

Heather L. O'Brien, PhD

School of Library, Archival and Information Studies (iSchool@UBC)
University of British Columbia
1961 East Mall, Vancouver, British Columbia V6T 2G1
Email: h.obrien@ubc.ca
Telephone: 1-604-827-5842

Higher Education

- 2004-2008 PhD, Interdisciplinary Studies, Dalhousie University, Halifax, NS
Doctoral Dissertation: *Defining and Measuring Engagement in User Experiences with Technology*
- 2000-2002 MLIS, Library and Information Studies, Dalhousie University, Halifax, NS
- 1995-2000 BA Honors, English, Acadia University, Wolfville, NS
- 1995-1999 BA Honors, Psychology, Acadia University, Wolfville, NS

Employment and Promotions

- 2016 Associate Professor, University of British Columbia
- 2008-2016 Assistant Professor, University of British Columbia
- 2006-2007 Sessional Lecturer, Dalhousie University
- 2002-2004 Academic Librarian, Vaughan Memorial Library, Acadia University

Research and Scholarship

My research explores user engagement (UE) with technology. Specifically, I investigate the conceptual nature of UE (What is it? What attributes of individuals, systems, and contexts facilitate or detract from engagement?), and how to measure it in the context of computer mediated environments.

Over the past several years I have focused on two streams of research: theory and measurement. To this end, I have a) developed a conceptual *Process Model of User Engagement* and tested/refined it in different computer-mediated environments, and b) created and evaluated the reliability and validity of a 31-item experiential questionnaire, the *User Engagement Scale (UES)* to measure user engagement with technology (available <http://hdl.handle.net/2429/38783>).

The UES has been adapted by 50+ international research teams who have used it to examine UE with educational technologies, search systems, haptic technologies, health and consumer applications, and other media. In addition, researchers from the following organizations have contacted me to use the UES: Audible.com; US Army RDECOM ARL HRED Advanced Training & Simulation Division (ATSD); Bell Labs Ireland; Space Human Factors Engineering, Lockheed Martin / NASA Johnson Space Center; User Experience Research AT&T; Wired@Heart.

Collectively, this work has led to productive collaborations with academic and industry researchers. Since 2008, my research program has generated 1 authored and 1 edited book; 11 published referred journal articles, 2 accepted and 2 in progress, 36 published referred conference full, poster and panel papers, 5 book chapters and 2 in progress, as well as several invited presentations.

Emerging research is focusing on *antecedents and outcomes* of user engagement in exploratory search contents. I am exploring the ways in which user characteristics, design features, and content predict or facilitate engaging exploratory search experiences; I am also examining the personal and social outcomes of UE in this context, namely learning. This work will inform the design of exploratory search systems and contribute further to the understanding and measurement of user experience.

Publications

Books and Edited Proceedings

- O'Brien, H.L.** & Cairns, P. (Eds.). (2016). *Why Engagement Matters: Cross-Disciplinary Perspectives and Innovations on User Engagement with Digital Media*. Springer-Verlag (240 pp.).
- Lalmas, M., **O'Brien, H.L.**, & Yom-Tov, E. (2014). Measuring User Engagement. *Synthesis Lectures on Information Concepts, Retrieval, and Services*, 6(4) Morgan and Claypool Publishers (132 pp.).
- Hodgins, K., Meyers, E. & **O'Brien, H.L.** (Eds.). (2014). Tales from the edge: Narrative voices in information research and practice. *Proceedings of the Annual Conference of the Canadian Association for Information Science*, Victoria, British Columbia, June 6-8, 2013.

Referred Journals

- O'Brien, H.L.** (accepted). Antecedents and learning outcomes of online news engagement. Submitted to *Journal of the Association for Information Science and Technology*.
- Greyson, D., **O'Brien, H.L.** & Shoveller, J. (in press). Information World Mapping: A participatory arts-based elicitation device for information behavior interviews. *Library and Information Science Research*, 39(2).
- Freund, L., Kopak, R. & **O'Brien, H.L.** (2016). The effects of textual environment on reading comprehension: implications for searching as learning. *The Journal of Information Science*, 42(1), 79-93.
- O'Brien, H.L.** & Cairns, P. (2015). Generalizing the User Engagement Scale to online news websites. *Information Processing and Management*, 51(4), 413-427.
- O'Brien, H.L.**, Freund, L., Jantzi, L. & Sinanan, S. (2014). Investigating a peer-to-peer community service learning model for LIS education. *Journal of Education for Library and Information Science*, 55(4), 322-335.
- O'Brien, H.L.**, Freund, L., & Westman, S. (2014). What motivates the online news browser? News item selection in a social information seeking scenario. *Information Research*, 19(3), Available <http://www.informationr.net/ir/19-3/paper634.html#U-t7WI2zC5M>.
- O'Brien, H.L.** & Lebow, M. (2013). A mixed methods approach to measuring user experience in online news interactions. *Journal of the Association for Information Science and Technology*, 64(8), 1543-1556.

