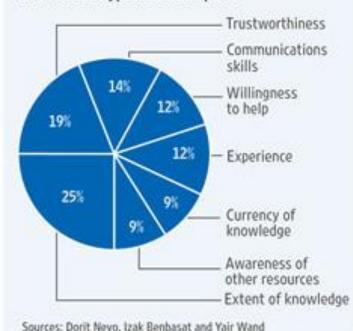
# What We're Looking For...

The average relative importance (out of 100%) that users of expertise-locator systems assign to each attribute, based on their evaluation of different hypothetical experts



## And What New Tools Can Tell Us

The types of expertise that typically can be easily gauged through these kinds of social computing

#### BLOG

- Extent of knowledge (from posts)
- Trustworthiness (through communications)
- Communications skills (written)
- Willingness to help (signaled through interactions via feedback and commenting mechanisms)

#### **SOCIAL NETWORK**

- Trustworthiness (through shared ties)
- Awareness of other resources (through network structure)

### WIKI

- Extent of knowledge (through contributions)
- Trustworthiness (through collaboration)
- Communications skills (written)
- Willingness to help (signaled through collaboration)

#### TAGGING

- Work experience
- Currency of knowledge
- Extent of knowledge (mostly self-reported)