

C A I T L I N (C A I T I E) L U S T I G

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S U M M A R Y

I am a researcher with a background in human-computer interaction, information science, computer science, and science and technology studies. I use interviews, surveys, participant observation, and literature reviews to conduct my research, which has spanned topics such as implications of using algorithms to curate content in social media, manage labor, and mediate diversity and inclusion, and research on cultures of technologists. I take an interdisciplinary approach that combines theory and practice-based solutions for corporations and designers. I have extensive independent and collaborative writing experience, including experience as a writing consultant.

E D U C A T I O N

University of Washington

Seattle, Washington

PhD in Human Centered Design and Engineering (ongoing)

University of California, Irvine

Irvine, California

Master of Science in Informatics, 2018

Thesis: "Algorithmic Authority of the Bitcoin Blockchain"

Advisors: Prof. Bonnie Nardi and Prof. Geoffrey Bowker

University of Washington

Seattle, Washington

Bachelors of Science in Computer Engineering, Hardware Track, 2008

S E L E C T E D P U B L I C A T I O N S

- **Caitlin Lustig**, Sean Rintel, Liane Scult, Siddharth Suri. "Stuck in the middle with you: The transaction costs of corporate employees hiring freelancers". Conference on Computer Supported Cooperative Work and Social Computing. ACM, 2020. (forthcoming)
- Morgan Klaus Scheuerman, Kandrea Wade, **Caitlin Lustig**, Jed Brubaker. "How We've Taught Algorithms to See Identity: Constructing Race and Gender in Image Databases for Facial Analysis". Conference on Computer Supported Cooperative Work and Social Computing. ACM, 2020. (forthcoming)
- **Caitlin Lustig**. "Intersecting Imaginaries: Visions of Decentralized Autonomous Systems." Conference on Computer Supported Cooperative Work and Social Computing Companion. ACM, 2019.
- Jaime Snyder, Elizabeth Murnane, **Caitlin Lustig**, Stephen Voida. "Visually Encoding the Lived Experience of Bipolar Disorder." CHI Conference on Human Factors in Computing Systems. ACM, 2019.
- Chris Elsdon, Bettina Nissen, Karim Jabbar, Reem Talhouk, **Caitlin Lustig**, Paul Dunphy, Chris Speed, and John Vines. "HCI for Blockchain: Studying, Designing, Critiquing and Envisioning Distributed Ledger Technologies." In Extended Abstracts of the 2018 CHI Conference on Human Factors in Computing Systems, 2018.
- Yong Ming Kow and **Caitlin Lustig**. "Imaginaries and Crystallization Processes in Bitcoin Infrastructuring." Journal of Computer Supported Cooperative Work (JCSCW). 2018.
- **Caitlin Lustig**, Katie Pine, Bonnie Nardi, Lilly Irani, Min Kyung Lee, Dawn Nafus, and Christian Sandvig. "Algorithmic Authority: the Ethics, Politics, and Economics of Algorithms that Interpret, Decide, and Manage". Proceedings of the 2016 CHI Conference Extended Abstracts on Human Factors in Computing Systems. ACM, 2016.
- Susann Wagenknecht, Min Kyung Lee, **Caitlin Lustig**, Jacki O'Neill, and Himanshu Zade. "Algorithms at Work: Empirical Diversity, Analytic Vocabularies, Design Implications". Proceedings of the 19th ACM Conference on Computer Supported Cooperative Work and Social Computing Companion. ACM, 2016.
- **Caitlin Lustig** and Bonnie Nardi. "Algorithmic Authority: The Case of Bitcoin". Proceedings of HICSS-48. Kauai, HI: IEEE Computer Society. January 5-8, 2015.

S E L E C T E D P R E S E N T A T I O N S

- Invited presentation at Microsoft's Future of Work Summit: "Benefits of and concerns about the gig economy for FTEs" (2019).
- Invited presentation at the Consortium for the Science of Sociotechnical Systems (CSST): "Theorizing Algorithms as Boundary Objects"; panel member "Algorithms and Their Consequences" (2018).
- Invited presentation at Data & Society: Governance through Protocol: Scaling Bitcoin (2017).

 S E L E C T E D O R G A N I Z I N G E X P E R I E N C E

- *Organizer*: CHI 2020 SIG: Queer in HCI: Supporting LGBTQIA+ Researchers and Research Across Domains
- *Organizer*: CHI 2018 workshop: HCI for Blockchain: Studying, Designing, Critiquing & Envisioning Distributed Ledger Technologies
- *Organizer*: ICWSM 2017 workshop: Studying User Experiences and Experiences with Algorithms
- *Organizer*: CSCW 2016 workshop: Algorithms at Work: Empirical Diversity, Analytic Vocabularies, Design Implications
- *Lead organizer and moderator*: CHI 2016 panel: Algorithmic Authority: the Ethics, Politics, and Economics of Algorithms that Interpret, Decide, and Manage

 S E L E C T E D W O R K E X P E R I E N C E

Algorithmic Care

Graduate Research Assistant for NYU's AI Now Institute working with Dr. Elizabeth Kazianas

New York City, NY
July 2020 to present

I am working on a project to investigate the lived experience of diverse communities whose care includes an algorithmic component, and I will explore alternative narratives and participatory design approaches for AI and health. I am currently conducting a literature review of AI systems for behavioral health and I will conduct interviews with stakeholders.

Experiences of Clients of the Freelance Economy

Microsoft research intern working with Drs. Siddharth Suri and Sean Rintel, and Liane Scult

Redmond, WA
April 2019-July 2019

The goal of this study was to learn about the experiences of full-time employees (FTEs) who hire gig economy workers. I interviewed 36 full time employees about their experiences with the gig economy and conducted participant observation on the gig platform itself.

Research on Facebook Memories Users

Research staff for the University of Colorado, Boulder in collaboration with Facebook

Boulder, CO
July 2019-present

I recruited and conducted interviews with 20 Facebook users about sensitive curated content, such as death or divorce, that they saw through Facebook's Memories feature. I conducted inductive coding and used thematic analysis on interviews.

Writing Consultant

University of California, Irvine's Graduate Resource Center

Irvine, CA
June 2015 to June 2017

- Helped other graduate students with grammar, structure, clarity, and flow for conference and journal papers, grant and fellowship applications, coursework, résumés and CVs, and cover letters.
- Organized and led Dissertation Bootcamps and taught about writing and managing stress over a 3-day "write-in".
- Developed and led small workshops to teach issues related to writing, such as finding a research question.

 S E L E C T E D R E S E A R C H P R O J E C T S

Algorithmic Mediation for Diversity

eScience, University of Washington

Seattle, WA
September 2019 to present

This project is on how algorithms are used to promote diversity. I interviewed researchers involved with creating and using one such algorithm to learn about the social dynamics and ethics of using algorithmic mediation for this purpose. I also conducted participant observation with data scientists and AI/ML researchers. This project also has a literature review component, comparing discussions of fairness and bias in computer science literature with the discussions in critical algorithm, data, platform, and software studies.

Possible Futures for Autonomous Systems: The Governance, Labor, and Imaginaries of the Blockchain Community Irvine, CA
University of California, Irvine
January 2015 to June 2018

I expanded on the concept of algorithmic authority, a concept that I introduced in earlier work to understand the role of algorithms in daily life. Algorithmic authority is the legitimate power of algorithms to direct human action and to impact which information is considered true. Through a study of the users of the cryptocurrency Bitcoin, I explored what it means to trust in algorithmic authority in an open source, decentralized system in contrast to the authority of centralized and corporate software. My study of the Bitcoin community utilized data from interviews, a survey, and observation of offline and online spaces.