- O'Brien, H.L.** & Toms, E.G. (2013). Examining the generalizability of the User Engagement Scale (UES) in exploratory search. *Information Processing and Management*, 49(5), 1092-1107.
- O'Brien, H.L.** (2010). The influence of hedonic and utilitarian motivations on user engagement: The case of online shopping experiences. *Interacting with Computers: Special Issue on User Experience*, 22(4), 344-352.
- O'Brien, H.L.** & Toms, E.G. (2010). The development and evaluation of a survey to measure user engagement in e-commerce environments. *Journal of the Association for Information Science & Technology*, 61(1), 50-69.
- O'Brien, H.L.** & Toms, E.G. (2008). What is user engagement? A conceptual framework for defining user engagement with technology. *Journal of the Association for Information Science & Technology*, 59(6), 938-955.
- Toms, E.G. & **O'Brien, H.L.** (2008). Understanding the information and communication technology needs of the e-humanist. *Journal of Documentation*, 64(1), 102-130.
- O'Brien, H.L.** & Symons, S. (2005). The information behaviours and preferences of undergraduate students. *Research Strategies*, 20(4), 409-423.

Referred Conference Proceedings

- O'Brien, H.L.** & McCay-Peet, L. (2017). Asking "good" questions: Questionnaire design and analysis in interactive information retrieval research. *Conference on Human Information Interaction and Retrieval*. New York, N.Y. ACM. (pp. 27-36.) (42% acceptance rate).
- O'Brien, H.L.**, McKay, J. & Vangeest, J. (2017). Learning from the news: The role of story, multimedia and user experience in knowledge retention. *Conference on Human Information Interaction and Retrieval*. New York, N.Y. ACM. (pp. 185-193) (42% acceptance rate).
- O'Brien, H.L.** & McKay, J. (2016) What makes online news interesting? Personal and situational interest and the effect on behavioral intentions. In *Proceedings of the Association for Information Science and Technology Conference*, Copenhagen Denmark, October 15-19, 2016 (6 pp.)
- Shankar, S., **O'Brien, H.L.**, How, E., Lu, Y., Mabi, M., & Rose, C. (2016). The Role of Information in the Settlement Experiences of Refugee Students. In *Proceedings of the Association for Information Science and Technology Conference*, July 2016 Copenhagen Denmark, October 15-19, 2016 (6 pp.) [ASIS&T SIG USE Best Poster Award]
- Byström, K., Given, L., Lopatovska, I., **O'Brien, H.L.** & Rorissa, A. (2016). Professional development strategies for mid-career faculty. In *Proceedings of the Association for Information Science and Technology Annual Meeting (ASIS&T)* (4 pp.), October 14-18, 2016, Copenhagen, Denmark.
- O'Brien, H.L.**, Freund, L. & Kopak, R. (2016). Investigating the role of user engagement in digital reading environments. *Conference on Human Information Interaction and Retrieval (CHIIR)*, New York, N.Y. ACM. (pp. 71-80).
- Thomas, P., **O'Brien, H.L.** & Rowlands, T. (2016). Measuring engagement with online forms. *Conference on Human Information Interaction and Retrieval (CHIIR)*, New York, ACM. (pp. 325-328).
- O'Brien, H.L.**, Ferro, N., Joho, H., Lewandowski, D., Thomas, P. & van Rijsbergen, K. (2016). System and user centred evaluation approaches in interactive information retrieval.

- Conference on Human Information Interaction and Retrieval (CHIIR)*, New York, ACM (pp. 337-340).
- Dali, K., Budd, J., Chu, C. & **O'Brien, H.** (2015). Making an impact through experiential learning. In *Proceedings of Association for Information Science and Technology (ASIS&T)* (4 pp.), John Wiley & Sons.
- O'Brien, H.L.**, Gwizdka, J., Lopatovska, I. & Mostafa, J. (2015). Psycho-physiological Methods in Information Science: Fit or Fad? In *Proceedings of iConference 2015* (4 pp.). URI: <http://hdl.handle.net/2142/73773>.
- Arapakis, I., Lopatovska, I. & **O'Brien, H.L.** (2015). On the role of engagement in information systems contexts: From research to implementation. In *Proceedings of iConference 2015* (4 pp.). URI: <http://hdl.handle.net/2142/73786>.
- Absar, R., **O'Brien, H.L.** & Webster, E. (2014). Exploring social context in mobile information behavior. In *Proceedings of Association for Information Science and Technology (ASIS&T)* (10 pp.), John Wiley & Sons. DOI: 10.1002/meet.2014.14505101058.
- Freund, L., **O'Brien, H.L.** & Kopak, R. (2014). Getting the big picture: Supporting comprehension and learning in search. *Paper presented at the Searching as Learning Workshop, Information Interaction in Content (IIX) Conference* (5 pp.), Available from <http://www.diigubc.ca/IIXSAL/Papers/FreundO'BrienKopak.pdf>
- McDougall, Z., Fels, S., Lopes, D. & **O'Brien, H.L.** (2013). Simplifying complexity: Modeling the process of collaboration between artists and scientists. In *Proceedings of Association for Computing Machinery (ACM) Special Interest Group on the Design of Communication (SIGDOC)* (pp. 113-122). New York: ACM.
- Given, L.M., **O'Brien, H.L.**, Absar, R. & Greyson, D. (2013). Exploring the complexities of information practices through arts-based research, In *Proceedings of the Association for Information Science and Technology (ASIS&T)*, 51 (4 pp.). John Wiley & Sons. DOI: 10.1002/meet.14505001003.
- O'Brien, H.L.** (2013). The Role of Story and Media in User Engagement with Online News. In *Proceedings of the Canadian Association for Information Science (CAIS) Conference* (4 pp.), Available from http://www.cais-acsi.ca/proceedings/2013/O'Brien_submission_6.pdf.
- Absar, R., **O'Brien, H.L.**, Halbert, H. & Trumble, A. (2013). Searching for Information On-the-Go: Understanding User Engagement with Mobile Devices. In *Proceedings of the Canadian Association for Information Science Conference*, (4 pp.), Available http://www.cais-acsi.ca/proceedings/2013/AbsarO'BrienHalbertTrumble_submission_69.pdf
- Freund, L., Jantzi, L., **O'Brien, H.L.** & Sinanan, S. (2013). Becoming a professional: A case for community service learning in LIS education. In *Proceedings of the Association of Library and Information Science Education Conference* (3 pp.), Available http://www.alise.org/assets/documents/conf_2013/abstracts/2013%20juried%20papers.pdf.
- Greyson, D., **O'Brien, H.L.** & Shoveller, J. (2012). Information practices and the health behaviour of childbearing youth. *Poster presented at ISIC: The Information Behaviour Conference*, Tokyo, Japan (4 pp.).
- Lindberg, S. & **O'Brien, H.L.** (2012). The use of eReading devices in academic environments. In *Proceedings of iConference 2012*, pp. 473-474. ACM. DOI: 10.1145/2132176.2132252.

