A Festschrift -

in honor of David W. Randall

Universität Siegen

wir Wirtschaftswissenschaften
Wirtschaftsinformatik
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Foreword

Choice: The Career of Dave Randall: A Foreword to the Festschrift - Richard Harper, Mark Rouncefield and Volker Wulf

One of the books David has co-written is *Choice*. This explores how the term 'choice' is used and what it means in different contexts. Is it a machine-like procedure where things are added up and counted like a form of mathematics? Or is choice a moral matter, with what happens after one is made coming to be accountable? From a scientific point of view, is there a difference between how the concept is used in everyday life and its use by scientists themselves? Certainly, behavioural economists like to claim that choice is what a human mind does, even if the mind in question is not aware of how the choice is made. In the view of behavioural economists, people choose (slowly or quickly) as a consequence of their mental machinery, not because of their understanding.

Choice is, then, many things, and any attempt to define it as just 'this' or just 'that' misses something fundamental: its polysemic subtleties. In short, choice is a prickly subject. But it exemplifies the kinds of robust enquiries David has become famous for.

David himself says he has only ever made two choices. We will leave the reader to find out which they might have been. But the claim that he has only ever made two seems belied by his career, with its evident moves between institutions, between career paths, and between work communities. Surely these were made by choice? Yet Dave explains that such moves were not measured and calculated; they were, rather, responses to what seemed sensible. Leaving teaching to go to Lancaster University was because school life was getting boring; going to Manchester Metropolitan University after Lancaster a wise move as it offered a permanent job; commencing commercial research at Hitachi in Japan thereafter a delightful new venture; and going to Siegen something that seemed sensible at the time. Adding teaching responsibilities at Lund and Linnaeus an opportunity to teach more than he could undertake at Siegen. Doing these things were not choices, David will explain; he was pulled to do them. The options they afforded were obviously the right thing to do. They *made sense*. Why call them choices?

As we look at David's career, while we might agree that it might not have been shaped by choice, this career can certainly be said to *add up*. If his career consisted of a set of moves, where he moved in each case allowed him to build on what he had done before. If, when he arrived at Lancaster, his expertise was in teaching, he added to that a specific research interest in CSCW; when he went to Manchester thereafter, he added a further set of skills at teaching – this time at a university level. He grew from being a schoolteacher into a university lecturer and tutor. Whilst there he further developed his interest in CSCW, broadening that to include a whole range of sociological perspectives, most notably in the ethnomethodological perspective, and in related qualitative methodologies and techniques. His activities in Hitachi once he left Manchester developed his skills at 'applied thinking'. At Siegen, he widened his perspective on CSCW even more, developing a footprint and a network of collaborators beyond the traditional CSCW community by taking a stronger focus on design and relating it to other intellectual concerns – ethnography, the nature of reasoning in everyday life, 'point of view' perspectives. Meanwhile, he continued to add skills to his teaching at Lund and Linnaeus.

When seen thus, David's professional life has been one of accumulation. And what has been accumulated is very substantial indeed – books, papers, supervised PhDs, a network of intellectual collaborators and co-authors that covers countries and continents. He has worked with scholars and students in England, Germany, Italy, Ireland, Sweden, Japan, Iran, Brasil, China, the USA and more. Just look at the affiliations of authors in this *festschrift*. Quite a legacy, chosen or not.

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Contributions by Colleagues and Friends

Gaining Confidence: Notes on Dave - Fatemeh Alizadeh, University of Siegen

To my dear and beloved Dave Randall,

Writing to you, about you, and for you is such a frustrating thing to do. Whatever I write will still be incomplete, insufficient, lacking, yet I know you always forgive all these with your usual grace. You'd probably just say to me, as you always do, "Your writing is fine; the issue is your confidence."

You know, not long ago, after some years, I checked my Facebook and randomly saw your annual birthday wishes to me, undeterred by the fact that I had never seen them, nor had I replied. So why bother yourself? But you did. Again and again.

Remember when I was in Eindhoven, doing a research visit? I asked you if we could talk every week regularly, and you accepted (you rarely reject your students when they need you). I think it was Tuesdays when we met and talked—well, mainly about research, with my "occasional" (I hope they were not too often) complaints. You supported me there. You were actually the only one from Siegen who supported me doing research in another country. And you always looked out for me in front of "Minha" (my hosting advisor). But why bother yourself? Yet, you did. Again and again.

Remember when I asked you for help with the conclusion of our "rejected" CHI paper just a few hours before the deadline? You were heading out, yet you wrote the whole paragraph yourself. You didn't "just comment" on what I'd written; you actually wrote it for me to read and learn. Just as you did with most parts of "my" chapter in the "Torn Many Ways" book (my first book chapter, which overwhelmed me, as usual). But why bother yourself? Yet, you did. Again and again.

I can go on with all the ways in which you cared for me. Like an advisor, guru, mentor, a dad caring for their child, when you weren't even obligated to do so. I wasn't even your favourite student. I was always too bold for my own good, too complaining, too unfocused, and not confident enough about my writing or knowledge. I was never the way you wanted me to be, but despite all this, I love and admire you, sincerely. I admire you so much—your magical way with words, your dedication to your work, your way of thinking and storytelling, and just how lovable you are.

I should have written about the role you've played in my academic intellectual life, if I ever had such a thing. But I wrote about what matters most to a junior researcher, like me. And no, it's not publications (as the advisors might wish it to be). It's unconditional support. It's the feeling that there is always someone you can reach out to, who wants the best for you without ulterior motives and who listens to you. Someone you admire. Someone who cares for you and whom you care for. Thank you for being this person to me. For the time and energy you've devoted to me and sorry for all the things that aren't as you want them to be (including myself).

I'll say one last thing and end this: I'm scared of losing you, Dave. Scared of the day I graduate and can't book a slot to see you and talk to you. Scared of your "real" retirement. I hope this tells you what you mean to me. But until then, let me be grateful for having you and all the unnecessarily lovable botherings you give yourself for me, for us. And please, please, please take good care of my dear, beloved Dave.

With all my gratitude and a bit of fear,

Your annoying PhD student,

Mahla

P.S. I still hope that someday I can visit you in England and that you'll let me try your cakes—because, as you know, PhD students are always demanding!

The Mentorship that Dave Provided: A Role Model - Sima Amirkhani, University of Siegen

Hi Dave,

It's been almost two years since I had the privilege of being your mentee. Reflecting on our time together, I can't help but believe in luck - it was truly fortunate for me to have crossed paths with you, even during your retirement. These past two years at the university have been invaluable, not just for honing academic skills, but for learning the importance of being supportive, kind, and compassionate.

I want to take this opportunity to wish you a long, healthy, and fulfilling life. Your mentorship has left a lasting impact on me, and I am grateful for the lessons I've learned under your guidance. If, one day, I find myself in a position of influence in my field, I am committed to paying it forward by being a source of inspiration and support for others in need of guidance. This is one of the most important lessons that I have learned from you.

Thank you for everything, Dave.

Best regards,

Your Mentee, Sima

Dave Randall: a Reflection - Graham Button, formerly Xerox Research Centre, Europe

Three matters Harold Garfinkel raised concerning ethnomethodological studies have introduced possible tensions in ethnomethodology that Dave Randall has successfully negotiated over the decades which makes his research and teaching distinctive.

First, in his announcement of a program of ethnomethodological studies of work Garfinkel introduces a possible confusion over what he meant by his use of the term "work". Does he mean "work" in the common-sense way in which the word is used to refer to someone's occupation or a job-of-work, to refer to what people do to make a living, which might be assumed by his pre-occupation with studies of science and the professions and his initial reference to Sudnow's studies of professional jazz musicians? Or does he use the term "work" in a technical sense where the term is used to emphasise that the orderly and methodical character of social actions and interactions is a members' achievement, that members work at organising their actions and interactions as orderly and methodical?

Second, Garfinkel's reference to the "unique adequacy requirement of methods", meaning that ethnomethodologists master these for the cohorts they study sets up the possibility of a two-tier ethnomethodology. Ethnomethodological studies that are done from within a distinctive body of knowledge which the analyst has acquired, and studies of a distinctive body of knowledge done from the outside because the analyst has not mastered that body of knowledge. Garfinkel cites Livingstone's studies of the work (in the technical sense) of proving Gödel's theorem as exampling the first, and Lynch's study of "Shop Work and Shop Talk in a Research Laboratory" as an example of the second. However, he refers to Lynch's study as being only "analytic ethnography" suggestive of Livingstone's study as 'true' ethnomethodology.

Third, Garfinkel's envisagement of "hybridised disciplines" where ethnomethodological studies of the work of the disciplines becomes part of the actual work of the discipline, recognised within the discipline as, in part, constitutive of its work may not just be hopelessly ambitious but possibly shuts the door on other ways of developing working collaborations with other disciplines such as supporting their own undertakings.

An overview of Dave's published work reveals that he has conducted his research in collaboration with others. It would be wrong to characterise him as being promiscuous, rather as spreading his attentions between a favoured few. There is, however, a constancy in these attentions which speak to the way in which he deals with the above tensions in ethnomethodology.

Regarding "hybridised discipline". Although not alone in doing so Dave has been particularly zealous in displaying how "ethnomethodologically informed ethnography" can support the design disciplines concerned with collaborative, interactive and information systems to not only recognise that the social undertakings they seek to automate or support are methodically ordered but how those methods may be built into systems design. Not only has this been a theme across many of his co-authored publications he has also designed and delivered courses that are intended to build into the design curriculum the importance of studying, and how to study, social action and interaction. His work in this regard is flavoured by ethnomethodology and in so

seasoning it he provides an alternative way in which ethnomethodology can work with other disciplines to that envisaged by "hybrid disciplines". It is a working relationship that can support and guide disciplines that intervein in social life to gain and deploy an understanding of what lies over the wall they may otherwise just toss systems across. Dave is an exemplarily guide.

Dave was one of a cohort of students nurtured by John Hughes. Together, and Dave has been a leading voice, they promoted the role that ethnography could play in sensitising interactive and information computer systems designers to the importance of understanding the "interactional what" of work. This phrase of Garfinkel's is laced with an ethnomethodological understanding of how social action is orderly constituted within the midst of its doing and stands ethnomethodological study apart from the way in which ethnography is deployed in other types of sociological studies of work, and certainly how it has been and is now articulated within anthropology. I have not always been comfortable with the way in which ethnomethodological study was smuggled into systems design as ethnography because it elevated 'being there' over analytic integrity. It is interesting to note that although three of Dave's co-authored articles done in 1992 and 1993 it is ethnography that is emphasised in the titles, in 1995, ethnomethodology is 'outed'; ethnomethodology then figuring in the titles of his publications and conference presentations in 2001, 2004, and 2009. The studies that Dave has participated in would fall into Garfinkel's category of 'analytic ethnography'. However, far from being second tier studies those that can be characterised as 'analytic ethnography', and Dave's are a good example, are often more revealing of the work (in both senses of the word) than the smattering of studies characterizable as being done from 'inside'. Dave's pursuit of 'ethnomethodologically informed ethnography' either through actual studies, or through his teaching or through his position papers demonstrate the distinctiveness of ethnomethodological study and its pre-eminent utility for systems design.

Many of Dave's publications and conference presentation feature the term "work" or organisations: making work visible, the work of a football journalist, experiences from the field -work places- work and employment, banking, for example. This suggests that he understands Garfinkel to be articulating "work" with reference to an occupation or a job-of-work. The distinction that the two possible understandings of work imply is that analysis may focus what could be potentially considered as different orders of organisation in action and interaction. One may direct attention towards the particular and distinctive constitutive practices of a cohort characterised by their occupation, the other might direct attention towards universally instantiated ordering practices that may, thus, be found to cut across occupations. The analytic trick may be to align the two possible understandings of how Garfinkel uses the term "work" and attend to the way in which the instantiation of members' method universally available through their 'mastery of natural language' are tailored by particular cohorts for their particular characterizable job-of-work. Dave exceptionally examples how this trick can be pulled off.

All in all, Dave Randall is one of the very few "good guys" I've met in academia; he works with enthusiasm, integrity, and diligence, and I have immensely enjoyed jousting with him on the few occasions we disagree though most of the time we do.

Graham Button

Remarks on Dave - David Calvey, Manchester Metropolitan University

He is a passionate sociologist and scholar who has always been kind to both students and staff over the years at MMU, including myself. His interest in ethnomethodological studies of work, particularly CSCW, is pioneering. He always had a lifelong appetite to learn from different people outside of academia and his sustained internationalist outlook is refreshing. He was doing academic consultancy long before it became fashionable in our current corporate Universities. His core lectures in Sociological Theory and Research Methodology at MMU were the stuff of legend. I remember the era of 'the three Daves' at MMU with great fondness.

About Writing With Dave: A Review - Felix Carros, University of Siegen

Writing is not an easy endeavor; it's the art of passing on thoughts, knowledge, and understanding. As a PhD student, I plan, execute, and experience a study. I understand why a study was designed in a certain way, what has happened during it, and what I have learned from it. But this does not mean that I have any clue how to write it down. The aim of writing a publication is to make someone understand what I experienced who was not there. I need to condense weeks, months, or years of experience into a few pages, in a way that is meaningful to the reader. For me, that seemed extremely difficult; I had no idea how to do it. But I assume I was not the first student to feel overwhelmed by it, and there are processes and people in place to overcome this. One of these people was Dave. We started working together around one year after I began at the chair. I quickly learned that Dave was a highly skilled academic writer, someone with decades of experience who could help me out. But over the years, I also got a glimpse into Dave's life. I had the privilege to learn more about the person he is.

I learned that he came from a rather nonacademic background. He used to work in nursing, then later as a schoolteacher, and finally held various academic roles within the university. That is quite an eventful career if you ask me, but I remember that Dave once told me that he mostly went with the flow in his career and rarely made active decisions. I also learned that he hates bureaucracy with a passion but spent his whole career in the public sector, which is notorious for its complicated processes. His football team is Liverpool. Not so long ago, we discussed football, and Dave explained that the things that are valuable in football are decided by fashions. Styles of playing and strategies change over time; what people like is constantly changing. Much like in art, what is admired in some decades is seen as old-fashioned in others. The worth of a certain style of playing football or a specific art style fluctuates over time and is based on social constructs, not real value. But what is real value anyway? I further learned that Dave retired from his job at the university and then worked even more once he was retired. My favorite learning is that Dave is not a great fan of gardening. It's my favorite because I do wonder if Dave's profession is not comparable to gardening, at least metaphorically. His profession is to help PhD students grow academically. Maybe he is not planting the seed, but he is helping us grow in the right direction, helping us identify the florescence of our studies, and cutting out the unnecessary offshoots. And once a PhD has grown, he restarts the process. It's different as he is not dealing with soil and dirt, but it's similar in many other aspects.

Enough of my observations. In the following, I will outline the process I usually had when I wrote papers together with Dave:

Phase 1: Presenting ideas and general reflections

Our collaboration typically began with me outlining the paper's idea, explaining the study's foundation. Initially, these were brainstorming sessions where nothing was yet penned down—merely a sketch of potential chapters and narratives. Usually, these talks would take place when Peter and Dave (and nowadays also Marc) would come for a few days to Siegen. Dave was the main person I wrote my papers with, but we all talked together. When I explained my ideas about a paper, Dave was always a careful listener, totally open about the research that had been done. He was giving direction but never judging if something was good or bad. We would

usually be quite quick in these discussions: I presented my ideas, Dave gave some feedback and advice about potential chapters. These meetings were scheduled for one hour; often we would talk 10-15 minutes about the paper, get a general understanding, and then move on to other topics. We shared a passion for discussing European politics and the state of the economy, so we spent the other 45-50 minutes talking about the banking system, Karl Marx, or Brexit. Karl Marx was always a big topic and repeatedly discussed. Dave always specified that he was not talking about the young Marx but the old one. The Marx who argued that class consciousness and class struggles, together with material conditions and economic activities, can lead to social transformation toward a better future. I always wondered if Dave saw some similarities between the development of the young to the old Marx and himself.

Phase 2: Making sense of the text

This phase is where Dave's expertise truly shines, transforming basic drafts into publishable papers. After I sent my initial document, Dave would promptly return a revised version. While we sometimes discussed revisions in person, most of our communication was through email. His ability to enhance a simple paper to meet the standards of top-tier conferences and journals was an immense help.

Phase 3: Hoping and rationalizing together

Dave often described this final phase with a pragmatic outlook: "Now it's a 50:50 chance of getting accepted," he would say, especially when we submitted papers to CHI, known for its roughly 20% acceptance rate. Despite our best efforts to craft engaging and insightful papers, Dave was always cautiously optimistic, having experienced the unpredictability of publication outcomes.

