

Preface

COOP 2012 is the 10th edition of the International Conference on the design of Cooperative Systems. It has now been 20 years since the first COOP event was organised by a small group of French researchers who identified an urgent need to investigate the complex issues involved in designing cooperative systems.

To mark this special anniversary we asked researchers and practitioners not only to report on recent advances, but also to reflect on successes and failures in our field. We have witnessed huge technological advances in the last twenty years in the ways that people communicate, cooperate and work. This has posed many challenges to systems design and development. With our current work in areas such as smart applications, tangible interfaces, the Internet of Things, web services, the integration of applications and devices, social media and our ever-growing virtual communities, new challenges will undoubtedly arise.

The underlying tenet of all the COOP conferences has been that such challenges can only be tackled through a multi-disciplinary approach. This has always been reflected in the contributions presented at previous COOP conferences. COOP 2012 continues this tradition, bringing together an exciting selection of state-of-the-art works that span the breadth of our domain. We hope that these works will engender a lively discussion throughout the conference and inspire new and valuable lines of work. The chapters of this book covers various themes: working in healthcare (Chapters 1-3); social environments in support of work (Chapters 4-6); understanding communities and global teams (Chapter 7-9); working with tangible user interfaces (Chapters 10-11); working with devices (Chapter 12-14); working at distance (Chapters 15-17); and understanding work and social settings (Chapters 18-20).

The activity of COOP 2012 is not just confined to the conference but is supported by five workshops organised by leading researchers in their fields: Workshop 1 “Do we really need to share to cooperate” delves into the heart of what it means to cooperate and explores the underlying assumptions that we hold about sharing knowledge. Workshop 2 “Large scale idea management and deliberation systems” addresses the new challenge of how we can design and develop social and collaborative tools that will be used by crowds and extremely large groups. Workshop 3 “Fostering social interactions in the aging society” focuses on the social side of health and examines the challenges in developing community-oriented tools for elderly adults. Workshop 4 “Gamification of Production Environments” extends our knowledge of gaming elements and examines how the approach may be used in a variety of work contexts. Finally, Workshop 5 “Mobile CSCW” explores the nature of cooperation through mobile access and examines how we can work towards mobile, flexible and ubiquitous cooperation processes.

The work presented at this year’s conference incorporates theoretical contributions, reports on empirical studies, software development experiences and methodological approaches spanning multiple disciplines, including CSCW, HCI, IS, knowledge engineering, multi-agent systems, organizational and management sciences, sociology, psychology, anthropology, ergonomics, and

linguistics; incorporating a range of methodological approaches and specific domains of application. Submissions were subject to at least 3 double-blind reviews using the following criteria: relevance to COOP 2012, technical soundness, technical importance, originality, and presentation quality. 37 papers were submitted, of which 20 were finally accepted. Regarding the format of the conference we have chosen to have a sequential presentation of papers, rather than have parallel presentations in tracks. We believe that this supports our multi-disciplinary approach and fosters our community, and helps to prevent fragmenting our works into separate research fields in disconnected streams.

COOP 2012 would not have been possible without the help for a large number of people. Parina Hassanaly (as Conference Chair), Jean-Francois Boujut and Antonietta Grasso (as Scientific Chairs) have dedicated an enormous of their time and effort to COOP 2012. Thanks go to the reviewers and the Program Committee for their insightful comments, help and recommendations. Also, we are indebted to the Steering Committee that has helped to guide and hone the focus of COOP over these last years. Thanks are also due to David Martin who coordinated the 5 workshops. As with previous conferences Athissingh Ramrajsingh has provided invaluable help with the local organization, arranging sponsorship and managing the website. Julie Dugdale and Cédric Masolet as Proceedings Chairs coordinated the publication of this book. Lastly, thanks are due to all the contributors and participants, including Keynote speakers, without whom COOP 2012 could not take place. COOP 2012 provides the ideal setting for us to share knowledge and ideas, build our networks, and of course get to know one another a little better – thank you everyone for your hard work.

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