- O'Brien, H.L.** (2011). Exploring engagement in online news interaction. In *Proceedings of the Annual Meeting of the Association for Information Science and Technology (ASIS&T)*, 48 (10 pp.), John Wiley & Sons. DOI: 10.1002/meet.2011.14504801088.
- Lapatovska, I., **O'Brien, H.L.**, Rieh, S.Y. & Wildemuth, B. (2011). Capturing the complexity of information interactions: Measurement and evaluation issues. In *Proceedings of the Annual Meeting of the American Society of Information Science and Technology (ASIS&T)*, 48 (3 pp.). John Wiley & Sons. DOI: 10.1002/meet.2011.14504801057.
- O'Brien, H.L.** (2011). Serendipity as user engagement. In *Proceedings of the 1st International Workshop on Encouraging Serendipity in Interactive Systems, 13th IFIP TC13 Conference on Human-Computer Interaction* (pp. 22-23), Available from https://www.academia.edu/2848029/Workshop_on_Encouraging_Serendipity_in_Interactive_Systems.
- Gillette, E., **O'Brien, H.L.** & Bullard, J. (2011). Exploring technology through the designers' lens: A case study of an interactive museum technology. In *Proceedings of iConference 2011* (pp. 583-590), New York: ACM. DOI: 10.1145/1940761.1940840.
- Bullard, J. & **O'Brien, H.L.** (2011). Information design in/as serious leisure: The case of information databases to support online gaming. In *Proceedings of iConference 2011* (pp. 728-729), Seattle, WA, ACM, DOI: 10.1145/1940761.1940886.
- Bullard, J. & **O'Brien, H.L.** (2011). Online synchronous interviewing of the info-savvy. In *Proceedings of iConference 2011* (pp. 649-650), Seattle, WA, ACM. DOI: 10.1145/1940761.1940854.
- O'Brien, H.L.** & Toms, E.G. (2010). Measuring interactive information retrieval: The case of the User Engagement Scale. In *Proceedings of Information Interaction in Context (IliX)* (pp. 335-340). ACM. DOI: 10.1145/1840784.1840835.
- Kopak, R., Freund, L., & **O'Brien, H.L.** (2010). Supporting semantic navigation. In *Proceedings of Information Interaction in Context (IliX) Conference* (pp. 359-364). ACM. DOI: 10.1145/1840784.1840839.
- O'Brien, H.L.**, Bassett, R, and Tsang, T. (2009). Exploring engagement in the qualitative research process. In *Proceedings of the American Society for Information Science and Technology*, 46 (4 pp.), John Wiley & Sons. DOI: 10.1002/meet.2009.1450460347.
- O'Brien, H.L.** & McLean, K. (2009). Measuring the user engagement experience. *Engagement by Design Workshop, Conference on Human Factors in Computing (CHI) 2009* (6 pp.), Available from <http://ebd.wikispaces.com/file/view/OBrien.pdf>.
- O'Brien, H.L.**, Toms, E.G., Kelloway, E.K. & Kelley, E. (2008). Developing and Evaluating a Reliable Measure of User Engagement. In *Proceedings of the American Society for Information Science and Technology Annual Meeting (ASIS&T)*, 45 (10 pp.), John Wiley & Sons. DOI: 10.1002/meet.2008.1450450258.
- Toms, E.G, **O'Brien, H.L.**, MacKenzie, T., Jordan, C., Freund, L., Toze, S., Dawe, E., & MacNutt, A. (2008). Task Effects on Interactive Search: The Query Factor. *Lecture Notes in Computer Science: Focused Access to XML Documents* (pp. 359-372). Springer.
- Toms, E.G., Toze, S., **O'Brien, H.L.**, Jordan, C. & Freund, L. (2008). Fishing in Query Pools for Task Representatons. *Proceedings of the Annual Meeting of the American Society for Information Science and Technology (ASIS&T)* (3 pp), John Wiley & Sons. DOI: 10.1002/meet.2008.14504503120.