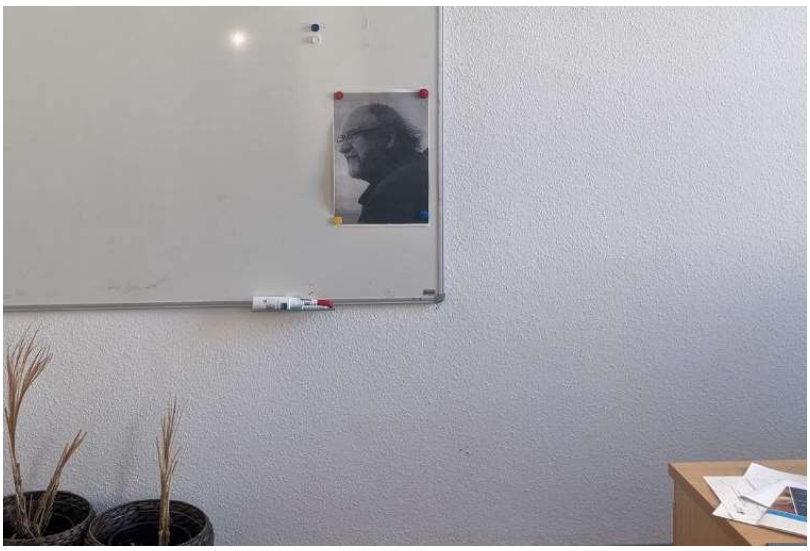

Figure 1: Picture of Dave in one of the WiNeMe offices for inspirational purposes. It's unclear who hang it there, but it helped to overcome writers block and to be motivated to continue working on a paper.

In retrospect, I realize that our broad discussions about the world, politics, and values were crucial. They not only enriched our working relationship but also ensured a shared understanding, which is essential when interpreting complex research findings. There needs to

be a certain level of trust that the other person is not going to interpret results and discussions differently.

I hope I could give a glimpse into my perception of writing with Dave. I'm immensely thankful that I could work with such a humble person that was willing to immerse into my topic to my benefit. I learned a lot during our conversations and while working together. Dave, thank you for being you. Thank you for being a leading example of humbleness in a world that seems to produce the opposite.

Papers we wrote together:

1. Felix Carros, Johanna Meurer, Diana Löffler, David Unbehaun, Sarah Matthies, Inga Koch, Rainer Wieching, Dave Randall, Marc Hassenzahl, and Volker Wulf. 2020. Exploring Human-Robot Interaction with the Elderly: Results from a Ten-Week Case Study in a Care Home. In Proceedings of the 2020 CHI Conference on Human Factors in Computing Systems (CHI '20). Association for Computing Machinery, New York, NY, USA, 1–12. https://doi.org/10.1145/3313831.3376402

2. Felix Carros, Isabel Schwaninger, Adrian Preussner, Dave Randall, Rainer Wieching, Geraldine Fitzpatrick, and Volker Wulf. 2022. Care Workers Making Use of Robots: Results of a Three-Month Study on Human-Robot Interaction within a Care Home. In Proceedings of the 2022 CHI Conference on Human Factors in Computing Systems (CHI '22). Association for Computing Machinery, New York, NY, USA, Article 631, 1–15. https://doi.org/10.1145/3491102.3517435

3. Felix Carros, Johanna Langendorf, Dave Randall, Rainer Wieching, and Volker Wulf. 2022. Citizen Participation in Social Robotics Research. In Meaningful Futures with Robots. Chapman and Hall/CRC, 205–216.

*There are a few more that still need to be published and I hope there will be more in the future.

Dave Randall: Inspiring Ethnography, Mentorship and Collaborative Scholarship - Niki Chatzipanagiotou, Lund University

It is a privilege to contribute to this Festschrift celebrating the remarkable career of Dave Randall, whose impact on ethnographic inquiry extends far beyond academia. As both my teacher and mentor during my doctoral studies, Dave's guidance has also shaped my scholarly journey and continues to influence my approach to research and collaboration. In this essay, I reflect on Dave's Randall enduring legacy and the personal insights gained from shared academic pursuits.

Dave's Randall ethnographic approach (Randall, Harper and Rouncefield, 2005; 2007) is characterized by a keen attention to the intricacies of everyday work. As my teacher, Dave instilled in me a deep appreciation for the subtle nuances of human interaction and human-computer interaction at workplace, and the importance of context in understanding work practices. His pioneering studies on workplace dynamics have left a mark on ethnographic scholarship, inspiring me to navigate the complexities of everyday work practices with a critical lens. Building on his insights, I delve into the complexities of mundane work practices within organizations and contemporary society, emphasizing the pivotal role of routine behaviors in fostering cooperation.

Furthermore, Dave's approach on moving from ethnographic explorations of work within specific contexts to practical contributions to system design (Hughes, Randall, and Shapiro, 1992a; 1992b; Randall and Rouncefield, 2018) has influenced numerous scholars, enhancing our understanding of the role of ethnography in design and thereby promoting effective communication and collaboration between designers and ethnographers. For instance, his work on projects such as the collaboration between sociologists and computer scientists in the domain of air traffic control systems (Hughes, Randall, and Shapiro, 1992b) has paved the way for interdisciplinary research initiatives.

In addition to these contributions, Dave has made substantial impacts within the research communities of computer-supported cooperative work and human-computer interaction (Hughes, Bentley, and Randall, 1993; Hughes, Randall, and Shapiro, 1992b; Randall, Harper, and Rouncefield, 2005; Wulf et al., 2018), showing ways of linking ethnographic studies of work in context with the design of computer-supported cooperative work systems. His emphasis on the notion of 'practice' and human-centered design underscores a commitment to enhancing the user experience. Dave's lens on ethnography challenges conventional notions of fieldwork and has inspired researchers to advocate for a reflexive approach that foregrounds the agency and situatedness of research participants. This perspective encourages a deeper understanding of the social dynamics that shape everyday work practices, enriching the discourse within ethnographic research and design scholarship.

Beyond the classroom, Dave's mentorship has transcended traditional academic boundaries. Our collaborative endeavours, such as engaging in scholarly dialogues and co-authoring, have fostered a rich intellectual exchange. Dave's support and willingness to challenge academic conventions have empowered me to explore new research directions and advocate for new approaches within the field.

In this professional journey, Dave's mentorship and friendship have been invaluable. His sage advice on career matters and scholarly pursuits has guided me through pivotal moments in my academic life. Our ongoing collaboration continues to be a source of inspiration and intellectual growth, reflecting Dave's commitment to nurturing the next generation of ethnographers.

This essay celebrates Dave's Randall enduring legacy in research. By embracing his methodological rigor and commitment to empirical inquiry, we continue to uncover the nuanced dynamics of everyday work and social life. We extend appreciation to Dave Randall for his contributions to the discipline and for inspiring a generation of scholars to explore the taken-for-granted assumptions that underpin everyday work practices.

I personally extend heartfelt gratitude to Dave Randall for his profound influence as a teacher, mentor, and collaborator. This Festschrift honours not only his scholarly contributions but also his lasting impact on the lives of those fortunate enough to have crossed paths with him. As we celebrate Dave's legacy, I am reminded of the transformative power of mentorship and the importance of fostering meaningful connections within academic communities. Here's to many more years of shared scholarship, friendship, and intellectual exploration.

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‘Being’ Dave - Luigina Ciolfi, University College Cork

On the occasion of Professor Dave Randall’s Festschrift, I could write about his long and honoured career, the immense contribution he has made to advancing CSCW and HCI through countless pieces of ethnographic research and many foundational books and articles, his championing of a way of thinking and approaching research problems that centres on the social world…

I could write about all these things. But instead I will write about what kind of person he is.

Just over twenty years ago, as a green PhD student in Limerick, I was sent to collect Dave from his hotel to drive him to the University for a talk on ethnography that he was giving to our group in the Interaction Design Centre. As they say, the rest is history. Many years of knowing him, spending time with him and being his friend (luckily!), have led me to firmly believe that simply “Being Dave Randall” is arguably his most valuable contribution to our discipline and to the academic community.

So, what does “Being Dave Randall” entail?

“Being Dave Randall” means giving time and, most importantly, attention to researchers and students in the early stages of finding their path, and helping them get there. There should be an international society gathering all the countless students Dave has helped through the decades. He is particularly adept at spotting those who might be a little bit in trouble, somewhat lost in a big topic, or slightly neglected by their supervisors, or isolated from the rest of their research group. Dave works with them so that they find their way to an article or a PhD thesis. “Being Dave Randall” means reading deeply, writing beautifully and teaching others to do the same. And I am not talking about “ticking boxes” with publishing books and papers here, but about knowing, thinking, reflecting, and returning it all to the page. He is a great role model for that. Finally, “Being Dave Randall” means greatly enjoying being grumpy and gruffy on the surface, but being in truth incredibly generous with his time, his support, and – no less important - his excellent cooking and baking skills, which many had the good fortune to enjoy.

In my eyes, these are the most remarkable achievements of a wonderful scholar and very sound human being.

Thank you for Being Dave Randall, my dear friend, and congratulations on your Festschrift.

Luigina Ciolfi

Some Reflections on Dave Randall - Karen Clarke, Manchester Metropolitan University and Lancaster University researcher

My reflections on Dave are a top ten of things:

1. That he is Famous, obviously
2. Beard stroking as he contemplated a devastating riposte
3. His instruction to "question everything you read" when I was an undergraduate. It transformed my experience at MMU
4. Long Friday afternoons in The Grafton. His specialist subjects (ethno aside) ranged from art history to Buffy the Vampire Slayer
5. His office. He and Mark were office style twins
6. His immense cookery skills, and love of Japanese cooking knives
7. That he would explain ethno to me without being patronising
8. Smoker's corner in Mabel Tylecote canteen - where all the best conversations were had
9. Him supporting me when I was frozen with fear, about to present in front of Garfinkel when I was over eight months pregnant
10. Laughter. And lots of it. Mainly irreverent.

Curious interdisciplinarity - Yvonne Dittrich, IT University of Copenhagen

Interdisciplinarity and ethnography share a common precondition: both are depending on a basic accept of the other as the other; the other discipline, the other way of thinking, and the other way of looking at the work. This basic accept does not imply agreement or support necessarily, but it acknowledges that and how the world makes sense from the others' perspective.

In Computer Supported Cooperative Work, ethnography and ethnomethodology became cornerstones when understanding the future user as 'the other', when understanding their specificities of making things work in the concrete situation. Looking at software engineering as cooperative work requires to extend this understanding to software engineers who often are the antagonists of the users in a specific project. In our interdisciplinary collaboration, Dave extended his basic accept also to us software engineering and computer science researchers. On this base of mutual acceptance, it was possible to explore how software engineers insisted on using plans, even as they did not work out (Rönkkö, Dittrich and Randall 2005); it was possible to explore how a software engineering company involved users even though they did not use Participatory Design methods (Hansson, Dittrich & Randall 2004, 2006); and it allowed us to together take care for the authors of the special issue on 'Software Engineering as Cooperative Work' that we edited together with Janice Singer (Dittrich, Randall & Singer 2009).

Different from ethnography, in interdisciplinary cooperation, mutual accept is the foundation and starting point for engaged arguments, bringing different ways of making sense and interacting with the world together. If the mutual accept is complemented with a curiosity of what one can learn through the concepts, methods and approaches of the other discipline, such discussions and arguments lead to a better understanding of the own epistemic objects (Knorr Cetina 2001), and in the best cases common concepts and projects. Whatever 'truth' there might be, it lies in the intersection of different perspectives. With Dave, this curious interdisciplinarity was not only possible, but I met a likeminded spirit, a curious and rigorously thinking companion. The cooperation with Dave encouraged me to continue travelling between sociology, ethnography, computer supported cooperative work, participatory design, software engineering and computer science. Science needs more of your kind.

Thanks for persistently inspiring younger and older researchers to dare to engage with other ways of looking at the world.

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The Reasonable Sceptic - Philip Engelbutzeder, University of Siegen

Prof. Dr. Dave Randall is truly a unique personality in the academic world. He is not the type to be dazzled by a euphorically presented idea. No, Dave is the epitome of reasonable scepticism, a touchstone for any glittering vision. His way of asking critical questions can seem like a cold shower at first, especially if you are completely convinced of your own idea. But this is precisely where Dave's strength lies: he forces us to deconstruct our thoughts and - with his support, which should not be underestimated - to put them back together in a way that really makes sense.

You shouldn't be put off by his occasional cynicism. Rather, I have learned to see this cynicism as a challenge, an intellectual game in which Dave is always willing to reconsider and adapt his opinion. Our discussions, for example, about the small contributions of local community gardens compared to global food system challenges, were filled with this spirit. Where I initially expected only cynical remarks about a few pulled carrots, I found a mentor willing to look deeper and seriously explore the connection between local engagement and global awareness for sustainability.

The publications that have emerged from our collaboration are not only a testament to our shared academic endeavors, but also to a small shift in Dave's worldview, which he unpretentiously revealed to me: change is possible through small local contributions. I was deeply touched by his ability and willingness to learn from our collaboration and to honor this with gratitude.

I am beyond grateful to Prof. Dr. Dave Randall for the mentorship and guidance he has provided me. His wisdom and support have been indispensable in navigating through the turmoil of academic research. Not only has he enriched my work and my understanding of it, but he has also provided me with personal clarity and direction.

To put this in more detail: When I saw the pictures of Dave in other PhD students' offices at the beginning of my PhD, I was initially puzzled. But today I fully understand this sign of gratitude and respect and share it from the bottom of my heart. Dave is not just a mentor and leader; he is a true guide in the complex world of science.

And for that I will always be grateful.

Philip Engelbutzeder

Halcyon Days at MMU: A Non-Hagiography of Dave Randall - David Francis, Manchester Metropolitan University

I met Dave Randall for the first time in 1992, soon after he had joined the faculty at Manchester Metropolitan University. That very year, MMU had been established from what was previously Manchester Polytechnic, so Dave can rightly claim to be one of the new university's very first appointments. I had heard about Dave, of course. He had been for several years a research associate working with Professor John Hughes as part of the pioneering CSCW group at Lancaster University. The ethnomethodological community in the North-West of England was a pretty close one in those days, especially so between Lancaster and Manchester since Wes Sharrock at University of Manchester was a close friend and research colleague of John's.

Although several of us in the Sociology Department knew of Dave and were excited by the news, his appointment was to the Department of Inter-Disciplinary Studies (IDS). This was a remnant of the Polytechnic structure, a mixed bag of social scientists, historians, psychologists and literature people. The following year it was disbanded and a number of staff, Dave included, joined the Department of Sociology. So began a long period, some sixteen years, when I closely worked with Dave as a fellow teacher and researcher.

Randall the Teacher

A few words about Dave and teaching. Given our similar interests and our shared willingness to teach big numbers on our courses, it was not long before Dave and I began a teaching partnership. Over the years, we shared courses at every undergraduate level. Starting in about 1995 and continuing for a dozen years, we taught a level one unit called 'Sociology and Society'. This was compulsory for first years students across several programmes, and as student numbers grew our lectures moved to ever-bigger venues. When the Geoffrey Manton Building opened in 1996 the Department of Sociology was relocated there. There were two large lecture theatres in the basement, capacity 300 and 250 respectively, and in later years we were forced to resort to video-streaming across both theatres.

For many years we also shared the teaching of Sociological Theory, a level II unit. Numbers here were a bit smaller, of course, but it was still a major part of several programmes. At roughly the same time, together with our colleague Dave Calvey, we taught a level III unit called Theory and Practice of Field Research. (Some wags in the department, for reasons that escape me, referred to this course as 'the Three Daves' Gospel').

This lengthy period of collaboration and close proximity enables me to confirm what everybody knows who has experience of Dave's teaching. He is a committed and inspiring teacher. His early career in school classrooms comes through in the clarity with which he lays out to students arguments and debates in sociology. Whether it's the classics of social theory or the intricacies of contemporary methodology, Dave's lectures and classes are models of pedagogy. He also treats students with enormous respect and openness. Nowadays, when concerns about 'the student experience' require teaching staff to closely monitor their interactions with students and ensure these are managed with the utmost support and sympathy, one can simply say that it came naturally to Dave.

The KORG years

Within a year or so of Dave's arrival we decided to set up a research group together. It is important to understand that, as a former polytechnic, there was almost no research tradition at MMU in those days, especially in the humanities and social sciences. The university was overwhelmingly oriented to undergraduate teaching, there was little institutional support for research. The only research group in sociology was the Institute for Popular Culture, set up in the early 1990's by Derek Wynne and Steve Redhead. Dave's research background, focusing as it did upon organisations and technology, provided a great starting point for a group concerned with the creation and application of knowledge in organisational settings. Fortunately there were two other people whose interests aligned with this, myself and Liz Marr. Liz was another former IDS person, a social scientist with a background in technology studies. The three of us decided to form what we called the Knowledge in Organisations Research Group – KORG.

The aim of KORG was to use ethnographic methods to investigate 'knowledge work' in organisations of various kinds. Central to such investigations, of course, would be issues surrounding the introduction and use of technology in workplace settings. From the beginning, there was a strong opportunistic dimension to what we did. For one thing, we had a Masters student, Terry Hemmings, who was in many ways a born fieldworker. Terry was a mature student who had come to academic life after a varied entrepreneurial career and was blessed with an outgoing personality and ample interpersonal skills. He had recently graduated on the B.A. Social Science and was keen for a career in research. At that time there was no taught Masters programme in Sociology at MMU, but it was possible to register directly for a research MA. A further opportunity was created by the fact that Colin Divall, a social historian who had been a colleague in IDS and a good friend of Liz, had recently been appointed as Professor of Rail History at the National Railway Museum (NRM) in York.

Two and two were soon added to make four. During several meetings involving Colin and Gaby Porter, a friend of Colin's and a senior curator at the Museum of Science and Industry in Manchester (MSIM), plans were formed for a two year ethnographic project to study the introduction and use of new technology in museum curation. Both museums were in the process of introducing new information systems of varying application. Our view was that the effectiveness of such systems would largely depend on the extent to which they were informed by an understanding of what kind of information-related work was being undertaken and by whom and how this work was organised as an interactional, situationally accomplished activity.

