

MICHAEL BERNARD TWIDALE

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Education

Lancaster University, Ph.D. in Computing, 1990

The Use of Explicit Intermediate Representations in Intelligent Tutoring Systems

Queens' College, Cambridge University, B.A. Hons. in Computer Science, 1985

Current Position

Professor, School of Information Sciences, University of Illinois at Urbana-Champaign (2009-date).

Director, Master of Science in Information Management degree

Zero-time courtesy appointment with Computer Science, UIUC

UIUC Academy of Entrepreneurial Leadership Faculty Fellow

Member of the UIUC Information Trust Institute

Affiliate Faculty, Beckman Institute Human Perception and Performance Research Group

NCSA Fellow

Visiting Professor, University of Nottingham

Adjunct Professor, University of Tasmania

Previous Positions

Associate Professor, Graduate School of Library and Information Science, University of Illinois at Urbana-Champaign (1997-2009).

Lecturer, Computing Department, Lancaster University (1994-97).

UK Science and Engineering Research Council IT Research Fellow, Lancaster University (1992-94).

Post-Doctoral Research Associate, Lancaster University (1990-92).

Current Research

- Over-the-Shoulder Learning: ways to support informal social learning of technologies
- Informal and social aspects of ICT use: learning, coping, helping, diagnosing, fixing, tailoring, combining and appropriating - and their implications for design
- Learning as Search
- Collaborative information seeking
- Computational Metacognition: techniques for learning new technologies more efficiently
- Agile Research: developing fast and light methods for exploring research spaces
- Sociotechnical systems analysis and design
- Metrics for openness as sociotechnical systems
- Low cost approaches to information visualization
- The application of collaborative technologies to museums
- Collaborative aspects of data quality management
- Long term implications of scientific database use and management

Recent Grants

Current

NSF ABI: Collaborative Research: ABI Innovation: Rapid prototyping of semantic enhancements to biodiversity informatics platforms. (Co-PI) \$418,200. Sept 2014-May 2018.

Information Forum requirements to promote knowledge capture, knowledge sharing, and community interaction on the VHA Data Portal (Co-PI) \$67,267. Aug 2014-Dec 2017

Google: Understanding Search Literacy and Search Skills Adoption. \$65,000 Sept 2015-Sept 2017. \$250,000.

Completed

Illinois Distributed Museum. (PI) \$37,587. Aug 2012-May 2015
UIUC-Stockholm INSPIRE grant (PI) \$7,000. Nov 2014-Jun2015
IMLS Sparks! \$21,899. Aug 2012-Aug 2013
Caterpillar Inc. Improving Knowledge Reuse at Caterpillar. \$53,000. Sept 2010-Dec2010
The Future of IT for State Farm. (Co-PI) \$44,295.
Computing Innovation Fellows program. \$140,000. Aug 2009 – Jul 2010
Workshop: iConference Doctoral Research Colloquium. NSF IIS. \$17,045. Feb 2010
Extension to IMLS Development and analysis of a Collection Registry and Metadata Repository. (Co-PI) \$975,903. Aug 2008 – Jul 2010
iCUBED curriculum proposal -- Ubiquitous Learning (Co-PI) \$10,000. 2008
IMLS Digital Collections and Content (Co-PI) \$ 862,423. Aug 2006 – Jul 2008
Faculty Fellow, UIUC Academy for Entrepreneurial Leadership. Funding for the development of a multidisciplinary graduate/advanced undergraduate course "Developing Novel Information Technologies: the entrepreneurship of design" \$15,000. 2007
UIUC & Madden Initiative; Silicon, Carbon, Culture. "Walking" through knowledge networks. Funding for the development of a multidisciplinary graduate/advanced undergraduate course involving the development of new approaches to information visualization. (Co-PI) \$30,000.
IMLS Development and analysis of a Collection Registry and Metadata Repository. (Co-PI) \$500,000. Aug 2004 – Jul 2006
NSF Science and Technology Center (STC) on Advanced Materials for Water Purification (Co-PI on Educational Technologies section of the project). Total project \$20,000,000.
NCSA/UIUC Faculty Fellows Program Cyberdocents: an exploration of education and guidance in and around museums. \$18,000.
ITR0081112: Interfaces for Supporting Over-The-Shoulder Learning (PI: NSF, Information Technology Research Program \$393,898.
UIUC Research Board A system to represent the process of information search \$15,000.

