cooperative Work*, Kluwer, Netherlands.

19. Walker, M., **Whittaker**, S., Stent, A., and Maloor, P. (2003). Should I Tell All?: An Experiment on Conciseness in Spoken Dialogue. In *Proceedings of Eurospeech*, IEEE Press, Geneva.
20. **Whittaker**, S., Jones, Q., and Terveen, L. (2002). Contact Management: Identifying Contacts to Support Long Term Communication. In *Proceedings of Conference on Computer Supported Cooperative Work*. New York: ACM Press.
21. Isaacs, E., Walendowski, A., **Whittaker**, S., Schiano, D., and Kamm, C. (2002). The Character, Functions, and Styles of Instant Messaging in the Workplace. In *Proceedings of Conference on Computer Supported Cooperative Work*. New York: ACM Press.
22. **Whittaker**, S., Hirschberg, J., Amento, B., Stark, L., Bacchiani, M., Isenhour, P., Stead, L., Zamchick G., & Rosenberg, A. (2002). SCANMail: a voicemail interface that makes speech browsable, readable and searchable. In *Proceedings of CHI2002 Conference on Human Computer Interaction*. New York: ACM Press.
23. Isaacs, E., Kamm, C., Schiano, D., Walendowski, A., and **Whittaker**, S. (2002). Characterizing Instant Messaging from Recorded Logs. In *Proceedings of CHI2002 Conference on Human Computer Interaction*. New York: ACM Press.
24. **Whittaker**, S., Walker, M., and Moore, J. (2002). Fish or Fowl: A Wizard of Oz Evaluation of Dialogue Strategies in the Restaurant Domain. In *Language Resources and Evaluation Conference*.
25. Walker, S. **Whittaker**, A. Stent, P. Maloor, J. Moore, M. Johnston, G. Vasireddy. (2002). Speech plans: generating evaluative responses in spoken dialogue. *International Natural Language Generation Conference*.
26. Stent, A., Walker, M., **Whittaker** S., and Maloor, P. (2002). User-Tailored Generation for Spoken Dialogue: An Experiment (2002). *Proceedings of International Conference on Spoken Language Processing*.
27. **Whittaker**, S., Jones, Q., and Terveen, L. (2002). Managing Long Term Conversations: Conversation and Contact Management. In *HICCS 2002*.
28. Johnston, M., Ehlen, P., Bangalore, S., Walker., M., Stent, A., Maloor, P., and **Whittaker**, S. (2002). MATCH: An Architecture for Multimodal Dialogue Systems. In North American Association for Computational Linguistics, MIT Press, Cambridge, MA.
29. Hirschberg, J., Bacchiani, M., Hindle, D., Isenhour, P., Rosenberg, A., Stark, L., Stead, L., **Whittaker**, S., and Zamchick, G. (2001). SCANMail: Browsing and searching speech data by content. In *Proceedings of Eurospeech*.
30. Bacchiani, M., Hirschberg, J., Rosenberg, A., **Whittaker**, S., Hindle, D., Isenhour, P., Jones, M., Stark, L., and Zamchick, G. (2001). SCANMail: Audio Navigation in the Voicemail Domain. In *Proceedings of Human Language Technology*.
31. M. Walker, J. Aberdeen, J. Boland, E. Bratt, J. Garofolo, L. Hirschman, A. Le, S. Lee, S. Narayanan, K. Papineni, B. Pellom, J. Polifroni, A. Potamianos, P. Prabhu, A. Rudnicky, G. Sanders, S. Seneff, D. Stallard, S. **Whittaker**. (2001) DARPA Communicator Dialog Travel Planning Systems: The June 2000 Data Collection. In *EUROSPEECH: European Conference on Speech Processing , 2001*.
32. Nardi, B., **Whittaker**, S., Bradner, E. (2000). Interaction and Outeraction: Instant Messaging in Action. *Proceedings of Conference on Computer Supported Cooperative Work*, 79-88. New York: ACM Press.
33. **Whittaker**, S., Davies, R., Hirschberg, J., and Muller, U. (2000). Jotmail: a voicemail interface that enables you to see what was said. In *Proceedings of CHI2000 Conference on Human Computer Interaction*, 89-96. New York: ACM Press.
34. Rosenberg, A. Parthasarathy, S. Hirschberg, J., **Whittaker**, S. (2000). Using speaker detection to classify voicemail data. In *Proceedings of International Conference on Spoken Language Processing*.

