About the Authors

Rob Kling grew up in northern New Jersey. He completed his undergraduate studies at Columbia University (1965) and his graduate studies, specializing in Artificial Intelligence, at Stanford University (1967, 1971). Between 1966 and 1971 he held a research appointment in the Artificial Intelligence Center at the Stanford Research Institute. He held his first professorship in Computer Science at the University of Wisconsin-Madison from 1970 to 1973. He was on the faculty of the University of California at Irvine from 1973–1996 and held professorial appointments at UCI's Center for Research on Information Technology and Organizations and Graduate School of Management. In August 1996, he moved to Indiana University, Bloomington as Professor of Information Science and Information Systems. At Indiana he directed the Master of Information Science degree program. At Indiana, Dr. Kling also founded and directed the Center for Social Informatics. This interdisciplinary research center became the intellectual center of social informatics and was renamed the Rob Kling Center for Social Informatics. The center is run jointly by Indiana's Graduate School of Library and Information Science and the School of Informatics.

From the early 1970s Dr. Kling studied the social opportunities and dilemmas of computerization for managers, professionals, workers, and the public. Dr. Kling examined computerization as a social process with technical elements. He studied how intensive computerization transforms work and how computerization entails many social choices. He also studied the ways that complex information systems and expert systems are integrated into the social life of organizations. He conducted research in numerous kinds of organizations, including local governments, insurance companies, pharmaceutical firms, and hi-tech manufacturing firms. He wrote about the value conflicts implicit in and social consequences of computerization, which directly affects the public. He was studying the effective use of electronic media to support scholarly and professional communication when he passed away in May 2003. Some of that work was posthumously published in a volume he co-edited, *Designing Virtual Communities in the Service of Learning* (Cambridge University Press, 2004).

Dr. Kling was a co-author of *Computers and Politics: High Technology in American Local Governments* (Columbia University Press, 1982), which examined how computerization reinforces the power of already powerful groups. He was co-editor of *PostSuburban California: The Transformation of Postwar Orange County* (University of California Press, 1990), which examined the ways that Orange County, California is organized in a new social

form beyond the traditional city and suburb, one that is spatially decentralized, functionally specialized, and mixes a rich array of residences, commerce, industry, services, government, and the arts. *PostSuburban California* won the Thomas Athearn Award from the Western Historical Society in 1992 and was reissued in paperback in 1995. *Computerization and Controversy: Value Conflicts & Social Choices* (Academic Press, 1991) examined the social controversies about computerization in organizations and social life, regarding productivity, worklife, personal privacy, risks of computer systems, and computer ethics. In 1996, Dr. Kling was the sole editor of a substantially rewritten 2nd edition of *Computerization and Controversy.*

In addition, Dr. Kling's research was published in over 85 journal articles and book chapters. He presented numerous conference papers, gave invited lectures at many major universities and the National Academy of Sciences, and gave keynote and plenary talks at conferences in the United States, Canada, and Western Europe. He consulted for private firms, nonprofit organizations, the Congress of the United States, the President's Information Technology Advisory Council (under President Clinton), and two foreign governments about the opportunities and problems of computerization. In the late 1990s, he served on the Executive Committee of the U.S. ACM Committee for Computers and Public Policy, the American Sociological Association's Committee on Electronic Publishing, and the AAAS's National Conference of Lawyers and Scientists.

At Irvine, Dr. Kling had been co-director of their doctoral concentration on Computing, Organizations, Policy, and Society. He was Editor- in-Chief of *The Information Society* and served on the editorial and advisory boards of several other scholarly and professional journals including *European Journal of CSCW*, *Information Technology and People*, *Social Science Computer Review*, and *Accounting, Management and Information Technology*. He also organized special workshops about the social and managerial aspects of computerization, served on the program committees of several major national conferences, and was chair of an (IFIP) international working group on the Social Accountability of Computing.

Dr. Kling was a visiting Professor at the Copenhagen School of Business and Economics and at the Solvay School of Business at the University of Brussels. He was also a Research Fellow at Harvard University's Program on Information Resources Policy and a Visiting Researcher at the Gessellschaft fur Mathematik und Datenverarbeitung in Bonn, Germany.