Publications

Twidale, M.B. & Rennick-Egglestone, S. (2018). Experience Trailers. *Interactions*. July/Aug.

Lueg, C.P. & Twidale, M.B. (2018) Designing for Humans, Not Robots (or Vulcans). *Library Trends*, Special Issue: "Information and the Body."

Thomer, A., Cheng, Y.-Y., Schneider, J., Twidale, M., & Ludäscher, B. (2017). Logic-Based Schema Alignment for Natural History Museum Databases. *Knowledge Organization*, 44, 545–558.

Twidale, M.B. (2017). Seven LIGO authors not accounted for. *Nature*, 551(7679), 168-168.

Thomer, A., Cheng, Y. Y., Schneider, J., Twidale, M., & Ludäscher, B. (2017). Logic-Based Schema Alignment for Natural History Museum Databases. *Knowledge Organization*, 44(7).

Yoder, M., Twidale, M., & Thomer, A. (2017). Sustainability in Biodiversity Software Development: More financing or better practices?. *Biodiversity Information Science and Standards*, 1, e20283.

Organisciak, P., Teevan, J. & Twidale, M.B. (2017) Asking the Right Way: Design Interventions for Microtasks proceedings, HCOMP 2017.

Nichols, D.M. and Twidale, M.B. (2017), Metrics for openness. *Journal of the Association for Information Science and Technology*, 68(4) 1048–1060.

Rutter, S., Blinzler, V., Ye, C., Twidale, M.B. & Wilson, M.L. (2017) Complex search task: how to make a phone safe for a child. *CEUR Workshop Proceedings*, 1798. pp. 34-36.