35. Stark, L., **Whittaker**, S., and Hirschberg, J. (2000). ASR satisficing: the effects of ASR accuracy on speech retrieval. In *Proceedings of International Conference on Spoken Language Processing*.
36. Barzilay, R., Collins, M., Hirschberg, J., **Whittaker**, S. (2000). The Rules Behind Roles: Identifying Speaker Role in Radio Broadcasts, In *Proceedings of AAAI 2000*, Austin.
37. Bangalore, S., Rambow, O. and **Whittaker**, S. (2000). Evaluation Metrics for Generation, In *Proceedings of International Conference on Natural Language Generation (INLG 2000)*
38. Schwarz, H., Nardi, B., and **Whittaker**, S. (1999). The hidden work in virtual work. In *International Conference on Critical Management*. Winner of the MIT Siegel Prize.
39. **Whittaker**, S., Hirschberg, J., Choi, J., Hindle, D., Pereira, F., and Singhal, A. (1999). SCAN: designing and evaluating user interfaces to support retrieval from speech archives. In *Proceedings of SIGIR99 Conference on Research and Development in Information Retrieval*, 26-33.
40. Hirschberg, J., **Whittaker**, S., Hindle, D., Pereira, F., and Singhal, A., (1999). Finding information in audio: a new paradigm for audio browsing/retrieval. In *ESCA ETRW Workshop*.
41. **Whittaker**, S. Terveen, L., Hill, W., and Cherny, L. (1998). The dynamics of mass interaction, In *Proceedings of Conference on Computer Supported Cooperative Work*, 257-264. New York: ACM Press.
42. **Whittaker**, S., Hirschberg, J., and Nakatani, C. H. (1998). Play it again: a study of the factors underlying speech browsing behavior, In *Proceedings of CHI98 Conference on Computer Human Interaction*. New York: ACM Press.
43. **Whittaker**, S., Hirschberg, J., and Nakatani, C. H. (1998). All talk and all action: strategies for managing voicemail messages, In *Proceedings of CHI98 Conference on Computer Human Interaction*, 1998. New York: ACM Press.
44. **Whittaker**, S., Hirschberg, J., and Nakatani, C. H. (1998). What you see is almost what you hear: design principles for user interfaces for accessing speech archives, In *Proceedings of International Conference on Spoken Language Processing*.
45. Nakatani, C. H., **Whittaker**, S., and Hirschberg, J. (1998). Now you hear it now you don't: empirical studies of audio browsing behavior, In *Proceedings of International Conference on Spoken Language Processing*.
46. Choi, J., Hindle, D., Hirschberg, J., Magrin-Chagnolleau, I., Nakatani, C. H., Pereira, F., Singhal, A., **Whittaker**, S. (1998). SCAN - Speech content audio navigator: a systems overview. In *Proceedings of International Conference on Spoken Language Processing*.
47. **Whittaker**, S. and Sidner, C. (1996). Email overload: exploring personal information management of email. In *Proceedings of CHI'96 Conference on Computer Human Interaction*, NY: ACM Press, 276-283. New York: ACM Press.
48. **Whittaker**, S. (1996). Talking to strangers: an evaluation of the factors affecting electronic collaboration. In *Proceedings of Conference on Computer Supported Cooperative Work*, New York, ACM Press.
49. Walker, M., Cahn J., and **Whittaker**, S. (1996). Linguistic Style Improvisation for Lifelike Computer Characters. In *Agents96, Conference on Autonomous Interfaces*.
50. **Whittaker**, S. and Schwarz, H. (1995). Back to the future: pen and paper technology supports complex group coordination. In *Proceedings of CHI'95 Conference on Computer Human Interaction*, NY: ACM Press, 495-502.
51. S. **Whittaker** (1995). Video as a technology for interpersonal communications: a new perspective. In *IS&T/SPIE Symposium on Electronic Imaging Science and Technology: Multimedia computing and Networking*, 2417, 294 - 304. SPIE Press: San Jose.
52. **Whittaker**, S., Frohlich, D., and Daly-Jones, O. (1994). Informal communication: what is it like and how might we support it? In *Proceedings of CHI'94 Conference on Computer Human Interaction*, Boston, USA, Eds., C. Plaisant, NY: ACM Press, 130-137.