In addition to providing access, both museums had small research budgets that could be drawn on. No other funding was available – to call it a shoestring project would be insulting to the average shoe. Although some observational work was done at the MSIM, the main site for the field work was the NRM, where Terry spent several days per month over two years. Other members of the team also participated in the field work as time allowed. The ethnographic data consisted of observational and interview notes, audio and video recordings. As the study progressed, its focus became centred around two aspects of museum curatorial activity. The first was the work of classifying and cataloguing objects that comprise the museums 'collection'. The second examined the conduct of educational visits involving 'interactive' exhibits. I will briefly describe these two studies, which were reported in a series of publications that emerged

from the KORG research (Hemmings et al, 1996; 1997; 2000; 2001). Typically, it was Dave who proposed that Terry's name should lead on all publications from the project, since he was at the start of his sociological career.

Analysing Museum Objects

Like many museums, the NRM and MISM are confronted with an almost endless supply of artefacts and materials that comprise candidates for the museum's collection. A continual and essential element of curatorial work, therefore, consists in deciding whether and how to incorporate any given item into the stock of artefacts. Known officially as 'collection management', this involves sorting out things of various kinds and in various ways, and is fundamental to museum work:

The work done includes such activities as accessioning, whereby objects come to be included in collections and classified as being of a 'kind' within the collection; work involved in identifying and documenting a collection's items, including the hidden collection of objects artefacts and texts not on display; and the work of display/exhibition making.

In the mid 1990's the issue of how new technology might be utilised to facilitate such work was a very live one. The use of database applications was the most advanced and rapidly developing area of museum technology. The key requirement is for information systems to be responsive to the fact that artefacts and texts considered as virtual information resources do not exist in an undifferentiated mass, to be searched and sorted more of less randomly, but as resources which are to be interrogated according to professional and lay categories which will vary with user's interests and purposes.

To investigate such classificatory work, we began by scoping a variety of objects as they were considered in the accessions and cataloguing process. But in order to focus our investigation, we eventually centred upon one specific area of collection management at the NRM. It was concerned with 'wagons', rolling stock for carrying heavy freight. Why those? Partly because the senior curator in the engineering department was a helpful and informative source. But also because it was soon clear that the NRM's 'wagons' collection provided an intriguing case study of the problems and contingencies of museum classification work.

Notwithstanding their mundane purpose and unattractive appearance, to the aficionado, both professional and lay, goods wagons are things of beauty and endless fascination. They also, importantly for the museum curator, have a 'history-in-action' character:

Historical developments meant that certain wagons were manufactured to do certain jobs in certain locations. For instance, wagons specifically designed to transport clay from Cornwall to centres of paper finishing in the North of England, were built as the rail network developed to allow fro large scale transportation. A number of problems occurred, including the different sized gauges in use by private regional companies.

In short, then, wagons are prime candidates for collection in a museum dedicated to rail history. Unfortunately, they are also extremely numerous and enormously varied in their physical and historical characteristics. To handle this problem, the NRM previously had set up a working group to attempt to collate information on the existence of rolling stock around the UK, and to

develop a classification system for all wagons of a certain kind. The curators very kindly allowed us to sit in on these meetings and review their discussions. At the heart of their problem was this: all wagons possessed a unique identification, known as a TOPS number. However, this number was allocated solely for operational purposes – ie, shunting. It told one which wagon could (should, if it was still in working order) be connectable with which other one, but little else.

The classification issues in this type of research project turned out to be markedly different from those implicit in the operational scheme. New methods evolved as part and parcel of the work of recording the existence of rolling stock. It was decided that the network of enthusiasts would 'spot' these wagons in much the same way that trains are 'spotted', but that in so doing they would record certain relevant details, most notable where the wagon was to be located, the condition it was in, and so on. Each agreed that when embarking on the exercise they would photograph bath artefact in question and record the relevant details in notebooks....As information began to amass, the problem became one of organising it into an orderly record. The brief details were, therefore brought back and put into an A4 ring binder. Entries were placed in the binder chronologically. Using this binder all the time, and getting used to 'where things are' in it, allowed the group to do comparison work... As the scale of their endeavours grew, however, it became evident that a more effective recording system was required, largely because the work itself had produced a greater sense of importance. In the words of thwe senior curator, “it's important work, we can't keep all these wagons, and many of them are deteriorating... it’s the only record we have of a part of Britain's industrial history.

The working group decided that all the information that had been gathered should be transferred to an electronic database and an application called ACCESS was used for this purpose. The parameters were to consist of TOPS number, geographical location, owner, date of manufacture, name of manufacturer, a photograph and a 'physical condition' score between 1 and 5. Once the electronic database was established, all information was recorded virtually and in the ring binder. The classification work went well at first, with members arriving at agreements with a high degree of consistency. But as the project developed and the network of people involved grew in size, consistency problems increased. The reliability of members' terms came into question, as the terminology used when new 'spots' were input into the database became increasingly variable.

These problems were exemplified in debates that arose concerning a certain kind of motorised wagon, known colloquially as a 'Mogo'. It was clear that different people had made assumptions about appropriate terminology to describe the Mogo and reached different conclusions. As we noted in our 1997 article, there followed a lengthy and animated discussion among the participants to the working group, which we referred to as a 'what's in a name?' discussion. They difficulties manifested in these discussions illustrate how classification is a contingent and 'political' (in the broadest sense) interactional process. As we argue in our conclusion, it is work of 'producing order'. Where those involved operate with differing assumptions, interests and relevancies, cooperative work towards agreed classifications does not become impossible, but is generative of interactional as well as intellectual complexities. We make a few tentative suggestions in conclusion about how computer support might be structured so as to manage these complexities.

Wheels on Rails

At the NRM, there is a gallery containing a set of interactive exhibits dealing with aspects of railway technology, entitled the Magician's Road, which is intended primarily, though not exclusively, for the use of parties of schoolchildren visiting the museum. These displays are designed to encourage hands-on experimentation by the children in what is a clearly structured and organised environment. The exhibits are of the 'press this button' or 'move this lever' type and each is accompanied by a set of instructions for their use, an explanation of the purpose of the exhibit and the actual 'solution' to the problem. It occurred to us that, given the link between text, images, objects and interactivity in play here, much could be learnt from observation of the use of such artefacts about the potential of hypertext applications (and, by extension, virtual environments) as an educational medium or resource.

One factor which stood out about the experience in the Magician's Road was the level of organisation which supported visits. These are 'scripted' in the planning of the site, the way the text was presented alongside each artefact, in the preparation provided by the host and in the activities of the explainers present in this location. We were interested in how what might be termed 'teacherly' intervention was a significant factor in the educational experience.

The approach we took to these phenomena was conditioned by our awareness of the limitations of the 'situated learning' literature (e.g. Lave & Wenger, 1991). Work in this tradition, in our view, was predominantly cognitivist in orientation. It was also wedded to a questionable (because decontextualised) distinction between 'authentic' and inauthentic' learning situations. Whether the context of the museum visit can appropriately be described as an 'authentic' setting is open to debate. The 'designed' character of the setting and the formal instruction of the Magician's Road suggests more of a classroom structure than otherwise. However, there is a clear sense in which the 'knowing how' and the 'knowing what' or the 'knowing and doing' are integrated in a way which lends an experiential element to what might otherwise be an abstraction. Of fundamental significance, arguably, is the timeliness of the teacherly intervention. That is, the teachers and explainers were able to identify the appropriate point at which intervention is required if an explanation is to be proffered.

Therefore, in place of idealisations of situatedness, we sought to examine the ways in which behaviour in and around museum artefacts is constitutively interactional and irremediably situated. Rather than adopt a decontextualised definition of learning, our focus was on how participants themselves oriented to their activities as commonsensically recognisable instances of teaching and learning. Interacting with the artefacts on the 'Magician's Road' manifestly was intended to be an 'educational' experience. But what did such interactional experience actually consist in?

Pursuing these questions meant looking in close detail at groups of children working with specific 'interactive' museum artefacts. One such we focused upon was called 'Wheels on Rails'. This artefact consisted of some model railway track, 4 metres long and 1/2 a meter wide, sloping downwards with a right handed curve towards the foot and six sets of wheels of varying shape. The experiment here is to try and identify the set of wheels which can successfully negotiate the track to the foot without falling off . Our observations, conducted in person and through analysis of several hours of video-taping provided us with valuable data on interactions around

the exhibit. Examples of the data, along with our analysis of these materials, was presented in two articles (Hemmings et al, 2000, 2001). In the former, we summarised our findings as follows:

In our observations, we repeatedly see children orienting to the task to be undertaken as experimental, but exhibiting a particular understanding of what it is to conduct an experiment. That is, the instructions are often only cursorily perused, and all the 'doing' is typically construed as the physical activity of rolling the wheels. Two principles seem to be consistently applied here....First, failing intervention on the part of an educator, children tend to see the task as complete when the 'right' set of wheels hasbg been identified to their satisfaction.... Secondly, and in keeping with the construal of the task as a physical one, groups of children self-organise such that they can all participate in the activity.

With reference to the situated learning literature, we concluded that:

We believe our observations problematise assumptions inherent in the version we discuss above. First, and most obviously, it is not at all clear whether the episodes we recount could be described as 'authentic' and 'inauthentic', nor even whether as a resource for describing, rather than prescribing, educational practices such a distinction makes any sense at all....Second, our observations point up the fact that the problem of recognisability....is not just a methodological problem for the social scientist or educational researcher. It is first ad foremost a problem for those participants charged with responsibility fro organising educational settings...What our data shows above all is the close and immediate, but also highly varied...three way interaction between children, teacher/educator and artefact.

Football Journalism as Everyday Work

If the museums project was opportunistic the second KORG project, on football journalism as everyday work, was even more so. Two things provided a serendipitous impetus for it. The first was a trip Dave and I took to Italy in 1994. Dave's work on the air traffic control project with John Hughes was becoming widely known in the fast-developing CSCW community. As a result, he was invited by Giolo Fele to give a talk at the University of Trento. Dave asked if I would like to go along. As there was a bit of money in the departmental travel budget, he spun a tale to Bernard Leach, the Head of Dept. that I was included in the invitation, since the talk was to be given by us both (It was not. Dave's talk was on the air traffic control research he was involved with at Lancaster – but he did not tell Bernard that!).

Giolo, a most lovely guy, had previously worked at the University of Bologna and still had strong ties there, so in the end Dave's talk – with me tagging along for company – was given at both places. One of Giolo's big interests was (and still is) in the ethnomethodological analysis of football discourse (Fele, 1997). Since, like him, Dave and I were both ethnos and football fans (Dave, Liverpool FC; me, Manchester United), we spent much time with Giolo discussing the game both as fans and as sociologists.

The second element of the serendipity lay in the fact that Liz Marr was looking for a topic for her PhD. She happened to be married to David Meek, an eminent and highly respected football journalist. David was the senior football correspondent for the Manchester Evening News and was known throughout the sports journalism world for his coverage of Manchester United. His

identity was not revealed in the two articles we wrote, but it is safe to do so now. It was Dave, I believe, who suggested to Liz that she should look no further for her thesis subject, especially since new technology was starting to play an increasingly significant part in the work of journalists on local newspapers. From there it was but a short step to inquire whether David Meek would be willing to talk to us about the daily work of the sports journalist covering a major football club and give us introductions to professional colleagues

Out of this came two articles. The first, with Giolo's help with translation, was submitted to the Italian Journal of Sociology and published there in 1997. The second was published in 1999 in Paul Jalbert's book Media Studies: Ethnomethodological Approaches. Both pieces examine the work practices of football journalists as they manage the daily constraints of their occupation. The overriding reality of the work is that the sports pages of local newspapers are read by fans of a club and must address their interests. Taking our lead from Roy Turner's studies of police work (Turner, 1969), therefore, we identify three 'demand conditions' of the work: (1) the requirement to write regular 'match reports' of the games played by the football club to which they are assigned; (2) the need for 'news items' about the club, its players and management, to keep readers/fans up-to-date with the latest developments; and permeating both of these is (3) the demand for 'coverage' of the club in every edition of the paper. In other words, some story or stories relevant to the concerns of readers/fans must appear every day (in the case of daily newspapers).

How a journalist meets these demands is constrained by further, multiple practical conditions. Paramount among these is the relationship to be managed between himself (all the journalists we studied were male) and the football club. The work requires continual contact, usually on a daily basis and often more frequently, between journalist and club officials and players. As we noted

The routine, mundane work of the journalist is in large part the work of spending time with professionals, eliciting opinion on various matters, and gaining a sense of the feeling about both trivial and controversial matters

The work is therefore 'collaborative' in a deep sense. The production of football stories involves interaction between the journalist and others, such as players, managers, agents, other journalists and so on in which shared, taken-for-granted knowledge forms a background to judgements of newsworthiness and relevance. The journalist is obliged to attend to (i.e. analyse) what others know and want here and now to get the work done. Media sociologists have routinely have characterised this work as 'gatekeeping', whereby the journalist polices the relationship between sports professionals and the reading public. But through the examination of several ethnographic vignettes based on interview data from David Meek and others, we show that such accounts of journalistic work are both misleading and utterly simplistic. They fail to provide any understanding of the 'thisnesses' of journalistic work as it is done in real time.

Towards the Millennium

Things on the research funding front at MMU improved a little after the 1996 RAE. Dave and I were two among a small number of MMU sociologists who were classed as 'research active'

and whose work form the basis of the submission that gained a 3a rating from the RAE. The university hierarchy took the (surprisingly) enlightened view that the funds accruing to MMU should be allocated pro-rata to the departments that had 'earned' it. Almost for the first time we had a pot of money to attend conferences and acquire research equipment. By the turn of the millennium, however, the KORG team had pretty-much disbanded. Terry Hemmings had moved on and Dave and I had gone our separate ways, research-wise. He had become a key figure in the CSCW world and his work with the Lancaster group and others took up most of his time. My partnership with Steve Hester of University of Bangor had developed to become my main research outlet. After completing her PhD in 1999, Liz had become more focused upon applied issues around technology and learning.

Ironically, given that Dave was the main mover in the KORG team, he was the last to complete his PhD. His disdain for meaningless ritual carried over into a complete lack of interest in legitimising his research capabilities or enhancing his extensive research endeavours by labelling himself with another qualification. Only when it was pointed out to him that some financial incentive was attached did his attitude change. So it was not until 2003 that Dave submitted a 'thesis by publications' and received his doctorate. Even more ironic is the fact that I was his Director of Studies. Of course, there were no studies to direct; the research articles and chapters that formed the thesis were all publications of his from the mid 1990's to early 2000's. My role was purely ceremonial.

A Postscript

Before finishing I must just mention the Grafton Arms and the merry band who met there every Friday lunchtime for more than forty years. It would take up an awful lot of space to mention those who have participated in this august body over that time, even assuming I could remember them all. Suffice it to say that no-one in the world-wide ethnomethodological community who has ever visited Manchester has failed to contribute to our meetings. One name that must be mentioned, of course, is Wes Sharrock, the founder and villain-in-chief of the wicked band. Another is Dave Randall, a stalwart of Grafton conferences to this very day. Thank you, Dave.

So, finally. In the unlikely event that he predeceases me and I am consulted about his tombstone, my suggestion will be:

Dave Randall: A Difficult Man to Dislike

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The Indelible Influence of Dave Randall - Parvin Ghadamighalandari, University of Siegen

In the vast expanse of academia, where ideas ebb and flow with relentless vigor, it is rare to find a beacon that consistently illuminates the path for those journeying through it. Dave Randall is one such beacon, whose intellectual and compassionate mentorship along with Volker have profoundly shaped the contours of my academic and personal journey.

Dave's work, characterized by its depth, innovation, and relevance, has significantly contributed to my understanding of ethnographic research, and writing qualitative papers. Dave's ability to traverse complex ideas with ease and weave them into the fabric of practical application has inspired many, including myself, to approach our work with a renewed sense of purpose and possibility.

Beyond the accolades and scholarly achievements, what truly sets Dave apart is his unwavering commitment to nurturing the next generation of Students. His door was always open, not just in a literal sense but in the breadth and depth of his willingness to support and guide. Dave's mentorship was never confined to the academic; he understood the intertwined nature of personal growth with scholarly development, making him a mentor in the fullest sense. I remember distinctly a period when I was grappling with a challenging aspect of my research. Dave, with his characteristic patience and insight, not only helped me navigate through it but also taught me invaluable lessons about persistence, creativity, and the beauty of collaborative thought. It was not just about solving a problem; it was about growing through the process.

Dave, for everything you've done and everything you are—thank you. Your light shines brightly in me, guiding me forward.

Warmest regards

Parvin

Uplifting the Spirits - Margarita Grinko, University of Siegen

Dear Dave,

the announcement that you, Peter and Mark are coming to Siegen always creates an almost festive mood, and your schedule is usually fully booked in an instant. This means it is probably not just my experience: every time I feel lost and discouraged in my work and PhD journey as a whole, a meeting with you works like a wondrous boost of joy, energy and motivation. After our conversation, discussing academia alongside cake or British politics, I feel delighted to be part of our team, doing groundbreaking research, where ideas are more than just that, even more than just papers. You have the ability to uplift people and make them feel like they are knowing and doing – or capable to do – something exciting and meaningful. Without the illusion that we can save the world.