- Hou, C-Y Twidale, M.B. Worley, S. & Mayernik, M.S. (2017) Case Studies of Selected Usability Evaluation Techniques and their Applications to Improve Data Repositories. Poster at IDCC 2017.
- Hou, C.Y., Twidale, M.B., Mayernik, M.S., Duerr, R.E. (2016) The Applicability of Usability Practices & Principles to Data Archives/Repositories. 2016 DataONE Users Group Meeting.
- Wilson, M.L., Ye, C., Twidale, M.B., Grasse, H., Rosenthal, J., & McKittrick, M. (2016) Search Literacy: Learning to Search to Learn. Proceedings Search As Learning Workshop, Pisa.
- Thomer, A.K., Twidale, M.B., Guo, J., & Yoder, M.J. (2016). Taxonomic Work as Information Work: Design for Semantic Refactoring. Procs CSCW HCSW Workshop. hdl.handle.net/2142/88917
- Thomer, A.K., Twidale, M.B., Guo, J., & Yoder, M.J. (2016). Co-designing Scientific Software: Hackathons for Participatory Interface Design. In *Proceedings of the 2016 CHI Conference Extended Abstracts on Human Factors in Computing Systems (CHI EA '16)*. ACM, New York, NY, USA, 3219-3226.
- Blake, C., Souden, M., Anderson, C. L., Twidale, M. and Jenifer E., S. (2015), Online question answering practices to support healthcare data re-use. Proc. Assoc. Info. Sci. Tech.
- Kim, J. G., Park, S., Karahalios, K., & Twidale, M. (2015). Labor Saving and Labor Making of Value in Online Congratulatory Messages. In *Social Informatics* (pp. 245-260). Springer International Publishing.
- Organisciak, P. & Twidale, M.B. (2015). Design Facets of Crowdsourcing. Procs iConference.
- Organisciak, P. & Twidale, M.B. (2014). When the Elevator Pitch Meets the Subject Heading: How Mixtures of Other Documents Can Describe What a Document is About. Procs ASIS&T '14.
- Thomer, A.K., & Twidale, M.B. (2014). How Databases Learn. Proceedings iConference 827-833.
- Weber, N., Thomer, A., Michael Twidale, M.B. (2013) Niche Modeling: Ecological Metaphors for Sustainable Software in Science. Workshop on Sustainable Software for Science: (WSSSPE) SC13.
- Twidale, M.B. & Nichols, D.M. (2013) Agile methods for agile universities, in Besley, T.A.C. & Peters, M.A. (eds.), *Re-imagining the Creative University for the 21st Century*. Sense Publishers. 27-48.
- Takazawa, A. & Twidale, M.B. (2013) When you wish upon a blog: how collaborative information seeking can interleave with CSCW. Workshop on Collaborative Information Seeking, CSCW 2013.
- Twidale, M.B., Blake, C. & Gant, J.P. (2013) Towards a data literate citizenry Proceedings, iConference 2013, 247-257.
- Twidale, M.B., Schmidt, I., Ginger, J., Organisciak, P., Adamczyk, P. & Lueg, C. (2013) Design jams in iSchools: Approaches, challenges and examples. Proceedings iConference 2013, 1053-1055.
- Twidale, M.B.; Cunningham, S.J.; Howison, J.; Organisciak, P. Ginger, Jeff; Schmidt, I.; Smith, B.N.; Baker, K.; Williams, K. (2013) Tech learning potluck. Proceedings, iConference 2013 1058-1060.
- Bainbridge, D., Twidale, M. B., & Nichols, D. M. (2012). Interactive context-aware user-driven metadata correction in digital libraries. *International Journal on Digital Libraries*, 13(1), 17-32.
- Nichols, D.M., Twidale, M.B. & Cunningham, S.J. (2012). Metadatapedia: A proposal for aggregating metadata on data archiving. Proceedings, iConference'12. 370-376.
- Jones, M.C. & Twidale, M.B. (2012) Exploring the boundaries of collaborative software development. Workshop on the Future of Collaborative Software Development, CSCW 2012.
- Zhang, H., Twidale, M.B. & Smith, L. C. (2012) Mine, Yours and Ours: Using Shared Folders in Personal Information Management. Proceedings, PIM 2012 Workshop, CSCW 2012 Seattle, WA
- Zilouchian Moghaddam, R., Twidale, M., & Bongen, K. (2011). Open source interface politics: identity, acceptance, trust, and lobbying. Proceedings, CHI EA '11 1723–1728.
- England, D., Edmonds, E., Sheridan, J. G., Pobiner, S., Bryan-Kinns, N., Wright, P., Twidale, M., et al. (2011). Digital arts and interaction (invited). Proceedings, CHI EA '11 609–612.
- Salovaara, A., Höök, K., Cheverst, K., Twidale, M., Chalmers, M., & Sas, C. (2011). Appropriation and creative use: linking user studies and design. PART 2 Proceedings, CHI EA '11 37–40.