Toms, E.G., Marche, S., **O'Brien, H.L.**, Toze, S., Trifts, V., & Dawe, E. (2005). Situational Impact on Search. In *Proceedings of the ACM SIGIR 2005 Workshop on "Information Retrieval in Context"* (pp. 41-44). Salvadore, Brazil, August 19, 2005. Available: <http://irix.umiacs.umd.edu/ACM-SIGIR2005-IRiX-proceedings.pdf>

Toms, E.G., **O'Brien, H.L.**, Kopak, R., Freund, L. (2005). Searching for relevance in the relevance of search. In Crestani, F. & Ruthven, I. (Eds.) *Information Context: Nature, Impact, and Role: 5th International Conference on Conceptions of Library and Information Sciences, Volume 3507* (pp. 59-78), Springer-Verlag.

Book Chapters

O'Brien, H.L. (2016). Current theoretical perspectives on user engagement (UE). In H.L. O'Brien & P. Cairns (Eds). *Why Engagement Matters: Cross-Disciplinary Perspectives and Innovations on User Engagement with Digital Media*. Springer.

O'Brien, H.L. (2016). Translating theory into methodological practice. In H.L. O'Brien & P. Cairns (Eds). *Why Engagement Matters: Cross-Disciplinary Perspectives and Innovations on User Engagement with Digital Media*. Springer.

O'Brien, H.L. & Greyson, D. (2015). Information needs: Understanding and responding to today's information users. In S. Hirsh (Ed.). *Introduction to Today's Information Services* (pp. 119-129). Rowman & Littlefield Publishing Group (invited).

O'Brien, H.L. (2011). Weaving the Threads of Experience into Human Information Interaction (HII): Probing User Experience (UX) for New Directions in Information Behaviour. In A. Spink and J. Heinström *New Directions in Information Behaviour* (pp. 69-92). Emerald Publishing.

Kopak, R., Freund, L. & **O'Brien, H.L.** (2011). Digital information interaction as semantic navigation. In Foster, A. & Rafferty, P. (Eds). *Innovations in IR: Perspectives for Theory and Practice* (pp. 117-134). London, UK: Facet Publishing.

Non-Referred Publications and Working Papers

Lebow, M. & O'Brien, H.L. (2012). *Is There a Role for Physiological Methods in the Evaluation of Human-Information Interaction?* Working Paper: <http://hdl.handle.net/2429/45315>

Toms, E.G. & **O'Brien, H.L.** (March 2009). The ISSS Measurement Dilemma. *Computer Magazine*, IEEE Computer Society, p. 48.

Freund, L. & **O'Brien, H.L.** (2009). Information Science beyond the border. *American Society of Information Science and Technology Bulletin*, 36(1) [feature article]. Available: http://www.asis.org/Bulletin/Oct-09/OctNov09_Freund_O-Brien.html

Grants

2016-2019	<p>Social Science and Humanities Research Council of Canada (SSHRC) Insight Grant <i>Antecedents and learning outcomes of exploratory search engagement</i> \$81,778</p>
2016-2017	<p>Elfreda A. Chatman Research Award, Special Interest Group Information Seeking and Use, Association for Information Science and Technology <i>The information worlds of student refugees in Canada</i> Heather O'Brien, Saguna Shankar, Erin Fields, Peter Wanyenya \$1000</p>
2015-2017	<p>Hampton Fund Research Grant, University of British Columbia <i>What engages information seekers? Predicting user engagement with digital libraries</i> \$23,127</p>
2015-2016	<p>UBC Humanities and Social Science (HSS) Research Fund - VPRI Bridge Funding Program <i>Antecedents and outcomes of user engagement with digital libraries</i> \$ 4954.60</p>
2013-2015	<p>Canadian Institute for Health Research (CIHR) <i>Population health information interventions: Examining the perspectives of young parents</i> Jean Shoveller (Principle investigator), Heather O'Brien, Kate Shannon \$199,000</p>
2010-2015	<p>Networks of Centres of Excellence (NCE) <i>Graphics, Animation and New Media (GRAND)</i> \$23.2 million project with 21 Canadian universities and industry partners. I was a collaborative investigator with the project receiving \$39,485 in competitive funds from 2010-2015.</p>
2009-2013	<p>Social Sciences and Humanities Research Council of Canada (SSHRC) Standard Grant <i>Mapping the process of engagement with educational applications</i> \$107,266</p>
2009-2011	<p>Hampton Fund Research Grant, University of British Columbia <i>Designing digital use environments to support academic work</i> Heather O'Brien (Principle Investigator), Luanne Freund, Richard Kopak \$20,000</p>
2003-2004	<p>Acadia University Research Fund <i>Assessing the information literacy skills of university students</i></p>

Heather O'Brien (Principle Investigator) and Sonya Symons \$2500

Awards

- 2016 **Faculty of Arts International Conference Travel Grant**, University of British Columbia. \$2000
- 2016 Special Interest Group Information Seeking and Use (SIG USE), Association for Information Science and Technology (ASIS&T), **Best Poster Award** (with S. Shankar, E. How, Y. Lu, M. Mabi, & C. Rose) for, "The Role of Information in the Settlement Experiences of Refugee Students."
- 2012 Association of Library and Information Science Education (ALISE). **ALISE/Dialog Methodology Paper Competition** (with MLIS student M. Lebow), "Is There a Role for Physiological Methods in the Evaluation of Human-Information Interaction?"