53. **Whittaker**, S., Hyland, P., and Wiley, M. (1994). Filochat: handwritten notes provide access to recorded conversations. In *Proceedings of CHI94 Conference on Computer Human Interaction*, 271-277, 1994. New York: ACM Press.
54. Nardi, B., Schwarz, H., Kuchinsky, A., Leichner, R., **Whittaker**, S. and Sclabassi, R. (1993). Turning away from talking heads: the use of video-as-data in neurosurgery. In *Proceedings of CHI93 Conference on Computer Human Interaction*, 1993, 327-334. New York: ACM Press.
55. S. **Whittaker**, and B. O'Conaill (1993). Evaluating videoconferencing. In *Proceedings of CHI'93 Human Factors in Computing Systems*. NY: ACM Press.
56. **Whittaker**, S., Brennan, S., and Clark, H (1991). Co-ordinating activity: an analysis of computer supported cooperative work. In *Proceedings of CHI'91 Human Factors in Computing Systems*, New Orleans, USA, Eds., S. Robertson, J. Olson & G. Olson, NY: ACM Press, 360-367.
57. Walker, M., and **Whittaker**, S. (1990). Mixed Initiative in Dialogue: An investigation into discourse segmentation . In *Proceedings 28th Annual Meeting of the Association for Computational Linguistics*.
58. S. **Whittaker** and P. Stenton (1989). User studies and the design of natural language systems. In *Proceedings of the 4th Meeting of the European Association of Computational Linguistics*.
59. **Whittaker**, S., and Stenton, P. (1988). Cues and control in expert client dialogues. In *Proceedings 26th Annual Meeting of the Association for Computational Linguistics*.

Book Chapters

1. **Whittaker**, S. (2008). [Making Sense of Sense Making](#). In T. Erickson and D. McDonald (Eds). *HCI Remixed*. Cambridge, MIT Press.
2. **Whittaker**, S., Bellotti, V., and Gwidka, J. (2008). Everything through Email. In W. Jones and J. Teevan (Eds.) *Personal Information Management*. U. Washington Press, Seattle.
3. **Whittaker**, S. (2008). Making Sense of Sense Making. In T. Erickson and D. McDonald (Eds). *HCI Remixed*. Cambridge, MIT Press.
4. **Whittaker**, S., and Walker, M. (2005). Evaluating Dialogue Strategies. In W. Minker, D. Buehler, and L. Dybkjaer (Eds.), *Spoken Multimodal Human-Computer Dialogue in Mobile Environments*, Kluwer, Dordrecht, The Netherlands.
5. **Whittaker**, S. (2003). Theories and Methods in Mediated Communication. In Graesser, A., Gernsbacher, M., and Goldman, S. (Ed.) *The Handbook of Discourse Processes*. Erlbaum, NJ.
6. **Whittaker**, S., Terveen., L., Hill., W., and Cherny, L. (2003). Large scale communications. In D. Fisher and C. Lueg (Eds). *From Usenet to Cowebs*, Springer Verlag, UK.
7. Nardi, B. and **Whittaker**, S. (2002). The role of face to face communication in distributed work. In S. Kiesler and P. Hinds (Eds.), *Distributed Work*, MIT Press.
8. **Whittaker**, S., Terveen, L., and Nardi, B. (2000). A reference task agenda for HCI. In J. Carroll (Ed.), *HCI in the New Millennium*. Addison-Wesley.
9. Isaacs, E., **Whittaker**, S., O'Conaill, B., & Frohlich, D. (1997). Informal communication re-examined: new functions for video in supporting opportunistic encounters. In K. Finn, A. Sellen, S. Wilbur (Eds.), *Video mediated communication*. LEA: NJ.
10. B. O'Conaill and Steve **Whittaker** (1997). A method for evaluating speech patterns in videoconferences. In K. Finn, A. Sellen and S. Wilbur (Eds). *Video mediated communication*, Lawrence Erlbaum, NJ.
11. S. **Whittaker** and B. O'Conaill (1997). The role of vision in face to face and mediated communication. In K. Finn, A. Sellen and S. Wilbur (Eds). *Video mediated communication*, Lawrence Erlbaum, NJ.
12. **Whittaker**, S. and Sidner, C. (1997). Email overload. In S. Kiesler (Ed.), *Culture of the Internet*, Hilldale, NJ: Erlbaum.