And you must love what you do if you regularly embark on that exhausting journey from Liverpool to tiny Siegen. More than that: you are even putting up with Deutsche Bahn for us, which not even every German agrees to do. Even when you are not here, the fact that we can follow your adventures in the form of hilariously laconic Facebook posts never fails to brighten my day.

More than that, you are spending a significant amount of time and funds on promoting Ukrainian artists' work, without even being a Ukrainian or being affected by the war, but just being a friend. The book Oksana and I printed could not have happened without you. Every time we chat, she asks me about you. To say that we appreciate your concern about and support for our country would be an understatement. Oksana sends you many hugs.

We will miss you in Siegen and wish you a wonderfully peaceful – but still exciting – time full of cultural revelations, culinary delights, artistic joy and just happiness in every little moment. And if you feel like it, do visit us some time.

Rita

The Past and the Present: Remarks on Dave Randall's Contribution to the Intellectual Life - Richard Harper, Lancaster University

In academic life, the latest research findings can obscure what has been topical before. Research that everyone was thinking about last year gets forgotten about; research from before that treated as even more distant. Why bother to look at yesterdays' research as it is today's that matters. As a result, researchers can often end up living an intellectual life that is only in the present, with no history, with no before on which to build. The past, in this view, has no consequence. This sense of the present seeming more important than the past can also affect the recollections academics have of their personal lives. Living in the present, they can forget where colleagues who turned into friends were first met; even the topics that they talked about.

In relation to Dave, this has not been the case, not for me. I recall both the moment when we met, and the argument he was making about the past and its importance for what we were looking at on that day.

I met him when he became outspoken after a lecture on a Masters Course on sociology at Lancaster University. I had been auditing the course whilst a researcher on a project on AI and police work. Dave complained that the lecturer was oversimplifying some aspects of the social phenomena being discussed and, in addition, had forgotten (or ignored) some insightful prior research on the subject. The topic was the post-modern experience and what motivated tourism. I recall how earnest Dave was in his comments, how keen he was to share his recollections of what had been written before. He wanted to convey how the motivations of people are more complex than those post-modern theorists admitted and this could be seen by recalling prior research on how motivations could be understood. Post-modern theory, as it was being expounded in the lecture, made the actions of tourists trivial, and questions of their motivations equally so.

Thereafter, I came to expect David to call out in lectures and seminars, and, if he did not do so, finding myself having to listen to him explain what he had wanted to interject. As we were ambling way from Cartmel College to the common rooms and bars of Lancaster, I came to see that Dave was always trying to show how some phenomena could be more interesting if one looked at it in reference to prior research. For prior research did not tell you what to find, but how to see it more clearly.

For this Festschrift, I want to provide an example of how Dave has sought to remind the research community he has ended up in - loosely speaking European CSCW - of the importance of prior knowledge and, through that, how topics can become much more interesting to look at and explore.

The case I choose is a familiar one, having to do with human computer interaction in air traffic control. At the start of his academic career, Dave wrote various papers that sought to show how one should look at interaction with computers, including those in air traffic control, in terms of that interaction being a social phenomenon. By that he did not mean that individuals used computers as part of teams, as that their individual use, whether it was framed by notions of teamwork or not, was socially organised. Individual meaning and purpose were shaped by processes that were social: a person using a word processing tool as an individual can be

motivated by the need to converse with their colleagues through the text they are writing, for example; another individual might use a spreadsheet privately so that at a forthcoming meeting they could use its outputs to persuade colleagues toward one decision rather than another. In both cases, individual action is to be understood in terms of purposes or motives, and these are social through and through. Likewise with air traffic controllers, Dave claimed; their individual actions should be seen as social.

What was interesting about this was not that this was empirically correct as that if it was the case, then the phenomena of controllers making choices at a radar screen, documenting those choices on paper strips and so on, was much more complex than it appeared. It was not just that the purposes that lead to aircraft movement were socially arranged or that the rules and regulations that governed flight paths and trajectories were similarly social, but that the distribution of skills and responsibility on and around a control suite were also fundamentally socially constituted. Workloads were not a question of how much mental capacity a controller had, but how much trust they could put in their own skills and in those around them; they acted as part of the control suite team. Judgements about this were not confined to the particulars of some flight, then, but were constituted in 'work talk' about competence and trust in the rest rooms and canteens, in recollection of prior behaviours of individuals and controller teams, invoked and referred to at the radar screens and elsewhere. To understand an act by a controller meant understanding a *life word* of many.

As it happens, Dave was unable to explore and document that life world as fully as he might have wished. A draft manuscript was prepared by him (and myself, as I had worked on this topic before Dave joined Lancaster), but this disappeared in the chaos of John Hughes' desk. But the point of this example is to show how Dave did not just offer a reminder to his research colleagues at the time that there was more to the topic of air traffic control than appeared at first glance, but that this could be seen more clearly by looking at prior research in the sociology of technology.

This is, I think, illustrative of something that Dave has done throughout his career and for which we should all esteem him. His contributions to the intellectual life are not to be measured in his heckles and interruptions and disputatiousness, but in his efforts to make current research topics more interesting through learning from the past. He looks back and sees more in the literature, he wants others to see more too.

Richard Harper, Cambridge, May 2024

A Pioneer Who Continues to Explore - Yuuki Hara, Research & Development Group, Hitachi, Ltd

I first met Dave over 10 years ago. From there, we had a lot of discussion about workplace ethnography. Among them, the discussions that left a lasting impression on me were the discussions in Liverpool and the discussions in Tokyo.

In Liverpool, we spent whole afternoon walking around the beautiful city and talked about the workplace ethnographies I had been doing so far. I remember very well that Dave listened intently to what I had to say, and I kept talking without stopping until evening. I felt grateful and happy that Dave listened to me with such interest, and it is a day that will remain in my memory even now.

In Tokyo, we had many intensive discussions with members of the ethnography team to which I belonged. We downloaded various cases of workplace ethnography conducted in the past, from financial domain to power plant control. We reanalyzed them and created our original methodology. It was a very stimulating workshop and an exciting opportunity to reaffirm the value and prospects of what we had been doing, and it became our foundation. Based on the output obtained from this series of discussion and studies, our workplace ethnography is now able to maintain a high level in the world. We owe this to Dave, who has supported us in our challenges over the years.

I always admire Dave's warm personality and deep intellectual curiosity. I am grateful to have had the chance to meet Dave. Dave was a huge influence on my career as a CSCW/Workplace ethnography practitioner.

I would also like to thank Nozomi for introducing me to Dave. There are many wonderful people around Dave, including Volker, who was introduced by Dave. I believe this is due to his long-standing commitment to research and his caring personality. I truly look forward to learning more about Dave's relentless search for truth.

A Man of Curiosity and Generosity - Nozomi Ikeya, Keio University, Tokyo

I've known Dave for over 20 years, starting from when I was studying abroad in Manchester from Japan. With my interest in Ethnomethodological studies of work, I've always been intrigued by the active work Dave was doing in the field of CSCW. He would often introduce me to relevant literature and even invited me to workshops at Lancaster University. I learned a lot from spending time with another Dave, who was a rising star in CSCW, though he is no longer with us. Later, when I was working at PARC, Dave provided me with various pieces of advice. He would help me see things in perspective.

Upon returning to a university post in Japan, I initiated a project with an IT company, and when I invited Dave to join, he readily agreed. The reason I invited him was because I recalled the project that Dave and another Dave at Lancaster University had worked on, using the pattern language approach to organize ethnomethodological studies in various workplaces and make the insights gained from those studies usable in the future. It was a project that lasted for over two years. During the scorching hot summer days of workshops, Dave patiently listened to the company's ethnographers and designers, while generously offering ideas and helping shape what was needed together. The “pattern language” formed in that project are still being used among the ethnographers at that IT company today.

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Throughout my interactions with Dave, what has been most impressive is the depth of his curiosity and generosity. These qualities were certainly evident in our work together, and it was through his generosity that we were able to steadily make progress and achieve results. Yet, his love for Bab and Art may best embody his curiosity.

Bab, too, is a person of curiosity and generosity. My spouse and I have enjoyed outings to museums and leisurely strolls in Tokyo together. We look forward to having more opportunities like these in the future.

Friendship and Collaboration - Val King, Former Principal Lecturer University of Cumbria and former Research Associate University of Lancaster

When starting to think about what to write about David, a long time colleague and friend I was aware that many others are far more qualified than I to write about his considerable contribution to the world of CSCW, his prolific publications, student PhD mentoring programme, his conference papers and contribution to the review process and presentation of papers. So, I would like to offer a small insight into the man I have known and admired for over 35 years and the influence he has had on my professional and personal life.

I first met 'famous Dave' (although he wasn't yet famous, a standing joke at his expense amongst his friends), when we were researchers in the Sociology department at Lancaster University, working with Professor John Hughes. We shared a small office which could have been described as an office of two halves, my side ordered, neat with a few homely touches, and for those who know Dave you can imagine his side. It was through his involvement at Lancaster he has become such a central part of the CSCW community particularly in using his sociology background placing ethnography as a tool to connect theory and practice to design in numerous fields.

It was through working with him, sharing an office where we had some wonderfully vigorous and animated conversations that were as inspiring as they were informative. I have benefitted in many ways from knowing David, he has given me a confidence, which has allowed me to value and expand my own work in a more positive way.

David is a man of integrity he has a quick and lively intellect, and has a keen interest in almost every subject, from football, (unfortunately he's an Exeter supporter), to baking and everything in between, which he can talk knowledgably about whilst twiddling his beard. He has a great capacity to listen and to offer ways for others to move forward in positive ways.

He is a natural teacher with the ability to draw in and engage students on many levels. This is often demonstrated by past students, from as far back as his high school teaching days, to his undergraduate students through to his PhD students who keep in touch, often to seek his advice or to tell of their successes that are due in part to him and his teaching.

On a personal note, I value David as a good friend and was very pleased to reconnect recently in his home town of Liverpool where he proved to be an excellent guide. We spent a day together enjoying the city, good food and chit chatting the day away. I look forward to the next time. Thank you, David, for your friendship and collaboration.

Papers, Beers and Korean Shows - Maximilian Krüger and Deborah de Castro Leal, Siegen University

Dear Dave,

we feel honored to be invited to honor you. You hold great significance to us, as a mentor and a good friend, and we are very happy to contribute to this event. Since we met you, we have been feeling happy to work with you, to meet you in person whenever possible, to hear from you by mail or video call. With this little text we would like to mention some of the things that we appreciate about our friendship with you and which we are grateful for.

You have been a great support to our work, right from the start. Débora remembers that she went to meet you early in her time in Siegen. She was skeptical, after several meetings with other people from various groups in the faculty had left her confused and disappointed by misguided advice. She thought this might be one more encounter just like the previous ones. But the opposite was true. She met someone interested in what she had to say, highly supportive of her work, who had unusual but helpful advice: “follow your intuition” you said, “talk to people and see what you get”. What a surprise, "is he serious?" she thought. Although the freedom this implied was somewhat disorienting, it was also just what she needed to hear, and implied a trust in her and her intuition, which gave Débora confidence. Similarly, when Max proudly presented his first draft for his ‘own’ CSCW paper to you, you somehow managed to not only make it clear in a very kind manner that it is far from ready for publication, but you also made it easy to accept that.

Gradually this turned into collaborative work, almost a small team of three coming to write several papers together, but really - so it felt to us - to engage in an exchange over the shared writing, exchanging literature, ideas, feelings. This led to a number of publications which we are still very proud of, but also to much more: It brought us a feeling of joy to engage in this exchange, from which we learned a way of thinking, of using texts, concepts, theories as tools to think with about what we experienced, to help us express our own ideas in turn. You took us seriously in these collaborations, we were not only students, but collaborators, and you listened to our ideas, even if you thought that “Max Weber has already written about this a hundred years ago”. Through all of this, you thereby provided us with a sense of what this “intellectual life” you sometimes talked about could be. Often you were also a kind of therapist or motivational coach, even if you lamented this role. When Débora, many times, wanted to quit her PhD, you calmed her down. When we had complaints, you listened.

But you taught us something even more important than that: Korean romance shows. We were so unsure when you told us about Hotel del Luna and remained so during the first episodes. But at the end of the show we cried, and we felt so connected to you that we needed more references, not for books anymore but for Korean series. Talking with you about Its Okay to not be okay, Crash Landing on You, Romance is a Bonus Book or My Mister on Zoom with a beer are some of the best experiences our time in Siegen gave us, and we hope they keep on making shows so that we can keep on discussing them with you.

Another thing you deserve to be honored for: how at home we were able to feel in your house, in your kitchen, in your cozy TV room, in the garden with Babs, and for one of the most delicious breakfasts we have ever eaten.

In our work together we often discussed perspectives and strategies for ‘changing the world’ through our work and the chances of achieving that. You sometimes told us that your way of creating change was by being a good supervisor for students like us. And without a doubt you succeeded. We feel immensely happy to have you as our friend and hope for many more papers, beers and Korean shows together.

Some Words on Linnaeus University's Appreciation for Dave Randall - Arianit Kurti, Anita Mirijamdotter, Sarfraz Iqbal, and Soumitra Chowdhury, Linnaeus University

Dave has been a recurrent visitor at Linnaeus University (LNU) during more than a decade. He annually has been teaching a master course with 80+ students, combined campus and distance, which focus on Contemporary issues in IS research and development. The content of the course constantly evolves and changes based on current trends. Currently included topics are, to name a few: The platform economy, Big data and data science, AI and Machine learning, Generative AI and large language models, Internet of Things, Makerspaces, in addition to lectures on how to actually do the research, e.g., qualitative research in IS, literature searches, research proposal writing, etc. The students love his lectures and get inspired to do research on the topics that he talks about. Here are a few excerpts from the students' course evaluation:

> I believe that Professor Randall is one of the best I've ever crossed paths with. Perhaps it's because we share a similar vision of the world, or perhaps is that I deeply like his sociologist perspective of the IS/ICT world, but I truly enjoyed his lectures and how stimulating they were.
>
> Dave is a good teacher, and l would not mind him teaching me the whole entire courses in my degree.
>
> Coming from an engineering background it wasn't easy to work on Research proposals and essays but Professor David Randall guided the whole class so perfectly that it was pretty easy for the class to work on these documents. The course has covered from the start of technology to the latest technology issues and the benefits of it for society. Very engaging interactive sessions were provided by the professor. Appreciate the university for arranging classes with Professor David Randall. Wish we had more of his classes!
>
> Give Mr. Randall my best wishes. He is an exemplary figure and I hope he continues his great work.

For Soumitra Chowdhury, who has been the course coordinator of this course, Dave has been as inspiring. He writes:

> I first met Prof. David Randall in 2018 when I began teaching the course 'Contemporary Issues in Information Systems Research and Design' alongside him at Linnaeus University, Sweden. Over time, I became the course coordinator. Now I have the privilege of collaborating with Prof. Randall every year. In addition to our shared academic interests, Prof. Randall and I are big fans of football and cricket. We enjoy discussing about sports.
>
> When I listen to his lectures during the course, I witness his untiring commitment and creativity in teaching various contemporary issues in information systems. His vast knowledge is displayed when he gives lectures about topics including big data, the Internet of things (IoT), blockchain and generative AI.
>
> The quality of inspiring students has made Prof. Randall a very special person. I wish him all the best.

Sincerely, Soumitra Chowdhury, PhD

Another colleague, Sarfraz Iqbal, writes:

> For Dave,
>
> I had the honor of teaching with Dave, a brilliant, bold and high-spirited person. He could lecture not only about academic topics but health issues during a lecture on importance of ethnography by hinting the students that "a toothpaste is never required to clean your teeth". He also gave students "courage" in addition to "assignments" by encouraging them to download anything from anywhere to "seek knowledge". He is always so deeply and passionately involved in lecturing that you must remind him to take a coffee break ☺
>
> With love from Sweden, Sarfraz Iqbal

Dave's impact on one more colleague, Niki, is so heartfelt so she wrote an essay that we include at the end. Niki was a PhD student at our department and works now at Lund University, which is also the affiliation of Miranda Kajtazi and Osama Mansour. Miranda and Osama have also been part of Dave's gang here at LNU, particularly Osama, for whom Dave acted as opponent for his Licentiate thesis and continued to co-supervise till his completion.

For Anita, the relation with Dave goes back about 30 years. They met at Lancaster University when she was a PhD student and took part in Peter Checkland's core course in which he presented the action research process which developed Soft Systems Methodology. This was during summertime and most people – student and staff – had left the university, except for the sociologists. They had done field work and gathered to report and get guidance. So we happened to meet now and then in one of the campus bars and spent some hours chatting. Dave also invited Anita to Liverpool, took her on a sight-seeing tour at all well know places that can be found in the Beatles' lyrics. Much appreciated.

Next, about ten years later, they happened to run into each other at Luleå University of Technology, which was Anita's affiliation at that time, and Dave was invited by another Faculty/department to run a PhD course and then to act in a PhD exam committee. Later Anita invited Dave to be the opponent for the PhD defense of her first PhD student, Marita Holst. Marita was also very influenced by systems thinking and Peter Checkland's work, particularly the POM model (Processes for Organizational Meaning) – pom, pomeripom, pom, pom was Dave's introduction to her work.