- Zhang, H., Twidale, M.B. & Smith, L. C. (2011). What is archived: a study of folder content on personal computers. *Proceedings, Personal Digital Archiving 2011*. San Francisco, CA.
- Nichols, D.M. & Twidale, M.B. (2011). Recommendation, Collaboration and Social Search. In Ruthven I. & Kelly, D. *Interactive Information Retrieval*. Facet Publishing. 205-220.
- Bainbridge, D., Twidale, M.B. & Nichols, D.M. (2011). That's 'é' not 'p' '?' or '□': A user-driven context-aware approach to erroneous metadata in digital libraries. *Proceedings of the 11th ACM/IEEE-CS Joint Conference on Digital Libraries (JCDL'11)*. 39-48.
- Hahn, J., Twidale, M., Gutierrez, A., Farivar, R. (2011). Methods for applied mobile digital library research: a framework for extensible wayfinding systems. *The Reference Librarian* 52 (1/2) 106-116.
- Gruzd, A. & Twidale, M.B. (2011). Multitasking Made Easy: Supporting Academic Writing in Digital Libraries with an Ambient Search System. In *Digital Libraries - Methods and Applications*, Kuo Hung Huang (Ed.), InTech, 197-208.
- Marty, P.F. & Twidale, M.B. (2011). Museum informatics across the curriculum: Ten years of preparing LIS students for careers transcending libraries, archives, and museums. *Journal of Education for Library and Information Science* 52(1) 9-16.
- Zhang, H., Smith, L.C., Twidale, M.B. & Gao, F.H. (2011). Seeing the Wood for the Trees: Enhancing Metadata Subject Elements with Weights. *Information Technology and Libraries* 30(2) 75-80.
- Zhang, H. & Twidale, M.B. (2011) *Folders as Workplaces and the Impact on Relationships Between Files*. GSLIS Technical Report. <http://hdl.handle.net/2142/25058>
- Zhang, H., Smith, L.C. & Twidale, M.B.. (2010). Four epistemological views of information organization behavior on personal computers of information workers. *Proceedings, 73rd ASIS&T Annual Meeting*.
- Shah, C., Reddy, M., & Twidale, M.B. (2010). Collaborative information seeking (CIS): toward new theories and applications. *Proceedings, 16th ACM conference on supporting group work (GROUP '10)*. 359-360.
- Rathi, D. and Twidale, M. B. (2010) *Ditch the Smileys: Customizing a Stopword List for Email-based Data*, *Proceedings, 38th Conference of the Canadian Association for Information Science (CAIS)*, Montreal.
- Twidale, M.B. (2010). From Ubiquitous Computing to Ubiquitous Learning. In: B. Cope & M. Kalantzis (eds) *Ubiquitous Learning*. University of Illinois Press. 72-89.
- Bach, P.M. & Twidale, M.B. (2010). Social Participation in Open Source: What it means for designers. *interactions*. 17(3) 70-74.
- Urban, R., Twidale, M.B. & Adamczyk, P. (2010). Designing and Developing a Collections Dashboard. In J. Trant and D. Bearman (eds). *Proceedings, Museums and the Web*, Toronto.
- Bach, P.M. & Twidale, M.B. (2010). Involving reflective users in design. *CHI 2010*. 2037-2040.
- Zhang, H. & Twidale, M.B. (2010). To keep, or not to keep: or options in between? *Proceedings, iConference 2010*.
- Urban, R.J., Adamczyk, P., & Twidale, M.B. (2010). Cultural Heritage Information Dashboards. *Proceedings, iConference 2010*.
- Twidale, M.B. & Nichols, D.M. (2010). Collaborative Information Retrieval. In Bates, M. & Maack M.N. (Eds.) *The Encyclopaedia of Library and Information Sciences*. Third Edition. Taylor & Francis. 1080-1087.
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- Jones, M.C. & Twidale, M.B. (2009) Software Informatics? Proceedings iConference 2009.
- Singh, V., Twidale, M.B. & Nichols, D.M. (2009). Users of Open Source Software – How do they get help? Proceedings HICSS 2009.
- Floyd, I R., Jones, M.C., Twidale, M.B. (2008) Resolving Incommensurable Debates: A Preliminary Identification of Persona Kinds, Attributes, and Properties. *Artifact: Journal of Virtual Design*. 2(1) 12-26.
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- Singh, V & Twidale, M.B. (2008) The Confusion of Crowds: non-dyadic help interactions. Proceedings CSCW2008. 699-702.
- Twidale, M.B. & Floyd, I.R. (2008) Infrastructures From the Bottom-Up and the Top-Down: Can They Meet in the Middle? Proceedings PDC 2008. 238-241.
- Jones, M.C., Twidale, M.B., & Churchill, E. (2008). Mashing up Visual Languages and Web Mash-ups. Proceedings IEEE Symposium on Visual Languages and Human-Centric Computing (VL/HCC) 143-146.
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- Twidale, M.B., Gruzd, A. & Nichols, D.M. (2008). Writing in the Library: exploring tighter integration of digital library use with the writing process. *Information Processing & Management* (44) 2, 558-580.
- Jones, M.C., Floyd, I.R. & Twidale, M.B. (2008). Teaching Design with Personas. Proceedings HCIEd, Rome 2008. *Magazine of Interaction Design & Architecture(s) Year II&III N. 3&4*. pp75-82.
- Stvilia, B., Twidale, M.B., Smith, L.C. & Gasser, L. (2008). Information quality work organization in Wikipedia. *JASIST*. 59(6), 983-1001.
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- Huang, J., & Twidale, M.B. (2007). Graphstract: Minimal Graphical Help for Computers. Proceedings, UIST 203-212.
- Jones, M.C., Floyd, I.R., Rathi, D. & Twidale, M.B. (2007). Web Mash-ups and Patchwork Prototyping: User-driven technological innovation with Web 2.0 and Open Source Software. Proceedings of the 40th Annual Hawaii International Conference on System Sciences (HICSS'07).
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- Adamczyk, P.D. & Twidale, M.B. (2007). Supporting multidisciplinary collaboration: requirements from novel HCI education. Proceedings, CHI 2007: 1073-1076.
- Adamczyk, P.D., Hamilton, K., Twidale, M.B. & Bailey, B.P. (2007). HCI and new media arts: methodology and evaluation. CHI '07 extended abstracts on Human factors in computing systems 2813 – 2816.
- Urban, R., Marty, P., & Twidale, M.B. (2007). A second life for your museum: 3D multi-user virtual environments and museums. Proceedings, Museums and the Web, San Francisco, CA.
- Yurcik, W., Su Thompson, R.S., Twidale, M.B. & Rantanen, E.M. (2007). “If You Can’t Beat ’em, Join ’em: Combining Text and Visual Interfaces for Security System Administration” interactions 14(1) 12-14.
- Lueg, C, Huang, J. & Twidale, M.B. (2007). Mystery Meat revisited: Spam, Anti-Spam Measures and Digital Redlining. *Webology* 4(1) Article 36.