13. **Whittaker**, S. and Sidner, C. (1997). Email overload. In S. Kiesler (Ed.), Culture of the Internet, Hilldale, NJ: Erlbaum.
14. Nardi, B., Schwarz, H., Kuchinsky, A., Leichner, R., **Whittaker**, S. and Sclabassi, R. (1995). The use of video-as-data in neurosurgery. In S. Emmott (Ed.) Information Superhighways: Multimedia users and futures. London: Academic Press.
15. J. McShane, J. Dockrell, and S. **Whittaker** (1986). Children's time talk. In S. Kuczaj and M. Barrett (Eds.), The development of word meaning. New York: Academic Press.
16. E. Robinson and S. **Whittaker** (1986). Learning about verbal referential communication. In K. Durkin (Ed.), Language development in the school years. London: Croome Helm.
17. J. McShane and S. **Whittaker** (1983). The role of symbolic thought in language development. In J. Sloboda and D. Rogers (Eds.), The acquisition of symbolic skills. New York: Plenum Press.
18. B. Butterworth and S. **Whittaker** (1982). Peggy Babcock's relatives: a psycholinguistic study of tongue twisters. In G. Stelmach and J. Requin (Eds.), Tutorials in Motor Control. The Hague: North Holland, Elsevier.

PROFESSIONAL ACTIVITIES

Editorial and Conference Responsibilities

Papers Chair ACM Conference on Computer Supported Cooperative Work (CSCW), 2010
 Conference Chair of ACM Conference on Computer Supported Cooperative Work (CSCW), 2000.
 Editorial Board of Human Computer Interaction. 1998-present.
 Editorial Board, Discourse Processes. 1998-present.
 Editor of Human Computer Interaction Special Issue on Rethinking Email, 2003.
 Videos Chair of ACM Conference on Computer Supported Cooperative Work (CSCW), 1996, 1998.
 Panels Chair of ACM Conference on Computer Human Interaction (CHI), 1996.
 Mentoring Chair of ACM Conference on Computer Human Interaction (CHI), 2006.
 Associate Papers Chair of ACM Conference on Computer Human Interaction (CHI) 1996, 2002.
 Associate Papers Chair of ACM Conference on Computer Supported Cooperative Work (CSCW), 1998, 2004.
 Associate Papers Chair Intelligent User Interfaces (IUI) 1998.

Workshop Organizer – Personal Information Management at CHI2008, Sharing Digital Memories, at CHI 2006, Community Computing at CSCW98, The future of email at CSCW2000, DARPA Dialogue Systems Tagging, 2002.

Reviewer:

International Expert Reviewer: Invited by Canadian Research Council and Zambian governments to review their Research in IT and Collaborative Technologies.

Journals: Human Computer Interaction, ACM Transactions on Computer Human Interaction, ACM Transactions on Office Information Systems, International Journal of Human Computer Studies, Computer Supported Cooperative Work, Discourse Processes, Personal Systems, Behaviour and Information Technology, Computational Linguistics, Developmental Psychology, International Journal of Behavioral Development, British Journal of Developmental Psychology, IBM Systems Journal, Interactions.

Grants: Economic and Physical Sciences Research Council (EPSRC), UK, Economic and Social Research Council (ESRC), UK, US National Science Foundation, Israeli Science Foundation, Swiss National Science Foundation, Canadian Research Council.

Conferences: CHI 92-08, CSCW 94-08, HCI98, CSCL95, ECAI90, EACL91, Cognitive Science, 1995, IUI97, UIST99.

PhD thesis external examiner at Glasgow, Stockholm, Umea, Sweden, New Jersey Institute of Technology (NJIT), Eindhoven and MIT.

INVITED TALKS

Keynote speaker

Lifelike Computer Characters, Utah, USA, 1995. *On telepresence: the parallels between humans and agents collaborating remotely.*

Frontiers in Distributed Information Systems, Key West, USA, 1996. *A review of systems for communicating and collaborating at distance.*

DARPA Workshop On New Frontiers in Architecture, Washington, USA, 1997. *Communication and coordination: the importance of physical space.*

JASIST Society for Computer Professionals, New Brunswick, New Jersey, 2002. *A Grand Tour of Technologies for Computer Supported Cooperative Work.*

Workshop for Advanced Collaborative Environments (WACE). Nice, France, 2004, *Principles for Building Collaborative Environments.*

Microsoft HCI2020 Conference, 2007, Seville, Spain. *Is HCI a Science?*

International Conference on Pervasive Computing and Applications (ICPCA07), Birmingham, UK, 2007. *The role of HCI in Pervasive.*

Information Management in a Changing World, Ankara, Turkey, 2007. *The Future of Information Retrieval.*

Talks

Stanford, *Cues and Control in Dialogue*, Stanford Psychology Department, Dec. 1988.

Bologna, *A control theory of communication*, Joint Linguistics/Computer Science Colloquium, June, 1990.

Xerox EuroParc, *Multimedia and Multimodal communication*. Seminar Series, May, 1992.

Oxford, *Talking Remotely using Technology*, Anthropology Seminar Series, Feb, 1992.

