



ACM Transactions on Recommender Systems

Special Issue on Recommender Systems in Industry: New Challenges and Opportunities

Recommender systems are widely used across various application settings, delivering substantial value to both service providers and consumers. Given their practical relevance, academic interest in this field has steadily increased over the years.

Historically, strong ties have existed between industry and academia. Many organizations deploy recommendation models originating from academic research, and the substantial industry participation at the annual ACM Conference on Recommender Systems reflects the close exchange between researchers and practitioners.

Nonetheless, a gap between academic research and industrial needs remains. Academic research often focuses on general-purpose, domain-independent recommendation models evaluated through offline experiments. While developing generalizable solutions is a natural academic objective, this approach risks overlooking important characteristics and requirements of real-world applications.

With this special issue, we aim to highlight recent advances and ongoing challenges in designing and deploying recommender systems in practice. The contributions should help academic researchers better understand real-world problems that require further fundamental research or academia-industry collaboration. Ultimately, we hope this special issue will stimulate more impactful research in the field of recommender systems.

Topics:

We aim to cover a wide spectrum of topics related to the design and use of recommender systems in practice. The topics of the special issue include (but are not limited to):

- Application and domain-specific challenges, solutions, and opportunities
- Case studies, best-practice reports, success and failure stories
- Collaboration reports between academia and industry
- Measuring business and consumer value, including multistakeholder considerations
- Addressing the offline and online evaluation gap
- Data engineering challenges relating, e.g., to data sparsity, data acquisition, data quality, data integration, or information pipeline design
- Architectures for large-scale recommender systems and scalability
- Addressing recommendation biases, temporal and seasonal effects
- Use of Large Language Models in real-world settings
- Privacy, security, transparency and regulatory challenges
- Identification of bots / fake user profiles
- User interface design challenges
- Organizational challenges, e.g., cross-team collaborations, competing stakeholder goals

Important Dates

- Submission deadline: March 1st, 2027
- First-round review decisions: June 1st, 2027
- Deadline for revision submissions: August 1st, 2027
- Notification of final decisions: September 1st, 2027

Submission Information

While there is no technical page limit, we expect that most industry reports published in this special issue are about 10-20 pages in length in the ACM submission format, and thus shorter than typical technical journal contributions. Correspondingly, we do not necessarily expect a detailed technical exposition or novel technical contributions in industry reports. Instead, we expect that the papers in this special issue report on real-world challenges and solutions, to further narrow the gap between academic research and industrial practice.

Significantly extended versions of previously published “Industry track” conference papers are welcome. Please contact the editors when in doubt.

Submissions must be prepared according to the TORS submission guidelines (<https://dl.acm.org/journal/tors/author-guidelines>) and must be submitted via Manuscript Central (<https://mc.manuscriptcentral.com/tors>).

We advise authors to obtain company approval, if needed, in advance of submission.

For questions and further information, please contact the editors at tors-eics@acm.org.