Invited Presentations and Workshops

- March 16, 2017. Department of Computer Science, York University, York, UK. Presentation, "User Engagement in Online News: Content, Media, and Knowledge Retention."
- February 27-March 1, 2017. Schloss Dagstuhl, - Leibniz Center for Informatics, Germany. Presentation at the Dagstuhl Seminar on *Search as Learning*, "Searching as Learning: An interactive Information Retrieval (IIR) Perspective."
- February 24, 2017. The iSchool, University of North Carolina, Chapel Hill, N.C. Presentation, "Measuring User Engagement: 'A tricky landscape to traverse'."
- February 3, 2017. The iSchool, University of North Carolina, Chapel Hill, N.C. Presentation at the Curating Research Assets and Data using Lifecycle Education (CRADLE) Talk Series, "User engagement and learning in digital information environments: Complementary or contradictory processes?"
- January 12, 2017. School of Information Management, Dalhousie University, Halifax, N.S. Presentation at Information Management Public Lecture Series, "Learning in Digital Information Spaces: What is the Role of User Engagement?"
- April 20, 2016, UBC Centre for Community Engaged Learning, Kitsilano Neighbourhood House. Remarks for Celebrate Community event.
- November 25, 2015. Faculty of Education, Simon Fraser University, Burnaby, BC. Presentation at the Learning Design and Technologies Seminar Series, "Modeling User Engagement with Digital Technologies."
- November 11, 2015. Department of Library and Information Studies, Graduate School of Education, University at Buffalo, Buffalo, N.Y. Presentation at the Research Seminar Series, "Evaluating Concepts, Evaluating Measures: The Case of the User Engagement Scale (UES)."
- June 15, 2015. Librarians' Research Institute, Burnaby, BC. Plenary speaker, "Reflective inquiry: Reframing research for personal and professional engagement."
- October 27-November 1, 2013. Schloss Dagstuhl - Leibniz Center for Informatics, Germany. Workshop on "Evaluation Methodologies in Information Retrieval,"
http://drops.dagstuhl.de/opus/volltexte/2014/4433/pdf/dagrep_v003_i010_p092_s13441.pdf.

September 11, 2013. University of British Columbia, Vancouver, BC. Presentation to the HCI@UBC Colloquia Series, "User Engagement with Digital Media."

March 6, 2013. University of British Columbia, Vancouver, BC. Presentation to the University of British Columbia Press, "User Engagement with Digital Information Environments."

October 17-18, 2012. Cambridge, Massachusetts. Presentation at the Bill and Melinda Gates Foundation Convening: Engagement and Academic Tenacity: Making the Invisible Salient and Actionable, "Measuring user engagement with information systems: The User Engagement Scale".

May 6, 2011. University of Washington, Seattle, WA. Presentation at North West Summit 2011: Workshop on Information Systems and Management, "Evaluating the Generalizability of the User Engagement Scale."

July 9, 2010. Aalto University, Helsinki, FI. Presentation to the Visual Media Research Group, "Measuring User Engagement: Multiple Methodological Approaches."

November 6, 2006. American Society for Information Science and Technology (ASIS&T). Austin, TX. Presentation at the Doctoral Seminar on Research and Career Development, "Measuring User Engagement with Information Systems."

October 11, 2006. Fredericton, NB. Workshop (full-day) for Canadian Symposium on Text Analysis (CaSTA) 2006: Breadth of Text - A Joint Computer Science and Humanities Computing Conference, "Usability Testing and the User."

Conference Participation (Organizer, Keynote Speaker, etc.)

November 18, 2016. Research in Academic Libraries (REAL) Workshop, Vancouver, British Columbia, Co-organizer.

March 13-17, 2016. *Conference on Human Information Interaction and Retrieval (CHIIR)*, Chapel Hill, North Carolina. Speaker on, "Investigating the role of user engagement in digital reading environments."

March 13-17, 2016. *Conference on Human Information Interaction and Retrieval (CHIIR)*, Chapel Hill, North Carolina. Poster presenter on "Measuring engagement with online forms."

March 13-17, 2016. *Conference on Human Information Interaction and Retrieval (CHIIR)*, Chapel Hill, North Carolina. Workshop organizer and facilitator for, "System and user centred evaluation approaches in interactive information retrieval."

November 6-10, 2015. Association for Information Science and Technology (ASIS&T), St. Louis, Missouri. Conference. Panelist on, "Making an impact through experiential learning."

November 6-10, 2015. Association for Information Science and Technology (ASIS&T), St. Louis, Missouri. Conference Panels Co-chair (with Alison Brettell).

March 26, 2015. iConference, Newport Beach, CA. Presentation at the interactive session: Psycho-physiological Methods in Information Science: Fit or Fad? Speaker on "An overview of psycho-physiological methods and their use in user engagement (UE) research."

March 24, 2015. iConference, Newport Beach, CA. Presentation at the workshop: On the Role of Engagement in Human Information Interaction: From Research to Implementation. Speaker on, "User engagement: A research agenda."

February 5, 2015. *Information Services Today Webinar*. Panelist on, "Information services: Roles in the digital age."

October 31-November 5, 2014. Annual Meeting of the Association for Information Science and Technology (ASIS&T), Seattle, WA. Speaker on “Exploring social context in mobile information behavior.”

October 31-November 5, 2014. Annual Meeting of the Association for Information Science and Technology (ASIS&T), Seattle, WA. Session moderator for “Information Behaviour Papers.”