- Urban, R., Twidale, M.B. and Marty, P.F. (2007). 'Second Life for Museums and Archeological Modeling'. Digital Humanities 2007, Conference Abstracts Book.
- Stvilia, B., Gasser, L., Twidale M.B. & Smith, L.C. (2007). A Framework for Information Quality Assessment. JASIST, 58(12), 1720-1733.
- Stvilia, B., Gasser, L., & Twidale, M.B. (2007). Metadata quality problems in federated collections. In: L. Al-Hakim (Ed.), Challenges of Managing Information Quality in Service Organizations. IGI Global.154-186.
- Jackson, A., Zavalina, O. & Twidale, M.B. (2007) Aggregating Collections for Access: the IMLS Digital Collections and Content Project at the University of Illinois. LITA National Forum.
- Palmer, C., Knutson, E., Twidale, M.B., & Zavalina, O. (2006). Collection Definition in Federated Digital Resource Development. Proceedings, ASIS&T.
- Schnädelbach H., Koleva B., Twidale M.B, & Benford S. (2006). The Augurscope: refining its design. Presence: Teleoperators and virtual environments, Special Issue on Virtual Heritage. 15(3) 278-293.
- Jones, M.C., Rathi, D., & Twidale, M.B. (2006). Wikifying your Interface: Facilitating Community-Based Interface Translation. In Proceedings of the 6th ACM conference on Designing Interactive systems, DIS 2006. 321-330.
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- Nichols, D.M. & Twidale, M.B. (2006). Usability Processes in Open Source Projects. Software Process - Improvement and Practice Journal: Special Issue on Free/Open Source Software Processes. 11(2) 149-162.
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- Twidale, M.B. (2006). Worrying About Infrastructures. Position paper for CHI 2006 Workshop: Usability Research Challenges for Cyberinfrastructure and Tools.
- Dix, A., Ormerod, T., Twidale, M.B., Sas, C., Gomes da Silva, P.A. & McKnight, L. (2006). Why bad ideas are a good idea. Proceedings of the First Joint BCS/IFIP WG13.1/ICS/EU CONVIVIO HCI Educators' Workshop "HCIEd.2006-1 inventivity: Teaching theory, design and innovation in HCI" 23-24.
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- Hinn, D.M., Twidale, M.B., & Wang, X.C. (2004). Computer-supported collaborative learning: Learning the work of play. Invited panelists at the Social Learning and Gaming Workshop at CHI 2004.
- Wang, X.C., Hinn, D.M., & Twidale, M.B. (2004). Spontaneous collaboration: Perspectives from computer supported learning, play, and work. Paper presented at the annual meeting of American Educational Research Association, San Diego, CA.
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- Twidale, M.B. (1993). Interfaces as tools for understanding. Proceedings, workshop on graphical representations, reasoning and communication at AI-ED93, Edinburgh, Scotland.
- Twidale, M.B. (1993). The use of multiple instantiations in interactive learning environments. Poster and abstract, Proceedings, AI-ED 93, Edinburgh, Scotland. 592. AACE, Charlottesville.
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- Twidale, M.B. & Mace, T. (1990). Analysis of the DISTIL Survey. Occasional paper InTER/19/90, ESRC InTER Programme, Department of Psychology, Lancaster University.
- Twidale, M.B. (1989). The use of explicit intermediate representations in intelligent tutoring systems. Unpublished PhD. thesis. Lancaster University.
- Twidale, M.B. (1989). Intermediate representations for student error diagnosis and support. Proceedings, 4th International Conference on AI & Education, Amsterdam, (Editors D. Bierman, J. Breuker, J. Sandberg). 298-306.

