

# CAITLIN (CAITIE) LUSTIG

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## S U M M A R Y

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I am a researcher with a background in human-computer interaction, information science, computer science, user centered design, 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. 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

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### 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

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- **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.
- 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. **(Best paper award, and award for Contributions to Diversity & Inclusion.)**
- **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

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- 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).

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 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
 

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- *Organizer:* CHI 2020 SIG: Queer in HCI: Supporting LGBTQIA+ Researchers and Research Across Domains
- *Organizer:* CHI 2018 workshop: HCI for Blockchain: Studying, Designing, Critiquing and 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

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

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**Algorithmic Care**

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

New York City, New York  
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.

**Algorithmic Mediation for Diversity**

eScience, University of Washington

Seattle, Washington  
September 2019 to present

This project is on how algorithms are used to promote diversity. I am interviewing 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.

**Experiences of Clients of the Freelance Economy**

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

Redmond, Washington  
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, Colorado  
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.

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 S K I L L S
 

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 R E S E A R C H   M E T H O D S   A N D   S K I L L S
 

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|------------------------------|---------------------------|-----------------------|
| • Academic writing & editing | • Interviews              | • Qualitative coding  |
| • Ethnographic methods       | • Literature reviews      | • Qualitative methods |
| • Grounded methods           | • Participant observation | • Survey design       |

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 P R O G R A M M I N G   L A N G U A G E S
 

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|-------|--------|-------|
| • C   | • Java | • PHP |
| • C++ | • Perl | • SQL |