Call for Chapters

Book Title: Human-Computer Etiquette

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Subtitle: Understanding the Impact of Human Culture and Expectations on the Use and Effectiveness of Computers and Technology.

Publisher: Taylor and Francis

Important Dates:
Sept. 15th, 2007, two page chapter outline due,
November 15th, 2008, full Chapters due
February 15th, 2008: review comments returned
April 30th, revised chapters due.

Submission instructions: Please email submissions to either of the two co-editors, above.

Etiquette can be described as a set of socially understood conventions for facilitating smooth and effective interactions between people. Likewise, Human-computer etiquette can be viewed as a similar set of conventions to facilitate smooth and effective interactions between people and computers. People may not normally think of “etiquette” as a concept that applies to computers but in fact, people often bring remarkably similar etiquette expectations to human-computer interactions as they use in human-human interactions. Problems can arise when two people bring different etiquette expectations to a common situation. Similarly, it can mean trouble when machines fail to meet people’s etiquette expectations.

This book sets out to address two goals:
- To illustrate how human-computer etiquette is an important aspect of human-computer interaction (HCI) which can strongly impact the effectiveness of those interactions,
- To offer human-computer etiquette as a perspective and model that can explain many of the emotional reactions that people have to computers.

The proposed book will be an edited collection of scientific articles exploring a wide range of issues pertaining to human-computer etiquette. Chapters are solicited on topics including:
1. The nature of etiquette between humans,
2. The ways in which people unconsciously expect computers to behave like people, and how violation these assumptions can lead to irritating and ineffective interactions with those computer tools.
3. Systems which are purposely designed to look, sound or act like humans. How do human-like properties of the interface change the expectations which users have of how that system will or should behave?
4. How and why do electronic technologies such as e-mail, and tools to support distributed group work impact etiquette and the effectiveness of interactions between humans. Such systems should not be viewed as passive transmitters of information, but as participants, much like human translators or diplomats, that play a role in shaping how transmitted information is perceived on the receiving end.