Later, when Anita had moved to Linnaeus University, Dave, done impressive in Luleå ☺, was again invited to be part of a PhD examination in 2011, Osama Mansour's Licentiate thesis. As mentioned above, this resulted in Dave becoming co-supervisor for Osama till completion, 2013. Also, as mentioned above, Dave has annually been teaching a master course, very much appreciated (and hard work for Dave ☺). We also had the benefit of him being part of PhD courses, giving seminar talks, and recently co-teaching with Anita a course focusing on academic writing, searching for literature to position the work, and presenting, for staff and students from Kosovo that visited LNU. Once again, everything that Dave is involved in is run so professionally and so much appreciated by everyone that attends.

Also, Arianit, as department Head, wants to join in for the celebration:

> The Department of Informatics at Linnaeus University provides a comprehensive education in informatics at the undergraduate, graduate, and research levels. Recognized as an applied field, informatics focuses on the creation and application of IT artifacts within various contexts, emphasizing the interplay among individuals, technology, and organizations. Our department has greatly benefited from Dave's presence, whose vast experience, vibrant energy, and unwavering commitment have significantly influenced both our institutional culture and personal growth. As the department head, I've had the honor of collaborating with Dave since the fall of 2019, when he expertly led a master's course on Contemporary Issues in Informatics and Information Systems. His role was particularly reassuring during my initial tenure as head, ensuring the course's quality. Despite the shift to online education prompted by the pandemic, Dave adapted seamlessly, maintaining his engaging teaching style remotely. Beyond his academic and research roles, Dave's dynamic personality makes him an enjoyable companion for intellectual conversations and social gatherings.

As noticed, we all have huge appreciations for Dave, his professional work, commitment, and social skills. But of course, we cannot end this without asking Chat GPT. And here is hen's verdict:

> Dr. David William Randall epitomizes the embodiment of scholarly excellence and unwavering dedication to the field of Information Systems (IS) research and development. With over 15 years of distinguished service at the University of Siegen, Germany, David has left an indelible mark on academia through his pioneering research, visionary leadership, and unwavering commitment to education.
>
> Throughout his illustrious career, David has been instrumental in shaping the landscape of IS research, consistently pushing the boundaries of knowledge and innovation. As a prolific scholar, his work spans a wide range of topics, including but not limited to information systems design, implementation, and evaluation, digital transformation, and the societal impact of technology. His groundbreaking research has not only contributed to advancing the theoretical foundations of the field but has also paved the way for practical applications and real-world solutions.
>
> In addition to his scholarly achievements, David is also a dedicated educator and mentor, deeply committed to nurturing the next generation of IS researchers and practitioners. His annual course, "Contemporary Issues in IS Research and Development," offered at Linnaeus University, Sweden, stands as a testament to his passion for teaching and knowledge dissemination. Through his engaging lectures and hands-on approach to learning, David has inspired countless students to pursue careers in academia and industry, instilling in them a lifelong love for learning and inquiry.
>
> Beyond his academic pursuits, David is known for his collaborative spirit and commitment to fostering interdisciplinary dialogue and collaboration. His collaborative research endeavors have spanned continents and brought together scholars from diverse backgrounds, enriching the academic discourse and driving innovation in the field.

> As David embarks on the next chapter of his academic journey, his legacy of excellence and impact will continue to inspire generations of scholars and practitioners alike. The forthcoming Festschrift in his honor serves as a testament to the profound impact he has had on the field of Information Systems and underscores the deep respect and admiration his colleagues hold for him.

We cannot express ChatGPT's words in a better way, just agree and we too emphasize that a Festschrift in his honor demonstrates the profound impact Dave has had, and not only at our university, nor only in field of Information Systems. (Homework, ChatGPT!) We eagerly anticipate further collaborations and social engagements with Dave.

Salut for Dave: Skål and see you in autumn.

With heartfelt thanks and warm wishes from Sweden, Arianit, Anita, Sarfraz, Soumitra, and the rest of the LNU crew.

Dave's Patience and Curiosity: Notes for his Festschrift - Jingjing Liu, University of Siegen

My first impression of Dave was his erudition, openness, and shared scholarly qualities, his relentless pursuit of knowledge, and his passionate dedication to the academic community. We all know that Dave has a huge Google online folder, which stores a large number of professional literature in different categories. He is willing to share this precious academic wealth with others, and I am one of the beneficiaries. Dave constantly challenges his academic abilities and innovative thinking, making the CSCW research field more diverse and colourful. By actively participating in academic exchanges, sharing insights and experiences, he not only focuses on his own professional field, but also is willing to explore other disciplines, expand the boundaries of research, and demonstrate an open and inclusive scholarly.

It was a great honour for me to have the opportunity to attend the CSCW conference with Dave in Baltimore. He modified my freshman's paper into a top conference paper. Under his guidance, I completed my keynote speech. Now, I would like to express my sincere gratitude to Dave again. As a patient educator, Dave listens attentively to students' questions, guides them to solve difficult problems, and becomes a beacon and guide on their learning journey. His patience and care have made me feel support, inspiring me to have the courage and determination to achieve the goals. This experience encouraged me to stay with academic to share my experience and thoughts.

Meanwhile, Dave's most precious quality, in my opinion, is his constant curiosity of the world's diverse cultures. His international perspective allows him to enjoy observing the complex process of blending and collision between different cultures in the world, constantly learning and exploring, and striving to obtain inspiration and inspiration from it. Because he possesses an open and diverse mind, Dave is a scholar with a global perspective.

In Dave, I saw the perfect combination of a broad and profound scholar, a patient and meticulous educator, and a keen and exploratory learner spirit. His dedication and efforts not only bring new insights and inspiration to the academic community, but also cultivate more dynamic and creative talents for society. May Dave maintain this passion!

Jingjing Lui

Dave Randall: A Pillar of Support - Thomas Ludwig, FernUniversität in Hagen

For over a decade, I have had the privilege of knowing Dave, who is an extraordinary scientist in the fields of Ethnography and Computer-Supported Cooperative Work (CSCW). Our journey together began when I was a young PhD student, eager to explore the complexities of CSCW in the domain of crisis management. Dave, already a well-established and respected researcher, welcomed me warmly and generously shared his profound methodological expertise. This mentorship was pivotal in shaping my early academic development.

Throughout the years, Dave has been a constant source of support for my research endeavours. His guidance was essential in framing my research papers, ensuring they were rigorous and impactful. Our conversations often explored my research questions in great depth, seamlessly connecting them to ongoing research discourses and structuring them to enhance clarity and coherence.

Even as I transitioned into my Postdoc phase and later began my journey as an assistant professor, Dave remained a vital pillar of support. Despite his demanding schedule, he always found time for substantive discussions about my work, providing invaluable insights that significantly influenced my academic trajectory. Without Dave's mentorship, my career path would undoubtedly have been different, as his support enabled me to swiftly and confidently establish myself in the CSCW field. For this, I am profoundly grateful.

I have come to know Dave not only as an extraordinarily experienced and knowledgeable researcher, but also as an accessible and kind individual. Although I have now achieved a full professorship, I sincerely hope that our collaboration continues to flourish in the years to come, as I still have much to learn from you. Thank you, Dave, for everything.

Thoughts on Gratitude - Claudia Müller, Siegen University

I know that Dave is highly uncomfortable being honored for his scientific life's work with a celebration and a commemorative publication. He told me as much during his last visit to Siegen in April. But he wouldn't be a spoilsport, he would be there for the students and colleagues he has enjoyed coaching and working with over the last few years at the University of Siegen.

After our dinner conversation, I now feel very much in a dilemma. Because I would very much like to express my gratitude and appreciation to Dave. And I would like to do this within the framework of academic rituals. But I also don't want to make him any more uncomfortable. There has to be a way out!

Unfortunately, a particularly humorous text peppered with British black humour doesn't suit me. His British friends and colleagues are better suited to that. I also see his close, long-standing professional colleagues as being more responsible for honouring his lifetime achievements to the CSCW and human- and practice-based computing research field. Of course, I could write a personal dedication describing his positive influence on my own scientific development. But wouldn't that be a bit boring for him? Well, perhaps I can spice up my acknowledgement with a bit of theory, appropriate for a long-standing, influential scholar.

So, what do we actually know about gratitude and isn't there perhaps an appealing model? Aha, well, let's skip Aristotle and his contemporaries and go straight to modern times. The German theologian Thomas Nisters came up with a nice formula for gratitude:

“A (acceptor beneficii) is grateful to D (dator beneficii) for B (beneficium = grateful benefit).”

(Nisters 2012:9, translated CM)

The formula says that “gratitude is a benevolence accompanied by joy, which is caused by a previous grateful benefit B and is directed towards the benefactor D.” (Nisters 2012:9, translated CM)

Benevolence on one hand and gratitude on the other – this is what Nisters then terms “Spiegelwohlwollen” (“mirror benevolence”).

Mirror benevolence, or, mutual goodwill – sociologist Georg Simmel even describes this mutual goodwill as a product of the feeling of gratitude as the essential social glue of a society:

"Although gratitude is a purely personal or, if you like, lyrical affect, it becomes, through its thousandfold weaving back and forth within society, one of its strongest binding agents; it is the fertile emotional soil from which not only our own actions grow from one to another, but through whose fundamental, albeit often unconscious and spun into countless other motivations, a modification or intensity grows into our actions, a connection with the past, a

surrendering of the personality, a continuity of alternating life. "[1] (Simmel 1907:593, trans. CM).

According to Simmel, an exchange of expressions of gratitude in this regard, by means of which the actors confirm and affirm their social relationships, contributes to identity formation, to well-being on an individual level as well as in communities and even to social cohesion (Bergmann 2011: 137).

Dear Dave, please understand at this point that expressions of gratitude are more than just a personal, benevolent emotion that is directed towards you!

Let's take a closer look at how we can conceptualise gratitude: Literature shows three levels on which gratitude can be expressed: cognitive (recognising and judging), emotional (joy and goodwill), and practical (speech or action) (Nisters 2012:7).

I would like to transfer these three aspects with my inner picture of Dave sitting all day long in the office giving one counseling session after the other to people at Uni Siegen, foremost to the PhD students but also to the more senior career people.

Remembering myself as a PhD student – and seeing same processes with people working with me today. Gratitude arises when, with Dave's help, you suddenly recognise meaning in your own data, and when possible weight and relevance gets a confirmation. When the conceptual framework takes shape through Dave's guidance and when he provides new motivation to continue writing. This is usually associated with emotional enlightenment, where before there was heaviness and writing paralysis, after the conversation with Dave there is joy and goodwill towards him, but also towards yourself - you weren't that stupid after all. And Dave in most cases didn't think that your own thoughts were so bad - at least that's how he kindly put it. After all, after the supportive conversations with Dave, the floodgates can open again and you can get back into the flow of writing. Action is possible again and continues to be possible.

Reflecting about my own collaboration with Dave and now seeing how he contributes to the flourishing and development of my own group, the people working with me, I can I see a whole range of people who would empirically prove the sentence A is grateful to D for B and especially reinforce the concept of "mirror benevolence". Because that's exactly what Dave stands for: no matter what career level you are at when you seek advice from Dave - it is always given with great goodwill and friendliness and always provides an intellectual boost and motivation to keep going. It should be said that Dave also once started to work with a small bunch of people of Volker Wulf's group. Over time more groups grew with a lot more people and Dave is being supported by other great scholars, Peter Tolmie and Mark Rouncefield for

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[1] *„Obgleich die Dankbarkeit ein rein personaler oder, wenn man will, lyrischer Affekt ist, so wird sie, durch ihr tausendfaches Hin- und Herweben innerhalb der Gesellschaft, zu einem ihrer stärksten Bindemittel; sie ist der fruchtbare Gefühlsboden, aus dem nicht nur eigne Aktionen von einem zum andern hin erwachsen, sondern durch dessen fundamentales, wenn auch oft unbewusstes und in unzählige andre Motivierungen versponnenes Dasein unserm Handeln eine Modifikation oder Intensität zuwächst, ein Verbundensein mit dem Früheren, ein Hineingeben der Persönlichkeit, eine Kontinuität des Wechsellebens.“* (Simmel 1907:593).

the research counselling support. However, the benevolence being provided much is much more than what can be put down in a counseling contract.

I would particularly like to emphasize one personal aspect for which I am very grateful to Dave. Namely that he pointed me in the direction of Howard S. Becker and thus greatly promoted my praxeological research in the field of IT for ageing societies. The research field is characterized by very different lines of discourses and positionings of IT researchers: for instance some researchers pronounce that we cannot think healthcare and eldercare without IT and we must push for technological innovations. Another discourse rather puts a focus on community perspectives, human needs, what older adults' ideas of wellbeing and graceful ageing are, and so forth. In the research field IT for ageing societies, there is a lot of work based on old-fashioned or just wrong images of age and ageing, with no inclusion of insights from the target groups to follow solutionistic design approaches for justifying questionable technological innovation. And this mainstream is big in IT, HCI, and related fields. Even if I do not see myself as an activist researcher, Howard S. Becker points me to the fact that we researchers in applied informatics must take sides for contributing to more humane digitalized worlds. The discussions with you, dear Dave, especially at the beginning of my academic career, gave me an incredible amount of confidence and reassurance that I was looking in the right direction. It was a whole series of impulses, sometimes very explicit, sometimes a bit more implicit over a dinner – All your impulses and ideas were and are so valuable! Thank you so much!

And let them be…grateful ☺

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How I was ‘Daved’ - Marcus Rohde, University of Siegen and International Institute for Socio-Informatics (IISI)

If, like me, you are a young scientist at the beginning of your career immersed in an academic community that is also still young, you experience uncertainties and may also have prejudices: at my first European CSCW conferences, I met people I only knew as authors of scientific publications and had never met before.

For me, in the early/mid-1990s, these were academic “celebrities” with professorial titles and the "fathers" and "mothers" of an interdisciplinary research field that was just becoming established, in which I was a complete novice and whose language I did not understand well enough.

In my student days, I had experienced professors as distant, as authorities and experts, in a separate, higher sphere to which I had no access as an undergraduate. When I met some of these awe-inspiring authorities in person at my first conferences, I was worried about whether and how they would even welcome me.

One of these awe-inspiring celebrities was Dave. And surprisingly, this expert, this author of important essays, proved to be much less frightening from the very first encounter. Quite the opposite: Dave was - like the majority of the CSCW community at the time - very open, very welcoming, very likeable, humorous and quite easy-going.

This welcoming culture in the still young scientific community made it much easier for me to start my scientific career and I am still grateful for it today. In the years that followed, I met many of the people involved at conferences. And of course I read their articles and benefited from them in my work. In my perception, Dave was particularly characterised by his reluctance to avoid controversy. With all his expertise and experience, he was happy to provoke contradiction in conversation and sometimes took a rather sarcastic stance. And he continues to do so to this day. I believe he follows a principle of "socratic dialogue", which contributes to critical reflection and insight. You experience him very differently as a discussion partner than as an author. None of these sometimes provocative discussions have ended in a real dispute, but without exception all have ended in a mostly humorously framed and conciliatory gain in knowledge. And that is a gift, and a fantastic one.

In recent years, we have been extremely fortunate to have Dave as a colleague here in our Siegen research group. During this time, he has coached countless of our students, contributed to the successful completion of research projects and theses and continuously mentored and advised young scientists. Dozens of publications have been produced with his help. He has played a significant role in ensuring that many of our young scientists have successfully completed their dissertations and obtained their doctorates in the recent past.

I can safely say that many of our colleagues here in Siegen are very happy and grateful for his support.

It is one thing to be a good scientist, a proven expert, a well-known author of recognised publications. And it is another thing to be a good teacher and counsellor. Dave is excellent at

both. I believe that his special gift is to generously share his knowledge, his intellectual property, his intellectual and social capital and academic network contacts with other and younger scientists. In my view, this is not primarily a question of scientific excellence, but primarily an expression of personal character.

Dave is undisputedly a central theorist in the European and international CSCW community. His work, his studies and his publications continue to influence the ongoing research of young scientists in this field, which he has significantly influenced. This is the side of an academic scientist that is visible to everyone.

But there is another side that may not be visible to everyone and that only people who are lucky enough to work with such people get to know:

@Dave: You have contributed significantly to the success of our "Siegen school" research group in recent years and have been an invaluable help to our colleagues and young scientists. What has particularly impressed me is your ability to challenge myself and many others to think, to provoke reflection through discussion, to offer solutions and to contribute to greater knowledge. But most of all, I was struck by your openess, your willingness to share everything with younger colleagues, to let them benefit from your experience and knowledge.

I decided years ago to learn from you and to emulate this intellectual generosity towards my colleagues and students. I hope that I will succeed at least a little in copying you in this respect!

Thank you for your inspiration and for your contribution over the many years we have known each other. Thank you for being here!

(PS: Volker wrote something in his text about the occasional consumption of spirits. It may be that we also had a glass of wine together in France, or a glass of beer or two in non-french places, but I can't remember exactly (for whatever reason). Btw: has anyone researched the positive effect of beer on the formation of social capital in the CSCW community?)