Birmingham, *Explaining Mediated Communication*. Cognitive Science Seminar Series, 1992.

MIT, *Towards a Theory of Mediated Communication*, Media Laboratory/AI Lab Colloquium Series, Jan.1993.

Bell Company Research (Bellcore), *Multimedia and Multimodal communication*. Invited Seminar Series, Jan, 1993.

Mitsubishi Electric Research, *Multimedia and Multimodal communication*. Seminar Series, Feb, 1993.

Oxford, *Towards a Theory of Mediated Communication*, Social Psychology Special Day on Mediated Communication, August,1993.

SUN Labs, *Supporting software development processes*. Technical Seminar Series, Sept, 1994.

Apple Research, *Interfaces for accessing informal communications*, External Seminar Series, Sept, 1994.

Carnegie Mellon, *Explanations in Mediated Communication*, CMU Human Computer Interaction

Institute Colloquium Series, Nov. 1995.
Boston, *Email overload*, Electronic Groups Talks Series, 1995.
MIT Media Lab, *Things that talk*, Invited Seminar Series, Oct, 1995.
Oregon Graduate Institute, *Accessing Speech Using Multimodal Interface Approaches*. Oregon Technology Institute Colloquium Series, June, 1997.
City University New York (CUNY) *Asynchronous communication: observations and design principles*, Jan, 2001.
Edinburgh, *Multimodal Approaches to Accessing Speech Data*. Informatics Jamboree, May, 2001.
Sussex & U. Brighton, *The automatic extraction of social networks*. Joint Sussex/Brighton Computational Linguistics/ Cognitive Science Colloquium, May, 2001.
Glasgow, *Asynchronous communication: theory and system design*, July, 2001.
Umea, Sweden. *Supporting Informal Communications*. Informatics Seminar Series, Dec., 2001.
New School, New York, *Supporting Informal Communications*. Social Sciences Joint Seminar Series, May, 2001.
York, *Multimodal communication and the design of multimodal interfaces*, Computer Science, Department Seminar, May, 2002.
New Jersey Institute of Technology, *Using Cognitive Artifacts in the Design of Multimodal Interfaces*. Information Studies Department Invited Colloquium, Sept., 2002.
Toronto. *The Design of Multimodal Interfaces*. Computer Science Invited Colloquium, Sept., 2002.
State University of New York, Stonybrook. *Designing Multimodal Interfaces*. Cognitive Science and Language Seminar Series, Nov., 2002.
Edinburgh. The design of interactive artifacts. Computer Science Seminar, Dec. 2002.
Michigan. *The Design of Multimodal Interfaces*. Computer and Information Science Invited Colloquium, July, 2003.
U. Glasgow. *Multimodal Interfaces*. Invited Colloquium, Mar., 2004.
Microsoft Research, Seattle, *Social Computing*. Invited Colloquium, May, 2004.
U. Michigan. *Interfaces for Accessing Speech*. Invited Colloquium, Aug., 2004.
Microsoft Research, Cambridge, *Speech Access and Retrieval*. Invited Colloquium, Sept, 2004.
Online Conference, London. *Trends in Information Retrieval*. Keynote Talk. Dec., 2004.
NSF Workshop on Personal Information Management, *Managing Email*, Washington, Jan., 2005.
IBM Research Almaden, USA: *Managing Interruptions*. Invited Talk, April 2005.
Xerox PARC, USA, ContactMap: *Managing Interactions and Information in a Social Desktop*. Aug. 2005.
Fuji Xerox, Palo Alto, USA. *Interfaces for Accessing Speech*. Invited Colloquium, Aug., 2005.
U. Manchester, *Browsing Meetings*. Invited Colloquium, Nov., 2005.
U. York. *Extracting Information From Meetings*. Invited Colloquium, July, 2006.
U. Michigan. *Analysing Voice over IP: implications for the phone*. Invited Colloquium, July, 2006.
IBM Research, Boston, MA, USA. *The future of the telephone*. Invited Colloquium, July, 2006.
Stanford, USA. Accessing information from meetings, April, 2007.
Open University, UK: *The Future of Digital Memory*. Invited Colloquium, June, 2007.
Loughborough, UK: *Digital Memory: do we need it?*. Invited Colloquium, June, 2007.
Northwestern, Chicago: The Future of Memory, Invited Colloquium, Jan., 2008.
Stanford University: The Future of Memory, Invited Colloquium, Jan., 2008.
IBM Almaden, The Future of Memory, Invited Colloquium, Jan., 2008.
Google, Invited Colloquium, The Future of Memory, April., 2008.