June 9, 2014. Special Libraries Association Conference, Vancouver, BC. Panelist on, “Engaging users with technology.”

November 1-5, 2013. Annual Meeting of the Association for Information Science and Technology (ASIS&T), Montreal, Québec. Panel organizer and speaker, “Exploring the complexities of information practices through arts-based research.”

June 6-8 2013, Canadian Association for Information Science Conference (CAIS), Victoria, B.C. Conference Co-chair (with Eric Meyers).

June 7, 2013. Canadian Association for Information Science Conference, Victoria, BC. Speaker on, “The role of story and media in user engagement with online news.”

May 13, 2013. World Wide Web Conference, Rio Janeiro, Brazil. Tutorial organizer and speaker (with Mounia Lalmas and Elad Yom-Tov), “Measuring user engagement.”

March 8, 2013. School of Library, Archival and Information Studies Research Day. Speaker on, “Engaged, but are we learning? The relationship between media, user engagement, and information recall in online news interactions.”

September 21, 2012. Digital Information Interaction Group Symposium: “The Art and Science of Digital Reading”, Vancouver, BC. Co-organizer (with Luanne Freund and Richard Kopak).

September 21, 2012. Digital Information Interaction Group Symposium: “The Art and Science of Digital Reading”, Vancouver, BC. Session organizer and moderator of “Digital Reading: Engaging the Medium in Higher Education.”

October 9-13, 2011. Annual Meeting of the American Society of Information Science and Technology, New Orleans, LA. Panel organizer and speaker, “Capturing the complexity of information interactions: Measurement and evaluation issues.”

October 9-13, 2011. Annual Meeting of the American Society of Information Science and Technology, New Orleans, LA. Speaker, Exploring engagement in online news interaction.”

September 5-9, 2011. *13th IFIP TC13 Conference on Human-Computer Interaction*, Lisbon, Portugal, Session moderator for “Interruptions and Attention.”

June 2-4, 2011. Canadian Association of Information Science (CAIS), Fredericton, NB, Session moderator for “Scholarly Communication.”

June 2-4, 2011. Canadian Association of Information Science Conference (CAIS), Fredericton, New Brunswick. Speaker on, “User engagement with Computer Assisted Qualitative Data Analysis Software (CAQDAS).”

March 11, 2011. SLAIS Research Day Conference, “Information Artifacts in the Human Experience,” Organizer.

October 22-27, 2010. American Society for Information Science and Technology (ASIS&T), Pittsburg, PA, Session moderator for “User Perception and Evaluation.”

April 9, 2010. SLAIS Research Day Conference, “Information Artifacts in the Human Experience,” Co-organizer (with Luanne Freund).

November 13, 2009. Lunch and Conversation Workshop Series. Organizer of “The E-Content Revolution in the Academic Library: Building Research Partnerships.”

November 12, 2009. The Steven and Marion Johnson Memorial Lecture in Library and Information Studies, School of Library, Archival and Information Studies. Co-organizer (with Luanne Freund).

October 21, 2009. Library and Archival Studies Student Association (LASSA) Works [Un]cited Series, School of Library, Archival and Information Studies, Vancouver, BC. Speaker on, "Reach out and touch...technology: The age of building engagement."

May 27-29, 2009. Annual General Meeting of Network for Effective Collaboration Technologies through Advanced Research (NECTAR). Speaker on, "What is engagement? How do we measure it?"

April 5, 2009. Engagement by Design Workshop, CHI 2009 Digital Life New World, Boston, MA. Speaker on (with Karon McLean), "Measuring the user engagement experience."

September 29, 2008. University of British Columbia Library, Vancouver, BC. Moderator of the panel session, "Learning through active engagement in academic research."

September 26, 2008. Lunch and Conversation Workshop Series. Co-organizer (with Eugene Barskey) of "Academic Libraries, Learning Centres, and Education."

September 25, 2008. The Steven and Marion Johnson Memorial Lecture in Library and Information Studies, School of Library, Archival and Information Studies. Co-organizer (with Luanne Freund).

October 24-29, 2008. Annual Meeting of the American Society for Information Science and Technology, Columbus, OH. Speaker on, "Developing and evaluating a reliable measure of user engagement."

Teaching

My teaching interests align with my research expertise in information seeking, needs and use; human information interaction; and user engagement and experience. Between 2008 and 2016 at the School of Library, Archival and Information Studies (iSchool@UBC) I have accomplished the following:

- Created/significantly revised six MLIS courses.
- Designed and taught the first capstone course given at the iSchool (LIBR 569R/ARST 575R) that performs a vital role in the iSchool's ongoing assessment of student competencies and professional preparedness. This course takes a community-engaged learning approach that connects the iSchool with non-profit organizations throughout the Lower Mainland of Vancouver.
- Participated in the faculty team that revised the MLIS core courses in 2014. This included envisioning the new core and personally developing the new course, "Human Information Interaction" (LIBR 506).
- Collaborated with iSchool faculty members to create self-paced learning information technology skills modules for students.
- Assumed a leadership role as Chair of the iSchool Curriculum Committee in 2015-2016.
- Took an active role in the development of new strategic program initiatives within the iSchool.
- Achieved a solid teaching record with average student evaluations of 4+ (5 point scale) across all courses and all years.
- Supervised 28 Masters students in directed studies courses (LIBR 592, 594, 597)

Special Professional Qualifications

Certificate in University Teaching and Learning. Awarded by the Centre of Learning and Teaching, Dalhousie University, May 2008.