Dave Randall: A Celebration in a Manner of a Biased Recollection - Philippe Rouchy, Blekinge Institute of Technology

Dave has always been very instrumental in getting students to engage with materials, either as ethnographic research findings or as ideas to be tested. I must have met him in 1997 at the Manchester Ethnomethodologists Group with colleagues from Manchester University such as Wes Sharrock, John Lee, Rod Watson, Jeff Coulter (Boston Uni), Pete Martin, Graham Button, Ted Cuff, Will Coleman, Ruppert Read, Ivan Leudar, Micheal Lynch (Brunel Uni at the time) and Manchester Metropolitan University such as Dave Francis, Dave Calvey and Stephen Hester and Roger Slack from Bangor University and many colleagues from Lancaster University through John Hugues, Mark Rouncefield... and a number of PhD students at the time such as Nozomi Ikeya, Phil Hutchinson, Kiran Kamat, Karen Clarke, Dave Martin, Jacqueline Eke, Ann Wakefield, Will Gibson, John Rooke, Alex Dennis, Andrew Bamford, Jacki O'Neill and myself. We were all working, knowingly or not, within the context of an unplanned (de)composition of sociology as a discipline in post-Marxist Europe in the 1970s.

The force of new trends in information flows continued to erode sociology as a discipline, influenced by more practical concerns in criminology for law enforcement, user studies in computing and applied psychology for nurses. Dave developed an ethnographic research agenda with computer scientists in the UK, Scandinavia and Germany over the last 30 years. Some computer scientists developed a strong interest in ethnographic studies such as Ian Sommerville, Peter Tolmie, Rob Procter, Mark Hartswood, Andy Crabtree and others around requirements gathering and system design. Many others worked in computer design labs such as PARC, Microsoft or IBM labs with Paul Dourish, Lucy Suchman, Jeanette Blomberg, Abigail Sellen, Richard Harper. Dave worked with many of them with two key inputs from the sociologist's perspective:

- No fundamental agreement on how to deal with 'social facts'. It means that what counts as a research problem must be found out, relentlessly. This is the ethnographic program in a nutshell. This is different from economics, for example, where historical development has defined some basic blocks of disciplinary knowledge (macro-micro analysis, international trade, finance) and growing subfields underneath (entrepreneurship, innovation).

- Accordingly, the main intellectual attitude is skepticism towards all matters of interest. This stoic approach to life irritates the casual observation of everyday life, where things are assumed to work as usual. Ethnography is a low-tech, low-end skepticism that seems to run counter to the productive high-tech, high-end skepticism of science or engineering. The former is designed to find out what/why/how people do, the latter to optimize an existing paradigm of ordered procedures.

If you set these two cultures against each other, you could wrongly simplify the sceptics as parasites on the productive forces. But, as Ludwig Wittgenstein says, learn to see the differences (that coexist). But one must make clear why skepticism in intellectual matters is essential for thinking. For example, a well applied sociology is skeptical through and through. If it is used badly (parasitically), in search of an essential claim, it ends up as an "ism", a theoretical

misnomer, an ideology. The line is very thin, because the difference is made in words/actions, which are assumed to work unless misused.

When studying the users of technology, one can start with innovation and its main actor, the entrepreneur. Joseph Schumpeter told us that innovation and entrepreneurs are the essential engines of economic and social change. In this era of exponential technological innovation, the problem remains Herbert Simon's points about "attention" as the rare commodity of information overload. In the age of algorithm-driven social media and the law of large numbers, the claim to attention is the result of the politics of strategic interaction: "those who come first" as literally "making the news".

I warn my friends that economics is no longer the "dismal science" of the 19th century. Thomas Carlyle pointed to the dubious economic claim to solve poverty in the light of the Malthusian myth of the inverse symmetry between impoverished resources and wealth. Today, our economics of AI began after the Second World War, when the North Americans founded a truly global new economics, i.e. a discipline that works with compiled data from over the whole world. We were all born in the West into a world in which the relationship between logos (rationality), ethos (responsibility) and pathos (emotion) has been subjected to manipulation. The illiberal forces of ignorance would have us believe that authority is uniquely driven by “the machine”, leaving citizens as mere cultural dummies, prey to our emotions and/or demons.

Dave, and many social scientists like him (with him the "ethnos" of the Northwest of Britain), teach how to resist the regimentation of the mind. The productive force of the ethos, the natural authority of competence, is to recognize Alfred Schütz's distinction between common sense and scientific rationalities. Both exist at the same time, but do not operate on the same premises. Regimentation consists in subordinating one to the other.

The industrial revolution in the north-west of England saw the exercise of these simultaneous rationalities (or multiple realities, in Schütz's words). When the first passenger railway line between Manchester and Liverpool opened in September 1830, it was said to have been made possible by the technological ingenuity of Robert Stephenson. "Ingenuity" encapsulates "invention" as Robert Stephenson experimented, through trial and error, with the reliability of the multi-tube boiler and separate firebox to power the locomotive. "Ingenuity" encapsulates "unique institutions" that allowed the right to build railways and challenge landowners' property rights. "Ingenuity” also encapsulates 'innovation' when investors discovered that a 9.5% return on investment on this passenger line was highly profitable.

I know that Dave has travelled the M62 and the historic Liverpool to Manchester railway line for many decades. Dave's casual and approachable manners can be superficially understood by concentrating only on his T-shirts. He is the embodiment of the ethnographic mentality that recognizes that looking at the world with a one-sided perception of reality is an opinion, not a fact.

Cheers to Dave! Let's have a pint soon.

Travels With 'Famous' Dave: An Ethnomethodological Journey - Mark Rouncefield, Lancaster University

I have worked with Dave Randall for an awful long time now, but, despite this, or perhaps because of this, it is surprising how difficult it is to write an appreciation of his academic and intellectual contributions to Sociology, CSCW/HCI, Organization Studies and to Ethnography and Ethnomethodology. A quick glance at his extensive published work says something, but not everything, and actually not very much about Dave. So this particular contribution is more, is just a series of personal reminiscences about my long-standing collaborations and friendship with Dave, who I first stumbled across whilst studying for the MA in Sociology at Lancaster University. Like many of my more enduring friendships this started off rather badly. I was already a lecturer in Sociology at a college of Further and Higher Education and had decided I need to update my knowledge of Sociology and so I found myself in Dave's tutor group for the course – which took place immediately after the evening lecture. As we trooped into the room for the seminar/tutorial Dave asked us what we thought of the lecture, given by one of the department's more senior Sociology lecturers. Being something of a grumpy individual, and having already been at work teaching all day, I voiced some dissatisfaction, saying that I wouldn't trust that particular lecturer to teach even GCSE Sociology. Dave looked more than a little shocked at this response and it was noticeable that all our seminars thereafter were thoroughly well organised and prepared with associated handouts etc. Unlike too many university lecturers Dave was, and is, a trained and superb teacher, explaining ideas and concepts in a patient and careful fashion to what was admittedly a rather motley (and, to be honest, rather dumb) bunch of postgraduates.

Although I saw him around the department, I didn't have an enormous amount to do with Dave after that, though I fear I may have inadvertently given him the nickname 'Famous' (although others have claimed rather different origins for the name in a particular and peculiar interaction with a local taxi driver). I had been idly talking with Dave and he had been saying how well some papers and his ethnography tutorial had been received at the CSCW conference in Toronto (?) – so when I saw Dave a week later, I jokingly asked "are you still famous, Dave?"; and, as is the nature of such things, the nickname appeared and then stuck.

A few weeks later, after I had finished my MA, completely out of the blue, John Hughes asked me (advised, I suspect, by Dave) if I would be interested in a research position, working on a project originally intended for Dave, but which, with Dave moving onto MMU, now suddenly needed an ethnographic fieldworker. Obviously, I accepted, but since I could not leave my teaching job for a few months the project began with Dave and Val King doing the initial fieldwork until I could join them. So began my long collaboration with Dave and thereby my ethnomethodological journey, my education into the mysteries of ethnography and ethnomethodology (and the failures of Social Science) and my introduction into a whole new set of 'language games'. Since Dave does not drive, he became my long-time driving companion in our various visits to fieldsites and conferences and, probably unknown to him, in my role as chauffeur to the famous, I carefully listened to his cogent, often stream of consciousness, orations on the state of ethnomethodology, ethnography and sociology in general during our many trips around the UK and other countries. So my education, my

apprenticeship, in ethnography and ethnomethodology, began through listening to Dave and picking up on (and stealing) some of his favourite phrases – like 'analytic purchase' and 'vulgar competence'; the Wittgensteinian difference between 'rule followers' and 'rule users'; the idea of 'ethnomethodological indifference' (Garfinkel's 'naughty advice') expressed most forcefully in the 'Wall of Sound' tour of Sweden (a particular favourite) where, taking the stage, or, rather, shambling onto the stage, with John Hughes and myself (to shouts of 'it's the hair bear bunch') Dave proceeded to very loudly enlighten everyone as to what our paper was definitely 'not' about (meanwhile, John was desperately trying to find which slide Dave was talking to; and I was trying to stop my ears from bleeding).

Ethnography is something that is relatively easy to do, since all you have to do is shut up and listen and keep your eyes open, and it was Dave's analytic insights that most impressed me and which shaped all our early (and some more recent) papers and books on organizational change and technology. For some time now whenever I felt a paper lacked enough real analytic 'umph' it has been Dave I have turned to for advice and guidance – and rewriting. I really can't say too much, or enough, about Dave's skills in rewriting, reshaping and repurposing academic papers so that they say something interesting and worthwhile. In a nutshell, many if not all, of my better ideas are/were originally Dave's – 'in a nutshell' is obviously one of his particular favourite phrases too.

Besides writing with Dave, I also began helping him with the delivery of the Ethnography tutorial he had developed – which later became the book 'Fieldwork for Design' – though my initial contribution largely consisted of presenting the slides whilst Dave talked (and talked). Versions of this tutorial have been presented in various countries - Sweden, Australia, New Zealand, America - though I especially remember a trip to deliver the tutorial at an American company that was clearly linked to one of those well-known three letter agencies and where our attendees were reminded at the start that we were 'unauthorized aliens' and that they should therefore be very careful what they said to us. That particular road trip also brought other interesting lessons: when driving on an eight-lane highway and confronted with ten different choices of direction my enquiry to Dave as to which we should take, I was met with a "that one" response, which wonderfully illustrated Garfinkel's ideas about 'indexical expressions' but that wasn't much help with the actual driving (which is also probably more generally true of Garfinkel and ethnomethodology). Dave has always been really accomplished in the delivery of his tutorial and responding to any questions that arose, but that trip also produced one of the very few occasions where I saw Dave bemused by a question. When confronted by a Canadian border guard, and trying to explain, in French, exactly what we do and what CSCW was, evoked the response "Ca mange quoi en hiver?".. and Dave's face was just the absolute picture of bafflement. We were equally baffled when, getting out of the lift at a hotel, a woman behind us said "say, are you guys twins?" (To which, of course, I replied "yes, but I'm the good-looking one".)

Keeping Us in Line - Sarah Rüller, University of Siegen

Dear Dave,

It's hard to put into words and labels the impact you've had on us, or me. But I will try my best. And considering that the written word is the one thing you challenged us in the most, it is somehow appropriate to put thoughts and feelings into words again.

You've been a constant source of guidance, wisdom and, let's face it, a bit of a pain in the ass throughout my research journey. Your unwavering commitment to cutting through the nonsense and getting to the heart of things has truly made me a better researcher and writer. I'll never forget the countless times you ruthlessly dissected my work, stripping away every unnecessary flourish, every convoluted sentence, every bit of fluff that didn't belong. To kill my darlings. To make it more concise. It was hard to swallow at first, but I soon realised that your critical eye and cynical approach were exactly what I needed to get to the heart of the matter. You taught me that research isn't about impressing people with fancy words or complex theories. It's about finding the truth, even if it means going back to the basics and questioning everything you thought you knew.

Thanks to you, I've learned to embrace simplicity, focus on the basics and never lose sight of the big picture. Your feedback could sting at times, but I always knew it came from a place of genuine care and respect - a desire to see me succeed. You weren't afraid to call me out when I fell short, and that tough love, brutal as it sometimes felt, was invaluable. I know I speak for the whole group when I say that we're better researchers because of your mentorship. I hope you understand the profound impact you've had on all of us. You've been more than a mentor - you've been a guide, a critic and a friend.

Thanks for everything, Dave. Looking forward to the next round of keeping us in line and cutting through the crap of writing.

The Ethnographic Turn of CSCW - Kjeld Schmidt, Copenhagen Business School & University of Siegen

From the very beginning of the development of CSCW as a research area in the mid 1980s, ethnographic studies of cooperative work practices were an integral part of the emerging research area.

Let me qualify that. Empirical work in some form or another have of course accompanied the development of computing technology all along, for instance, in the form of requirements analysis and field trials. This applies to the development of the very architectural foundations of interactive and collaborative computing in the development of the Whirlwind computer for the US Air Force (peaking in 1946-51), as well as to the development of tailor-made systems for particular organizational settings. It also applies to the active participation of domain experts in key roles in the design of novel types of standard applications (the initial design of applications such as spreadsheets and desktop top publishing are exemplary in this regard). While empirical work have been part and parcel of the story all along, it was typically deemed a necessary evil, often just an afterthought when things turned ugly, but in any event a task to be done as quickly and cheaply as possible, so that the engineers could get on with the real business: *coding*.

By contrast, we can say that ethnographic studies have been *constitutive* for CSCW. From the very beginning of CSCW as a research area, ethnographic studies did an essential job by deconstructing established ideological notions of work, not least prejudices that were then prevalent in cognitive psychology and management thinking, such as the notion of 'plans' as cerebrally embedded control mechanisms, by showing that making theory work in practice requires skill and power of judgment. (Actually, that is not an empirical proposition but a grammatical one, of which ethnography has reminded us). Related to this, there has been a persistent thread of argument aiming to show the limits of established software engineering and the deep-seated fragility of its constructs. Also related, another thread of argument has demonstrated the fundamentally social character of work as exemplified in the prevalence of mutual help in coordinative practices.

Ethnographic studies have played a decisive role in defining the research program of CSCW, its axis of inquiry, namely, the issues arising as task conceptions are executed under conditions of contingency and partial knowledge, in applying 'plans as resources for situated action', 'in the wild', 'when the rubber meets the road', 'in practice'.

Four research groups can be identified as having played a key role in the ethnographic turn that is CSCW, or became CSCW. First, of course, the Work Practice and Technology group at Xerox PARC in Palo Alto, California, a team of primarily anthropologists headed by Lucy Suchman and comprising researchers such as Randy Trigg, Eleanor Wynn, made foundational conceptual contributions based on exemplary early studies of administrative work and later of maintenance work and engineering design. Related contributions was made by a group of sociologists around Anselm Strauss in San Francisco, initially focusing on medical work but also, eventually, as in the case of Susan Leigh Star and Elihu Gerson, on scientific work practices of classification.

In Europe, in particular the UK, two groups, both with a strong background in ethnomethodology, made substantive ethnographic studies that are exemplary not only, or primarily, for conceptualizing and illustrating a research program but for uncovering and identifying an assortment of techniques by means of which actors in different settings align and integrate their distributed activities and by that token demonstrating that coordinative work practices are researchable phenomena. I am here, of course, referring to, on the one hand hand, the research group based in Southern England and led by Christian Heath in collaboration with Paul Luff that applied techniques of Conversation Analysis to video-based analysis of interaction, famously in London Underground control rooms.

And on the other hand, and here we come to the topic of this laudation event, the Lancaster group around John Hughes. I feel it is important to mention, in passing, that John Hughes deserves credit for having seen, very early, the potential ethnographic studies of work settings might have for CSCW. In the wings were also, of course, of the same generation, Wes Sharrock and Bob Anderson; but as far as I can tell, from having been around, John was the one who saw the opening and launched forward. But what actually fleshed out the vision was the immense and substantial contributions made by John's junior colleagues, Richard Harper, Mark Rouncefield, Dan Shapiro, and — lest I forget!— Dave Randall.

Several things stand out.

First, of course, the group produced a series of exemplary ethnographic studies of work in complex settings, not least, of course, the air-traffic control study which was first reported at ECSCW at Gatwick in 1989, but also the host of later studies such as, for example, the study of a credit institute. The ATC study is unique in analyzing the complexity of ATC work at different organizational levels: international, across national centers; nationally, across regional centers; and at a particular center, across sectors, and in all that, by bringing the techniques of coordinative practices to the forefront. (Unfortunately, a consolidated account of the findings has not been published). It is still CSCW research at its best.

Second, with Dave as a key player, the Lancaster group has engaged in a sustained campaign to educate CSCW (but soon also HCI) researchers about ethnographic fieldwork and its potentials for the design of computer systems. It was a complex message to send. It was received both with enthusiasm and with hostile disdain. I recall an event at a CSCW conference in the North America in the 1990s, I think it was in Toronto in 1992. Dave and a Lancaster colleague had been talking about the virtues and pitfalls of ethnographic field work. Afterwards I joined them in the hotel bar where they were flushing down the excitement with a beer. Suddenly Dave was cornered by two very persistent American psychology professors, two very nice ladies, who just had to learn more about this thing, ethnography. An impromptu lecture was produced, the beer went warm, the foam vanished, but an intellectual movement had obviously been set in motion.

But don't take this event as an indication that it was smooth sailing all along the way. It was sailing against the current. At the CSCW conference in Chapel Hill, in 1994, there were loud misgivings about the Europeans and their campaign. But looking back, it is obvious that the persistent effort by Dave and his co-campaigners to give tutorials at conference after

conference, give invited lectures and talk at workshops, and do so for decades, and not least write the textbook on fieldwork — has made invaluable impact.