Dr. Kling's scholarly and professional accomplishments have been recognized nationally and internationally. In 2002 he was named as a Fellow of the Association of Information Systems. In 2001, he was elected as a Fellow of the American Association for the Advancement of Science. In 1987, he was awarded an Honorary Doctorate in Social Sciences by the Free University of Brussels. In 1983, he received a Silver Core Award from the International

Federation of Information Processing Societies. In 1984, he received a Service Award from the Association for Computing Machinery.   Following his death, the Association of Information Systems named him the 2004 Leo Award winner for his substantial contributions to information systems research (including the best article award for his co-authored work, "Reconceptualizing Users as Social Actors in Information Systems Research" published in the *MIS Quarterly* in June 2003).

Dr. Howard Rosenbaum is an Associate Professor of Information Science in the School of Library and Information Science at Indiana University and has been on the faculty since 1993. He has an interest in Social Informatics and researches the development of the Internet and its implications for the information professions, electronic business, community networking, and managers and their uses of information in organizations. Recently, Dr. Rosenbaum has been studying trust in electronic business and is working on a study of mobile commerce in Japan. He has led seminars on Electronic Commerce at Napier University Business School in Edinburgh, Scotland, the University of Bath, and the University of Greenwich, in the U.K.

Dr. Rosenbaum has presented his work at the Association for Information Systems, the American Society for Information Science, the Association of Internet Researchers, The HCI International, the International Communications Association, the Canadian Association for Information Science, the American Sociological Association, and other organizations. He is a Fellow in the Center for Social Informatics at Indiana University and the Center for Digital Commerce at Syracuse University.

He has had extensive experience using qualitative methods in a variety of settings to investigate a range of research problems in library and information science. Dr. Rosenbaum teaches classes on electronic business and digital entrepreneurship, information architecture, information systems design, and intellectual freedom, and offers continuing education workshops for information professionals in XML, CSS, and Web page design.

Dr. Rosenbaum has a history of leadership in technological innovation in education. Beginning in 1997, he received the School's Teaching Excellence Recognition Award for three consecutive years and the School's 2001 Trustees Teaching Award. He was named an Ameritech/SBC Fellow in 2000 and received a 2002 IHETS "Indiana Partnership for Statewide Education Award for Innovation in Teaching with Technology." He received a 2003 "MIRA Award for Technological Innovation in Education" and the 2005 Frederic Bachman Lieber Award for Distinguished Teaching. He has also received a 2005 Lilly Foundation grant to develop courses in digital entrepreneurship. Since summer 2004, he has been the Director of the Masters of Information Science program, a leadership role in the school.

Steve Sawyer has degrees from the United States Merchant Marine Academy (1982), the University of Rhode Island (1986) and Boston University (1989, 1995). From 1994 to 1999, Steve served on the faculty of the School of Information Studies at Syracuse University. In 1999 he became a founding member and Associate Professor with the School of Information Sciences and Technology at the Pennsylvania State University at University Park. At Penn State, Steve holds affiliate appointments in Management and Organization (in the Smeal College of Business), Labor Studies and Industrial Relations (in the college of the Liberal Arts), and the Science Technology and Society Program (in the college of Engineering). At Penn State, Steve helped to start the Center for the Information Society. He is also honored to maintain an affiliate appointment with Syracuse's School of Information Studies.

Steve has published more than 40 papers on the roles of information and communications technologies in altering work and its organization. This includes work on software development, the take up and uses of enterprise systems, the uses of Internet and mobile technologies by real estate agents, and the roles of mobile technologies in public safety. This is his first book.

Along with his research, Steve has a passion for learning innovations. While at Syracuse he was named Professor of the Year in 1997. Since coming to Penn State, Steve has been named the first IST Faculty Member of the Year (in 2001) and the school's inaugural George McMurtry award winner for Teaching and Learning Innovation (in 2002).

Sawyer is currently an associate editor for *The Information Society.* He is on the editorial boards of *Information Technology & People,* the *Journal of Information Technology* and the *International Journal of Advanced Media and Communication.* Steve is a member of the Academy of Management, the American Sociological Association, the Association of Computing Machinery (ACM), the Association for Information Systems (AIS), Computer Professionals for Social Responsibility (CPSR), INFORMS, the Institute for Electrical and Electronics Engineers (IEEE), and the International Federation of Information Processing's working group on information systems in organization and society (IFIP WG 8.2), where he is actively involved in its working conferences.