Selected Invited Papers and Presentations

- Data StorySLAM. With Kate McDowell. Session for Interaction and Engagement, iConference, Sheffield, March 2018.
- Playfulness, Mess, Risks and Other Fun with Attempting Innovative Teaching. ASIS&T webinar on innovative teaching methods for student engagement. Joint with Michelle Kazmer. Dec 2017.
- When tech use becomes search: looking at people trying to configure a smartphone. iSchool Research showcase. Nov 2107.
- There are always humans in the loop – and you are one of them. Human-Centered Data Science and Social Computing Session at the Illinois Data Science Day. Oct 2017.
- Museum Informatics: GLAMouros Design Thinking. Communication and Computing Research Centre – C3R Sheffield Hallam University. August 2017.
- Measuring what matters: metrics, incentives & openness. Australasian Open Access Strategy Group (AOASG) webinar. July 2017.
- Museum Informatics: Ethics, Robots & Enfants Terribles - Things that we'd rather keep in The Dark. Stockholm University-UIUC Dark Matters joint workshop. May 2017.
- Computational Metacognition. Schloss Dagstuhl workshop "Search as Learning". February 2017
- Informatics Thinking. Syracuse iSchool. April 2015.
- Member of the panel: Libraries, Archives and Museums: Connecting Educational Cultures and Communities. American Society for Information Science and Technology (ASIS&T '14). Seattle, WA The Illinois Distributed Museum. Midwest I-Heritage meeting, Champaign Sept. 2014.
- Agile Research Workshop, Stockholm University, May 2014, repeated GSLIS Sept 2014.
- The Usability of Security. Inaugural talk in the 2014-15 UIUC Information Trust Institute Trust & Security Seminar Series.
- Agile Research, Department of Computer Science University of Stockholm, May 2014; Department of Computer Science University of Waikato, NZ. July 2014.
- Computational Metacognition. Learning Sciences Research Institute Nottingham University June 2014.
- Metrics for Openness. SILS, Indiana May 2012.
- Usability Lab. Electronic Visualisation & the Arts, British Computer Society (BCS) London, July 2012
- Tinker, tailor, searcher, sharer: Studying ad hoc software ecosystems. School of Communication & Information, Rutgers University (Oct 2011); Information School, The University of Sheffield (Aug 2011); Computer Science Department, Nottingham University (July 2011).
- Computational Literacy and Metacognition. School Of Library, Archival and Information Studies, The University of British Columbia. Jan 2011.
- eXtreme Research? What Might It Look Like? Department of Computer Science University of Waikato, NZ. Dec 2010; Department of Computer Science University of Colorado Boulder. Sept 2010; Microsoft Research, Redmond Jun 2010.
- Pervasive Learning: how people learn computer applications in all places at all times, and what we can do about supporting it Center for Lifelong Learning & Design, University of Colorado Boulder. Sept 2010.