Third, I would also like to highlight Dave's prolific engagement in ethnographic field studies. Not only in bringing his own studies to attention and in print, that is what academic do, but also the generous help he has granted dozens of junior researchers by assisting them in developing the findings from their field work and get it published. (I just checked Google Scholar and the total number of publications registered there with Dave's name listed now amounts to staggering 277. Prolific indeed).

And, fourth, I haven't even spoke of Dave's role as educator. I have no first-hand experience worth speaking up, but it is my impression that this has always been where Dave has had his heart. The enormous Google Drive collection of sociological and philosophical literature that he has put together for his students speaks volumes of his commitment.

Now, there is a time to sow and a time to reap. Even laudations comes to an end, and mundane matters come to the fore again.

I cannot end this brief account without pointing to a mountain of unfinished work. Not that it is Dave's fault that it is unfinished. He has done his bit, for sure. But this occasion is not a commemoration of an illustrious but tragically deceased scholar but a celebration of progress made and Dave's role in that. So instead of leaving it here and leaving Dave to rest on his laurels, I would like to end by pointing out that the supreme mission of ethnography in CSCW — and especially ethnomethologically-inspired ethnography —is not, in my opinion, to produce better requirements specifications, nor is it to establish, again and again, in study after study, that action is situated.

Ethnography's supreme mission in CSCW, or so it seems to me, is rather to uncover, identify, articulate, express, in short: determine the conceptual structures of the practices under study — or to use a term from Ryle, map the 'conceptual geography' work practices. Or, if my using a term such as 'conceptual structure' gives you the itch, let me put it differently: The mission is to determine the categories in terms of which practitioners perceive and act on what is going on around them, the categories in terms of which they determine what is happening, might happen, could very well be happening, and what is to be done, or could be done, and so on.

Now, in many settings and practices members have already done a lot in that regard in the course of history, over millennia even, with the development of writing, arithmetic, geometry, and so forth. The developers of word processors, for example, simply appropriated, from the received techniques of writing, categories such as letter, number, word, comma, period, sentence, etc. Developers of calendar apps likewise appropriated received categories such as day, week, month and time of day that have been developed over millennia. In short, interactive computing incorporates a model of the rules that constitute the given practice in the form of object classes with behavioral properties that, to practitioners, can be used as proxies for the artifacts from which they have been derived. Being members of literate cultures and by virtue of that, being masters of a host of literate techniques, developers of the initial bunch of apps such as word processors and calendar apps did not need ethnography to build fantastic apps.

They were their own domain experts and could largely rely on the analytic work that had been done in the course centuries.

The coordinative practices in time-critical domains such as air traffic control or steelmaking or firefighting are another matter entirely. Here, literate techniques such a written plans, schedule, protocols, etc. are dramatically insufficient, as they are in many domain that are not strictly time-critical such as construction, administration and so on. Coordinative practices thus to a great extent must rely on workers' skilled abilities to see, hear, feel, smell etc. what is going on in real time. This problem is what in CSCW has been termed 'mutual awareness'. It is still open. The categories in terms of which workers routinely align their distributed activities have only been marginally determined (typically in on-the job training) and computational models of these categories are blowing in the wind. To make such determinations of categories of coordinative practices is an job unfinished and hardly begun.

Dave’s Positive Energy - Borislav Tadić, 1&1AG, formerly: University of Siegen

Dear Dave,

you're an enormous inspiration for many researchers, colleagues and students throughout the world.

I've had a pleasure of working with you on several papers in the last years. Your wide experience, altruistic approach and deep knowledge in the domain of human-computer interaction brought the quality of our joint research to the next level. Not only that you helped me sharpen the focus of the work during the preparation of my dissertation on socio-political activism and ICT use, but you also successfully introduced me to many ideas in the space of global political action, computer supported collaborative work, as well as usable security and privacy by design.

I'm very grateful to have met at the University of Siegen. Your positive energy was, and remains, huge motivational source for everyone who knows you. I wish you all the best for the future, great health and many fine years with your loved ones!

Borislav Tadić

The Work of Ontology Building: Looking Back to Look Forward - Peter Tolmie, University of Siegen

Dave Randall has some 277 articles currently listed on Google Scholar. Regardless of the accuracy of this figure, his output over the years has been truly formidable. His most-cited text [1] has been cited nearly 700 times. Interestingly, however, if you talk to Dave, it is not his most cited articles that he is most proud of. In fact, he often says that, of all the things he has written, it is his work on ontology building he considers amongst the best, even though the relevant paper [2] has only been cited 28 times. I therefore want to look back to that work, to recommend it as a text you should read (and cite), and to take brief note of how it is as pertinent now as it was when first published in 2011.

The text in question, 'Distributed ontology building as practical work' [2], is based upon a lengthy ethnographic study of the work of teams of cell biologists and bioinformaticians engaged in the development of a Collaborative Open Ontology Environment. To get to grips with the subject matter, the reasoning, and what might or might not constitute ordinary or unique troubles in such a highly specialised and technical environment is itself a testimony to Dave's intellect and ethnographic capabilities. The paper surfaces a number of interesting issues regarding what it takes to build an ontology of this kind. I will not simply regurgitate the content of the paper here because I want you to read it yourselves. However, some notable matters are worth mentioning.

Ultimately, the paper is about the modelling of a hierarchy and the work of classification. Methodological edicts about how to go about doing that in the context of ontology building abound [3]. However, formal accounts of relevant practices utterly fail to miss the practical lived work of undertaking such an exercise. As the paper makes clear, the work is socio-technical in character through and through. The paper pays particular attention to the collaborative aspects of the work, noting that, while the work of populating the ontology was something that individuals could pursue on their own, the work of deciding what to build and how could not. Indeed, the paper comments again and again on how much face-to-face work was involved.

So, to give just a flavour of the considerations that inhabit the work, first of all, there was a need to decide just who might be using the ontology, their interests, and how they might use it. This was not a trivial matter. To undertake this exercise in the first place, it was necessary to bring together a distributed team of potentially relevant experts from a range of different subdomains. This in itself gives rise to a problem of just who to enlist and who might have both the right and authority to speak for whom. Even cell biologists are not all of a piece and can have very divergent interests and purposes to which they might put such a tool. Defining the terms in a classification hierarchy relates to assumptions about use and users, but given the diverse interests of those involved, agreeing on relevant terminologies proved difficult. As a result, even arriving at a primary classification axis for the hierarchy was impossible.

The paper summarises the tasks confronting the team working on the project to be matters of deciding the ontology's scope, size, and ambition. Within this, decisions had to be made regarding what should be included and what should be left out and, more fundamentally, what

the right way to build the ontology might. Not unsurprisingly, the focus of the team devolved to making the task as tractable as possible. However, doing this itself implicated a wide range of practical work, both for individuals and for the team as a whole. Other parties had to be consulted. Efforts were made to borrow upon existing ontologies, but each of these had been built to serve different purposes. A wide array of other resources and artefacts had to be brought to bear that fall far outside of any formal description of such work, ranging from software to pen and paper. Then decisions had to be made that fell beyond the responsibility of any one party, such as what might count as a mistake and what might be missing, which is again wrapped up with assumptions about purpose and use. And, beyond all, there was a continual concern with keeping a record of the rationales for every decision made, however trivial. Indeed, the whole process seems to have been imbued with an interest in articulating rationales. This led Dave to conclude that this kind of decision-making work has to be done collaboratively and there is a particular elegance and economy to this when it is done face-to-face.

I could go into greater depth, but I now want to briefly look at how this work and Dave's particular insights continue to have a strong relevance for present and future research. Since the study was conducted, the number of ontologies has increased exponentially. So much so, in fact, that their use has spread far beyond data rich physical sciences to a wide range of other disciplines, a proliferation captured in the term 'the turn to ontologies' [4].

However, I want to focus on the ongoing relevance of this work for the fields of HCI and CSCW where Dave has already contributed so much. If you conduct a search on Google Scholar for 'ontology building large language models' a huge number of hits are returned. This is testimony to a long-standing connection between ontology building, the construction of convolutional neural networks, and, beyond that, the building of large language models and AI. Thus, the insights put forward in this paper are not without relevance for many of the current debates about the construction of LLMs and their putative use. There are, of course, moves towards the full automation of the construction of LLMs, but then there were also already automated ontology-building tools when Dave was writing this paper. The fact remains that there are all sorts of ways in which the building of such models turns upon the involvement of notional experts engaged in supervision of some kind. More than this, it would seem that there is a growing realisation that general purpose LLMs are of limited utility and that more domain specific models might be of greater value, echoing some of the motivations underlying the drive to building ontologies that Dave was observing over a decade ago. At present, there is a notable lack of studies of just how LLMs are actually built in practice. However, in that use and purpose are potentially just as much of an issue with LLMs, it is not unreasonable to suggest that similar practical matters will arise. So, Dave's formative work on ontology building may have more to offer yet.

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For Dave - Ina Wagner, Vienna University of Technology

The first time I met Dave 'in person' (outside the numerous CSCW conferences where we were hanging around) was when Kjeld and I had dinner together with him in an elegant restaurant in Copenhagen. He was full of amusing and engaging stories, and I had a first glimpse of his vast experiences of work in different domains and parts of the world. I was particularly impressed by what he told about factory work in Japan and the time that took him to learn how to move in Japanese society.

Since I joined the Siegen crowd, we met more often, and I got to know the projects he was involved with and the young people he supported. A number of times I had to review a paper that resulted from these collaborations and was confident that even major revisions would be taken good care of when Dave was a co-author (which I often only was able to conclude from the project work that was described in the paper).

My strongest connection with Dave is the EUSSET Summer School. Like me, he participated in all seven editions (one time, sadly, only on video due to some COVID restrictions). And seven times I attended his lecture on fieldwork, which shows how much I enjoyed Dave's performance as a teacher, his deep engagement with the topic and with his audience! Seven times the Lancaster times air traffic control study, seven times on 'method' and on sociology and its uselessness when it comes to understanding work practices and design. Dave, in a paper with Wes Sharrock, argues that 'the claim to sociological expertise, typically resides in the ability to deploy a theory'. In contrast, the concern of ethnomethodology is 'to study the practical "composition" of sequences of action – an interest that is nowhere matched in sociology – that led quite incidentally to ethnomethodology's intersection with the interests of design'. I have nor formal training in sociology or any of the social sciences, hence no special affinities with their more theory-driven approaches. While all this has been much written about (not least by Dave), I want to emphasize the influence this debate had on my way of thinking about workplaces studies and the use of observational and other fieldwork methods.

Another influential thought is from a passage in 'Fieldwork for Design: Theory and Practice' (with Richard Harper and Mark Rouncefield) where they write about the use of analytic concepts, an example being skill: 'We have to decide, for design related purposes, whether categories like "skill" are relevant, and this is a non-trivial exercise. Experienced ethnographers will know, for instance, that in pretty well all jobs of work, operators will know that, and talk about the way in which, some people are better than others at what they do'. Knowing this is certainly different from practicing an analytic approach to, let's say, identifying the skills needed to perform certain types of work competently. Having myself a strong interest in issues of skill, working conditions, power relations, and gender as they play out at work and in design, I agree that these 'analytic sensibilities' need to be firmly anchored and deployed in the specific fieldwork contexts and settings – 'an analytic framework of some generality needs to be developed "from the ground up" as it were, and capable of retaining a sensitivity to the details and the variety of work domains' (John Hughes et al., Perspectives on the social organization of work).

These and other thoughts, including numerous conversations about them, are on my mind when thinking about Dave's writings, his deep interest in work of all sorts and his capability of turning observations into compelling narratives about work with all its significant details.

I recently came across a paper by another Randall (William) titled 'The importance of being ironic'. It is about ageing and starts with the observation: '… certain people inspire us by their gift of keeping positive and open as the years advance: still learning and contributing—still growing old and not just getting old'. The author also points at 'irony, resilience, and resistance' as important elements of the stories we tell about ourselves and the world.

Dave is surely one of those people who have this openness and capacity of learning and contributing, with irony as an important element of the 'stories' he is telling.

Thank you and many happy returns!

Ina

David W. Randall: Work on the Intersection of 'Pure' and 'Applied' Analysis - Rod Watson, University of Lancaster

David Randall has for decades been a prolific and innovatory sociological researcher. His sociology espouses an ethnomethodologically - motivated ethnographic analysis which bears implications for an 'applied' as well as 'pure' character. Often these ethnographies address relatively limited interactional ecologies, e.g. in specific, naturally bounded business or household contexts. In this note, I shall offer some thoughts that in the main, pertain to the 'applied' aspects of Dave's work.

In an early paper of foundational significance, Dave Randall, along with co-author John A. Hughes,(Randall and Hughes 1995: 142-3) discussed their 'applied' sociology in the context of over a century's worth of mainstream sociology in the area of technology, and this has prompted me to add some comments of my own on this matter. Traditionally in Constructive-(or Formal-) Analytic sociologies applied sociology , as a form of prescriptivism, has often had a bad rap. Leicester University's Ilya Neustadt, a distinguished sociologist who was central to the post-WW2 reconstruction of the discipline, warned his students against it. A Comteian-Durkheimian positivist, Neustadt considered that an imparting of an applied cast to the discipline led to a selective focus on those variables which were deemed to be manipulable whilst downplaying those that were not. This selectivity, he claimed, not only produced a flawed, one-sided sociological analysis but also, in its applied prescriptions, led to a situation whereby the downplayed variables might intervene to potentiate a negative outcome based on the 'unintended consequences of intended social action'- consequences that were likely to be dysfunctional in relation to the intended goals. Despite all this, applied concerns never totally disappeared from mainstream sociology, even in the department that Neustadt himself headed.

Neustadt's sociology was a methodologically-ironic one, and the question for 'applied ethnomethodology' – a conception that was sometimes endorsed by Garfinkel himself – was what kind of 'application' was appropriate or even possible for a non-ironic approach? This was particularly the case for ethnomethodology (EM), which, inter alia, addresses contingency, 'ad hocery' , plus contextual occasioning and variation as focal aspects of the ordinary phenomenal field. One possible, though by no means straightforward, direction was Garfinkel's conception of a fusion, a 'hybrid discipline', - rather than, for instance, stipulating a distinction such as 'analysis-application pair'. Applied EM projects, including those of Dave Randall and his circle, perhaps drew on this notion of a fusion as an orientation or at least as a general kind of legitimation. (For the present purposes of this limited note, I must leave aside possible pitfalls such as the complex, reciprocal and, maybe, compromising interplay of the respective relevances and 'in-order-to' motives as between the field practitioners and the associated EM analysts. I must also pass over the matter of whether there might even be some kind of non-ironic analogue for Neustadt's strictures in 'applied EM').

Dave Randall and his associates have evolved a set of responses to the questions that can be posed concerning a non-ironic applied EM. Firstly, they radically respecified in an EM way the competitive and, characteristically, critically downgrading attitude that FA sociologies adopted towards the collectively-held conceptions-in-action of ordinary members. In large part, this

respecification included seriously taking into account and incorporating lay, ordinary field practititoners' conceptions without in any way relativizing them with reference to the analysts' concerns. Typically, this involved the close inspection and explication of the actions and interactions into which the field practitioners' ordinary , routine conceptions are built.

Secondly, Dave Randall and his associates have introduced a kind of practical modesty to their applied considerations. Tempting as it may be to show how, e.g., software designers interested in user-friendliness of their systems might be far better off in globally abandoning an individualistic, computationalist model of mind (e.g. in modelling the user ,or the participant in an organizational division of labour) in favour of a more praxeological one based on intersubjective, congregational, situated sense-making, such an all-encompassing suggestion is less likely to take hold among field practitioners interested in improving their systems than are more focused, more limited, but equally insightful observation-based 'diagnoses' or recommendations. Perhaps such a less comprehensive approach affords the best opportunity for the actual, real-world introduction and acceptance of a model of computer use that is more attuned to issues of praxeology and intersubjectivity.

Thus, for instance, on one of the 'home grounds' of applied EM, that of HCI and CSCW, Dave Randall in the aforementioned early paper with John A. Hughes, (Randall and Hughes, 1997: 155-8), analyses, amongst other things, the enabling and constraining/impeding aspects of paper documentation in office systems involved in customer-orientated tasks and processes. Such a 'diagnosis' can potentially assist those involved in practical ways with office systems to adjust them to become more facilitative, less cumbersome more attuned to 'sociality'. In turn, it can potentially improve system design in its incorporation of greater expedition and less encumbrance both for office workers and customers, and might ameliorate the co-ordinations that are integral to the working division of labour within a given organization or organizational context.

Note that such 'diagnoses' need not include specific prescriptions. Depending on the case, that may be primarily the field practitioners' rather than the analyst's concern. What the 'diagnoses' in David Randall and his associates' EM-infused ethnographies possess is the quality of 'first order recognizability', an accessibility that affords field practitioners an identifiable basis upon which to consider adaptations in their systems. This accessibility is a major and salutary feature of Dave Randall's work: he makes EM 'user-friendly' too.

What, then, is being done here? What is the role of EM in these applied studies? This is not a straightforward matter, not least because Dave Randall's and collaborators' 'bounded ethnographies' could often also stand as 'pure' analyses, too, and not infrequently have done. Perhaps the most significant, most elemental, analytic procedure is one that does not derive from those EM studies that address potentially 'applied' concerns per se, although it can certainly be serviceable to those that do. This is a procedure that gives rise to the highly-detailed characterizations – 'analytic vignettes' and the like (Randall and Hughes, 1995:145) that can only be gained by very close and intensive observation, sometimes aided by audio/video-recordings. There is an argument, too, that 'bounded ethnographies' can even boost this intensely detailed, focused scrutiny.