Courses Taught

- LIBR 501: Foundations of the Information Professions and Information Organizations (former MLIS core course) (3 credits) 2008-2012
- LIBR 506: Human Information Interaction (current MLIS core course) (3 credits) 2015-
- LIBR 553: Information Users in Diverse Environments (3 credits) 2010-
- LIBR 569a: Sociotechnical Perspectives on Information Systems (3 credits) 2014
- LIBR 578: Library Planning and Design (3 credits) 2010-2014
- LIBR 580: Collection Management (3 credits) 2010-2014
- ARST 575R/LIBR 569R: Graduating Project (3 credits) 2014-
- LIBR 592: Directed Research Project (3 credits) 2009-
- LIBR 594: Directed Study (3 credits) 2009-
- LIBR 599: Masters Thesis (12 credits) 2009-

Thesis and Dissertation Students

Eileen Gillette ¹	MLIS	2008-2010	Supervisor
Devon Greyson ²	PhD	2011-2015	Committee member
Ashless Edwards*	PhD	2011-2015	Committee member
Colleen Addison	PhD	2011-	Committee member
Drew Pallin	PhD	2012-	Committee member
Sarah Gilbert	PhD	2012-	Committee member
Kelly Burke	PhD	2014-	Supervisor
Millicent Mabi	PhD	2014-	Supervisor

¹ Thesis: *The Design Process: Designing Information Technology for the Public Sphere*

² Dissertation: *Health-Related Information Practices and the Experiences of Young Parents*

* Student and advisory committee based at University of North Carolina, Chapel Hill.

Postdoctoral Fellows

Stina Westman	2011-2012	Co-supervisor
Rafa Absar	2013-2014	Supervisor

Graduate Research Assistants Supervised since 2009

Carolyn Johnson; Kate Sloan; Tosha Tsang; Carly Pansulla; Erika Jelinek; Mahria Lebow; Devin Soper; Tammie Mercado; Zoe McDougall; Jack Hallin; Allison Trumble; Sharlene Katelaar; Anna Ferri; Helen Halbert; Eric Webster; Jennifer Zilm; John Dingle; Mark Goodwin; Kelsey Ockert; Alex Kuskowski; Nicole Askin; Lucy Kiester; Jacob Vangeest; Rebecca Dickson; Jocelyn McKay; Yilei Lu

External examiner

- October 2016. Department of Computer Science, University of British Columbia. Monasadat Haraty, PhD Dissertation, "Designing for Authoring and Sharing of Advanced Personalization."
- June 2016. School of Translation and Interpretation, University of Ottawa. Julian Zapata Rojas, PhD Dissertation, "Translators in the Loop: Observing and Analyzing the Translator Experience with Multimodal Interfaces for Environment Design."
- August 2015. School of Information Management, Dalhousie University. Mark McCumber, MLIS Thesis, "Consumers' use of ingredient list information from food labels during purchase decision."
- October 2014. School of Library, Archival and Information Studies, University of British Columbia. Nancy Black, PhD Dissertation, "The Information Seeking Experiences of the Post-Secondary Distance/Online Student."
- August 2011. School of Information Management, Dalhousie University. Jennifer M. Grek Martin, MLIS Thesis, "Two Roads to Middle-earth Converge: Observing Text-based and Film-based Mental Images from TheOneRing.net Online Fan Community."
- July 2011. School of Business Administration, University of British Columbia. Xu, Jingjun, PhD Dissertation, "Improving the Communication Interfaces between Consumers and Online Product Recommendation Agents."
- July, 2010. School of Information Management, Dalhousie University. Angela Manyangara, MLIS Thesis, "Effects of Cognitive Style and Curiosity on Multi-tasking."
- June 2010. Department of Computer Science, University of British Columbia. Joseph P. Hall, Master of Science Thesis, "Affecting Affect Effectively: Investigating a Haptic-Affect Platform for Guiding Physiological Responses."

Administration and Service

Participation in Scholarly Associations and Committees

- Director-at-large, American Society for Information Science and Technology (ASIS&T), 2016-2018.
- Chair-Elect/Chair/Past Chair, Special Interest Group Information Needs, Seeking and Use (SIG-USE), Association for Information Science and Technology (ASIS&T), 2015-2018.
- Mentor, New Leaders Program, Association for Information Science and Technology (ASIS&T), 2016-2018.
- Mentor, CM SIGIR Conference on Human Information Interaction & Retrieval (CHIIR) Doctoral Consortium, 2017.
- ALISE/ProQuest Methodology Paper Award Competition, Adjudication Committee Chair 2016-2017; Member, 2015-2016.
- Canadian representative, International Federation of Information Processing (IFIP) Technical Committee 13 (Human-Computer Interaction), 2010-2015.
- Brian Shackel Best Interact Conference Paper Award, Adjudication Committee Member, International Federation of Information Processing (IFIP) Technical Committee 13 (Human-Computer Interaction), 2015.
- Awards Committee Co-Chair, Special Interest Group Information Needs, Seeking and Use (SIG-USE), Association for Information Science and Technology (ASIS&T), 2013-2015.
- Awards Committee Jury, Special Interest Group Information Needs, Seeking and Use (SIG-USE), Association for Information Science and Technology (ASIS&T), 2013.

