



January 4-7, 2011, The Grand Hyatt Kauai Resort & Spa, Koloa, Kauai, Hawaii.

Track: Digital Media: Content and Communication

Minitrack: Documenting Work and Working Documents

This minitrack addresses document work and the work of documenting. The notion of document serves as a lens into the socio-technical or socio-material nature of what organizational members do day in and day out. Documents are socio-technical in that they are both material – and, thus, embody the technical infrastructure – and social – as they embody both the work practices and shared understanding of those involved. In an effort to capture the broader sentiments of the literature and avoid the specific theoretical baggage embedded in each term we will draw on the broader notion of document. We define documents as typified and material communication, whether electronic, paper-based, wall mounted or set in stone, invoked in response to recurrent situations.

Topics the minitrack will address include:

- Documents as part of organizational infrastructure
- Institutional ethnography
- Boundary documents
- Immutable mobiles and mutable mobiles
- Documents and accountability
- The evolution of genres of digital documents, including non-textual genres
- Investigations of genre in use
- Analysis of particular document genres, e.g. email, spam, and deception
- Combining document
- Document life cycles
- Documents and their materiality
- Documents in Web 2.0 applications (Blogs, Wikis, Open Source)
- Documents in healthcare
- Documents in . . .

Minitrack Co-chairs

Kevin Crowston (primary contact)

Syracuse University
School of Information Studies
Hinds Hall 348
Syracuse NY 13244-4100
Tel: 315 443-1676 Dept: +1 315 443-2911
Email: crowston@syr.edu

Fax: 866 265-7407

Carsten Østerlund

School of Information Studies
Hinds Hall 309
Syracuse University
Syracuse NY 13244-4100
Tel: 315 443-8773 Dept: 315 443-2911 Fax: 315 443-5806
Email: costerlu@syr.edu

Kevin Crowston is professor in the School of Information Studies at Syracuse University. His current research interests focus on new ways of organizing made possible by the use of information and communications technology. He approaches this issue in several ways: empirical studies of coordination-intensive processes in human organizations; theoretical characterizations of coordination problems and alternative methods for managing them; and design and empirical evaluation of new kinds of computer systems to support people working together.

Carsten Østerlund is associate professor at the School of Information Studies at Syracuse University. His research explores the organization, creation, and use of documents in distributed work environments where people's daily practices are characterized by high mobility. Empirically he studies these issues through in-depth qualitative and quantitative studies of everyday work practices in organizations. Lately his research has focused on documenting work in the healthcare industry. He earned a PhD in Management from Massachusetts Institute of Technology and is a former student of UC Berkeley, University of Århus, and University of Copenhagen, Denmark. He has been affiliated with the Work Practice and Technology Group at Xerox PARC.

02.12.10