Notwithstanding the 'applied' orientations of a project, such observation is, au fond, yielded by the analyst's adoption of an analytic operation which the phenomenological philosopher Alfred Schuetz conceived as the 'bracketing off' of some mundane phenomenon within the natural attitude.' Amongst very many other things, this bracketing operation facilitates the raising into visibility the highly routinized, taken-for-granted conceptions-in-action of ordinary field participants. The adopting of this bracketing procedure raises into visibility conceptions that are used by participants but are used in more or less unnoticed, taken-for-granted way. So far as applied EM is concerned, the adopting by the analyst of such an attitude, can work in a variety of respects - a stripping away, a noticing, a reminder - to field participants of what are for them background considerations that they might otherwise pass over or gloss over - "known but unnoticed" elements ,as Garfinkel almost put it. As, near the beginning of EM, D.H. Zimmerman and M. Pollner put it, typifications and other lay conceptions which field participants take for granted in their conduct are, via bracketing, turned by the ethnomethodologist into explicit, focalized topics for detailed description and analysis. Such 'tacit resource into explicit topic' operations inform all EM analyses, but could also seriously feed back into and inform field participants' own adaptations of, say, their computerized office systems. Raising these considerations into visibility is a task that potentially yields very great benefits for analyst and field practitioner alike. It should be emphasized that the raising into visibility of field practitioners' routinized conceptions does not mean that the analyst (whether 'pure' or 'applied') simply becomes a ' 'members' mouthpiece' a 'conduit' or 'spokesperson', for it also involves the explication of the organizing practical logic 'embedded' in the use of these conceptions in given contexts.

My brief account of Dave's contributions does not, can not, come close to doing justice to the many rich empirical insights and analytic moves made by Dave Randall in his very many research publications. He is a remarkable researcher. Additionally, those who have known and worked Dave are fully aware of what a genial and supportive colleague he is.

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David W. Randall: A Brilliant and Prolific Researcher – and a Close Friend - Volker Wulf, University of Siegen

Dave and I, we have known each other since many years, decades. I do not remember exactly when we met for the first time. However, it must have been in the mid-1990s on one of the ECSCW conferences or program committee meetings. In 2011, Dave decided to work with us in Siegen.

Dave started working academically as a researcher (and PhD student) at the famous Sociology Department of the University of Lancaster. In the early 1990s, Lancaster was one of Europe's breeding places for the newly emerging research field of Computer-Supported Cooperative Work (CSCW). It was the key place where the cooperation between Anthropology, in the Garfinkel and Wittgensteinian traditions, and Computer Science was explored. Dave was the lead researcher in investigating into the work of air traffic controllers with a perspective on exploring options to support their complex paper-based practices.

To secure a faculty position, he later moved to Manchester Metropolitan University (MMU). Not untypical for CSCW researchers of his generation, this place was maybe a bit below his academic standards and aspirations. Building an international network of cooperation, he developed, however, his own vision of how ethnographic work would enrich design practices. Being a bright and prolific writer, he published his academic work in all major conferences and journals of our field. He also took much more than his proportional share in servicing our community by reviewing and working in program committees. Leading international companies, such as Microsoft and Hitachi, and government agencies were eager to be consulted by him.

I remember meeting Dave at a conference when he told me that the management of MMU had some problems with its budget and tried to convince senior faculty to move towards early retirement. He asked me whether I was interested to have him working with us in Siegen. I was very interested … indeed! I was just on the way to become the dean of our faculty. Given the state of the faculty, it was rather obvious that I would have to spend some extra time and efforts in university politics. Having Dave on my side, I believed, would make this endeavor better feasible and enable our group to flourish academically even more.

When Dave started to work with us in 2011, we had developed a research paradigm over the past one and a half decades, which grounded iterative IT design in ethnographical work over a longer period of time (design case studies). Later on, we labeled our practice-based research framework "*Grounded Design*".[2] Such a paradigm, is a challenging endeavor for any researcher, in our case typically PhD students working on soft money projects. They have to spend a lot of time working with practitioners, understanding their work and gaining their trust. Moreover, they are typically engaged in collaborative design endeavors to create innovative artefacts which are technologically well working and stable enough to be deployed in these real world

[2] Gunnar Stevens, Markus Rohde, Matthias Betz, Volker Wulf: Grounded Design - A Research Paradigm in Practice-Based Computing, in: V. Wulf, V. Pipek, D. Randall, M. Rohde, K. Schmidt, G. Stevens (eds): Socio Informatics – A Practice-based Perspective on the Design and Use of IT Artefacts, Oxford University Press, Oxford 2018, pp. 23 – 46

settings. Investigating into the appropriation of these artefacts is a long-term endeavor. While being strongly immersed in their real world activities, they also have to work reflectively on high-level academic publications which typically lead to their thesis in a cumulative manner. Moreover, we need to write project proposals ongoing to maintain the group's funding. So, the Siegen style of research creates some unique opportunities to understand and transform social practices, it offers opportunities to engage as a change agent or even a (political) activist. However, it also implies a considerable workload and comes with a set of intellectual, methodological, technological, and normative requirements which are demanding specifically for our young colleagues.

Running and growing such a research group is a challenge. To me, it seems that the Lave and Wenger concept of *Community of Practice*[3] is a helpful framework to understand the learning, knowledge sharing, and work practices of our group.[4] To become a decent researcher in the *Grounded Design* paradigm requires more than intellectual capabilities, it is not enough to just read the corresponding Siegen papers (though it helps!). To be able to deal with the complexity of their academic tasks in the real world, our young colleagues need to (be able to) enculturate into our community of practice.

However, nourishing our community of practice in *Grounded Design* is a challenge. Since we have only a limited amount of permanent positions, our community of practice has an ongoing brain-drain towards industries, public sector, NGOs, and academia. Running our group requires to maintain and expand a core group of highly experienced actors – a group of friends which had been growing over the past two decades.

When Dave started to work with us in Siegen he became a central player in the core of our academic community of practice – due to his extraordinary academic brilliance and prolificacy but as much for his personal engagement and dedication towards a vast variety of members of our group. And … he became a close friend!

From the beginning, Dave got curious with the vast variety of research topics we were dealing with in Siegen. He works with researchers dealing with cooperative work in traditional “old” industries, in the software industry, in care homes and hospitals, in households, in universities, in the civil society to just name some of the fields of investigation. Dave does not do the fieldwork and design anymore himself, but he helps the different members of our group to position their work adequately to make it publishable at major international venues. And as a

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[3] Jean Lave, Etienne Wenger: Situated learning: Legitimate peripheral participation, Cambridge University Press, Cambridge 1991
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Dave Randall, Tobias Dyrks, Bernhard Nett, Volkmar Pipek, Leonardo Ramirez, Gunnar Stevens, Ina Wagner, and Volker Wulf: Research into Design-Research Practices: Supporting - An Agenda toward Self-Reflectivity and Transferability, in: V. Wulf, V. Pipek, D. Randall, M. Rohde, K. Schmidt, G. Stevens (eds): Socio Informatics – A Practice-based Perspective on the Design and Use of IT Artefacts, Oxford University Press, Oxford 2018, pp. 491 – 540

prolific academic writer, he refines the manuscripts and, at times, even does much more. Over the past 13 years, Dave contributed to some 80 of our group's publications.

Dave was also the driving force behind different book projects which lined out the European tradition in Computer Supported Cooperative Work (E-CSCW)[5] as well as the Siegen School of thinking in Socio-Informatics.[6] He also engaged in summer schools at the University of Siegen as well as in the context of the European Society of Socially Embedded Technologies (EUSSET).[7]

While Kjeld (Schmidt) was already working with us before, Dave invited two more of his friends to work with us in Siegen. Peter Tolmie joined us in 2017, Mark Rouncefield in 2022. While all of them are not living nearby, their regular visits in Siegen become feasts of academic deliberations, intellectual and political discussions ... accompanied by a lot of beers – preferably in the local pubs of Hammerhütte and Bar Celona.

So, over time Dave became a leading member of our community of practice's core. *Grounded Design* interlinks ethnographical work in an intense manner with IT design, more so than the Lancaster tradition. So, our work requires and has created a truly interdisciplinary practice. Dave's non-dogmatic ethnomethodologist stance and his long experience in working with designers has shaped our community as much as his skeptics towards (grand) theories. He is a quick thinker, loving the new intellectual challenge coming up with new technologies and from new fields of application.

Dave really loves to work with students. The positive impact, he has on the lives and careers of his/our PhD students is a driving force for him. Dave is a charismatic and dedicated teacher who enjoys close relations with his/our students … and colleagues and students understand and appreciate this. Dave had many dinners with colleagues and students and was invited for dinner to the homes of quite some of our students. Some colleagues visited Bab and him even in Liverpool. Dave is even handling complicated cases of our students' and colleagues' psychological problems – some cases of which I was even not always fully aware. Though only some five times a year in Siegen, Dave became a highly trusted core member of our group.

In the beginning of our collaboration, we had some disputes … well, in reality, we always like to argue over quite some beers … but this dispute was a bit more fundamental. We disagreed whether academic work can and ought to have an impact on the real world (our research sites). Coming from a social science tradition, Dave was skeptical with regard to the impact academic work can have. From a politically interested designer's (or political activist's) point of view, an impact on the real world towards a better future seemed to me the elixir of academic life. Over the past decade, we explored different ways to "change the world" by means of ethnographically informed bottom-up interventions, often using the introduction (and design) of IT artefacts as a door-opener. Together, we built a research line investigating the appropriation of social media

[5] Volker Wulf; David Randall; Kjeld Schmidt (eds): Designing Socially Embedded Technologies in the Real-World, Springer, London, 2015
[6] Volker Wulf; Volkmar Pipek; Dave Randall, Markus Rohde; Kjeld Schmidt; Gunnar Stevens (eds): Socio Informatics – A Practice-based Perspective on the Design and Use of IT Artefacts, Oxford University Press, Oxford 2018
[7] EUSSET Summer School: https://www.eusset.eu/events/summer-school/

by activists in political conflicts, studying cases from countries such as Tunisia[8], Palestine[9], Syria[10], Bosnia-Hercegovina[11], Colombia[12], and the Iran[13]. We also positioned Philip's (aka "Butze") post-growth activism in local (food) sharing communities to become a topic of international discussion.[14] I was quite impressed (and moved) when Dave acknowledged at a recent meeting that he might have changed his perspective at this point. We are learning from our engagements in practice ...

Dave is a hard worker – even in his retirement days – and a team player never letting anybody down. While not wanting to be involved in the group's internal conflicts and politics, he often is the (remote) glue which hold things together. Dave is one of the most brilliant thinkers I know, broadly interested, also politically well informed and aware. He is curious, loves the intellectual challenge, the debates, and the eloquently written argument. Siegen, and me personally, owe Dave a lot … a lot! Without him, our international visibility was clearly lower. He is a lead-intellectual of our group, shaping the Siegen School considerably … we hope still for some time…

[8] Volker Wulf, Kaoru Misaki, Meryem Atam, David Randall, Markus Rohde: 'On the Ground' in Sidi Bouzid: Investigating Social Media Use during the Tunisian Revolution, in: Proceedings of ACM Conference on Computer Supported Cooperative Work (CSCW 2013), ACM-Press, New York 2013, 1409-1418

[9] Volker Wulf; Konstantin Aal; Ibrahim Abu Kteish; Meryam Atam; Kai Schubert; George Yerousis; David Randall, Markus Rohde: Fighting against the Wall: Social Media use by Political Activists in a Palestinian Village in: Proceedings of ACM Conference on Computer Human Interaction (CHI 2013), ACM-Press, New York 2013, 1979-1988

[10] Markus Rohde, Konstantin Aal, Kaoru Misaki, Dave Randall, Anne Weibert, Volker Wulf: Out of Syria: Mobile Media in Use at the Time of Civil War, International Journal of Human-Computer Interaction, Vol 32, 2016, No 7, 515 - 531

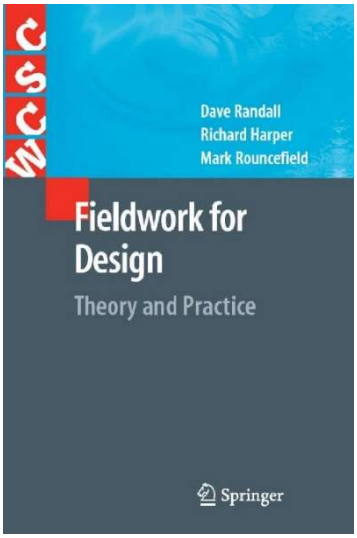
[11] Borislav Tadic, Markus Rohde, Volker Wulf, David Randall: ICT Use by Prominent Activists in Republika Srpska, in: Proceedings of ACM Conference on Computer Human Interaction (CHI 2016), ACM-Press, New York 2016, 3364-3377

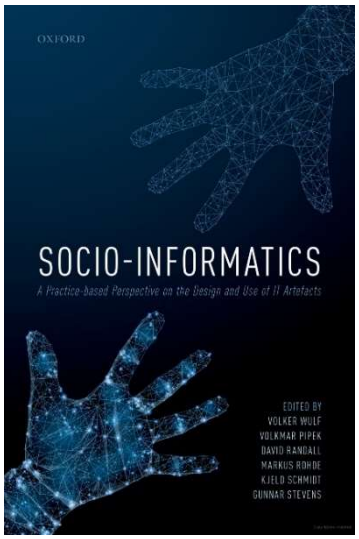
[12] Débora de Castro Leal, Max Krüger, Kaoru Misaki, David Randall, Volker Wulf: Guerilla Warfare and the Use of New (and Some Old) Technology: Lessons from FARC's Armed Struggle in Colombia, in: Proceedings of ACM Conference on Computer Human Interaction (CHI 2019), ACM Press, New York, ACM Press, 2019 paper 580

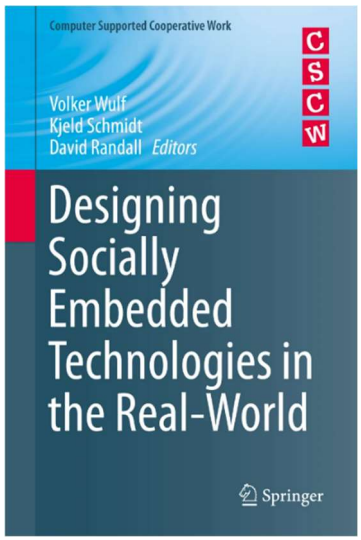
[13] Margarita Grinko, Sarvin Qalandar, Dave Randall, Volker Wulf: Nationalizing the Internet to Break a Protest Movement: Internet Shutdown and Counter-Appropriation in Iran of Late 2019. Proc. ACM Hum. Comput. Interact. 6 (CSCW2), ACM Press, 2022, 1-21,

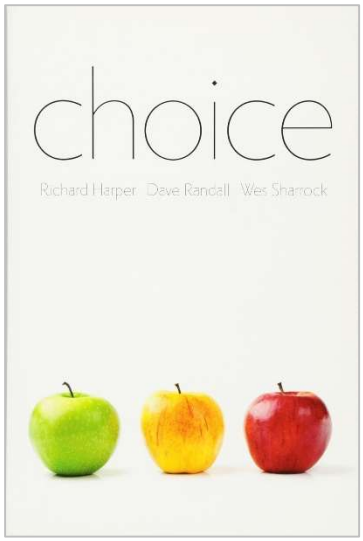
[14] Philip Engelbutzeder, Dave Randall, Marvin Landwehr, Konstantin Aal, Gunnar Stevens, Volker Wulf: From Surplus and Scarcity toward Abundance: Understanding the Use of ICT in Food Resource Sharing Practices, In: ACM Transactions on Computer-Human Interaction (ToCHI), Vol. 30, No. 5, Article 80, 2023

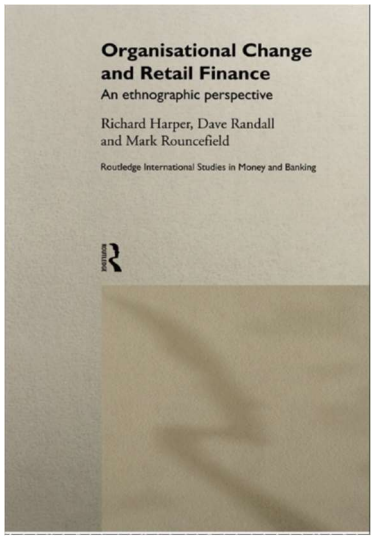
David W. Randall's Book Publications

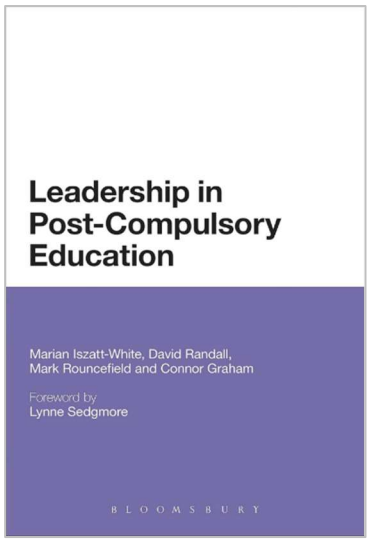












Impressions of Dave