Vice President, Canadian Association for Information Science (CAIS), 2011-2012
Secretary, Canadian Association for Information Science (CAIS), 2009-2011
Mentor, Researcher-Librarian Partnership, International Federation of Library and Information Associations (IFLA), 2010-2011.
Nominating Committee Member, Association for Library and Information Science Education (ALISE), 2010
Awards and Honours Committee Member, American Association for Information Science and Technology (ASIS&T), 2009-2010.

Memberships

Canadian Association of Information Processing (CIPS), Member, 2010-2016
Association for Library and Information Science Education (ALISE), Member, 2008-present
American Society for Information Science and Technology (ASIS&T), Member, 2005-present
Canadian Association for Information Science (CAIS), 2009-2013

Journal Editorships

Journal of Education Library and Information Science Education (JELIS), The Association for Library and Information Science and Education, Editorial Board Member, 2013-present

Reviewing

Granting Agencies

- *Swiss National Science Foundation, 2015*
- *Croatian Science Foundation, Installation Research Project, 2015*
- *Mitacs, Accelerate Internship Program, 2012*
- *Social Science and Humanities Research Council of Canada, Standard Grant Competition, 2010; Insight Grant Competition, 2017*

Conferences

- *ACM SIGIR Conference on Human Information Interaction and Retrieval (CHIIR), 2016; Senior Program Committee Member, 2017*
- *Special Interest Group on Information Retrieval (SIGIR), 2015*
- *American Society for Information Science and Technology (ASIS&T) Annual Meeting, Reviewer, 2006, 2009-2011; 2013-present; Metareviewer, 2014*
- *Canadian Association of Information Science (CAIS) Conference, 2010, 2011, 2013, 2014*
- *Conference of Human Factors in Computing (CHI), 2009-2011, 2013-present*
- *iConference, 2010, 2011, 2014*
- *Information and Social Media Conference, 2011*
- *Information Interaction in Context (IliX) Conference, 2010*

Journals

- *Behaviour and Information Technology, Canadian Journal of Library and Information Science, Communication Research, Information Processing and Management, Information Research, Interacting with Computers, International Journal of Human-Computer Studies, Journal of the Association for Information Science and Technology, Journal of Information Science, Transactions on the Web*

School of Library, Archival and Information Studies

Through my service related to iSchool@UBC curricula and programs, faculty recruitment, and adjunct faculty engagement, I contribute to the thriving research and teaching culture within the iSchool.

To help the bolster *research culture* at the iSchool, I have participated in the recruitment of new full-time and visiting faculty members; initiated and organized the iSchool *Research Day* (2009-2011), an annual showcase of faculty and student research; and chaired the Colloquia Committee, which brings diverse international scholars to UBC.

To enhance the *teaching culture* within the school, I am actively engaged in fostering experiential learning opportunities for our students through the community-engaged, project based capstone course. In my role as Curriculum Committee Chair and as a member of the 5-person working group focused on new strategic program initiatives for the iSchool, I focus on ensuring our programs are meeting the needs of students now and in their future professional roles. Lastly, I work on pedagogical initiatives to support adjunct faculty and create a stronger sense of community for all teaching faculty.

Committee Work

- Admissions Reader, 2013-2014, 2014-2016
- Curriculum and Program Development Committee:
 - Member, 2013-2014; Co-chair, 2014-2015; Chair, 2015-2017
- New Programs Working Group, 2015-2016
- Member, Technology in the Core Sub-committee, 2015-2016
- Member, MLIS Core Revision Sub-committee, 2014-2015
- Chair, Capstone Experience Sub-committee, 2013-2015
- Adjunct Faculty, Co-Liaison, 2015-2017
- Member, MLIS Advisory Group, 2016-
- Committee on Accreditation Working Group Member, 2013-2014; 2015-2016
- Assessment Committee Member, 2015-2016
- iSchool Co-op Student of the Year Award Adjudication Committee Member, 2015, 2016
- iSchool Co-op Advisory Committee Member, 2014-present
- Faculty Merit and PSA Committee Member, 2013-2014, 2014-2015
- Colloquia Committee: Co-chair, 2008-2010; Chair, July 2013-2015
- Faculty Recruitment Committee Member:
 - 2015-2016 one tenure track position
 - 2013-2014 one tenure track position
 - 2011-2012 one lecturer position
 - 2008-2009 three tenure track positions
- Doctoral Studies Program Member, 2008-2010; 2013-2014
- Dodson Visiting Professor Selection Committee Member, 2012-2013
- Working group on Masters Thesis Guidelines, 2009-2013
- School Admissions and Adjudication Committee Member, September 2008-2011
- Teaching Assistant Guidelines Working Committee Member, 2009-2010
- Research Rescue Outreach Program Co-Coordinator, 2008-2010

University of British Columbia

Adjudicator, Spring Graduate Awards, Graduate and Postdoctoral Studies, 2016-2017

Advisory Committee Member, Digital Tattoo Project, University of British Columbia,

<http://digitaltattoo.ubc.ca>, 2014. This is an initiative of the Irving K. Barber Learning

Centre aimed at enhancing the technology literacy of university students, focusing on issues such as privacy and security, digital citizenship, and social media use.

SLAIS Representative, University of British Columbia Library Preservation Archives (PARC) Consultation, 2014