- “The Opportunities of Technological Abundance: Remix and the Netbook Approach to Research”. Interacting with Information Technologies CSIRO ICT Centre (Hobart, TAS), Nov 2009.
- “From CAD to SimCity?” Keynote at the workshop on socio-technical systems for software engineering, University of St. Andrews, Sept 2008.
- “Talking About Programs” Yahoo! Research, Santa Clara, CA, Aug2008.
- “Democratizing Infrastructure” Oxford University E-Research Centre, Jul 2008.
- “eXtreme Research” Information Science Cluster Seminar, Faculty of Information Technology, Queensland University of Technology, Brisbane, Australia. June 2008; Department of Computer Science, University of Swansea, Wales, July 2007.
- “HCI and Digital Libraries” Library of the Chinese Academy of Science, Shanghai, China, June 2008.
- “Surfing the wave: ways of coping with constant change” Keynote at joint HCSNet-EII Workshop on Interactive and Ubiquitous Information Access, Sydney, Australia, May 2008.
- Over The Shoulder Learning: Informal social learning of computer applications, and the implications it has for design. L3D seminar: The Center for Lifelong Learning and Design, University of Colorado. Oct 2007.
- “Second Life and Museums” Keynote at UK Museums On The Web Conference, Leicester, UK, June 2007.
- “Entrepreneurial Design Thinking: Innovating in Information Technology” Sino-American Seminar on Contemporary China and Social Entrepreneurship, Nanjing, China, May 2007
- “Surveying the UbiComp Design Space: hill-climbing, fields of dreams, and elephants’ graveyards” Workshop on Software Engineering Issues for Ubiquitous Computing, Lancaster, UK, June 2006.
- “HCI and Digital Libraries” Library of the Chinese Academy of Science, Beijing, China, May 2006.
- “Can we fix it? Yes, we can!”, HCI Lab, University of Maryland, February 2006.
- “Silver Bullet or Fool’s Gold: Supporting usability in open source software development.” Invited talk in Extending the Discipline Track, 27th International Conference on software Engineering, St. Louis, May 2005.
- “Windows versus Whiteboards: Talking about Interfaces” Department of Computer Science, University of Auckland, NZ, Jun 2004; Department of Computer Science & Software Engineering, University of Canterbury, NZ, May 2004; Department of Computer Science, University of Waikato, NZ, Mar 2004; Department of Computer Science, University of Sussex, UK, Nov 2003; HCI Lab, University of Maryland, Sept 2003.
- "Over-the-Shoulder Learning" Accenture Technology Labs, Chicago, November 2002, Fuji Xerox Palo Alto Laboratory, April 2001, Information School, University of Washington, March 2001.
- "Can you help me a minute?" Informal workplace help-giving. AERA symposium on external traces, organized by Naomi Miyake. New Orleans, April 2002
- "Usability Analysis for Online Museum Interfaces" Workshop at Museums and the Web, Seattle, March 2001.
- "Exploring the design space of networked technologies" Workshop on Technologies that cross boundaries: exploring the gap between wireless networks, bits, interfaces and work practices, CSCW2000, Philadelphia, December 2000.
- "Ethnography, User Studies and Systems Design" ASIS, Chicago, November 2000.
- "When bad form beats good content" NetElection.org's Site Analysis Workshop, Philadelphia, June 2000. Information & Society Program, Annenberg Public Policy Center, University of Pennsylvania
- "The design of novel IR systems" NSF Workshop on Information Retrieval Tools, Pittsburgh Mar1998.
- "Designing for Collaboration in the Digital Library" Digital Libraries Research group, University of Maryland, Aug 1997.
- "Collaboration in the Digital Library " Center for Coordination Science, MIT, November 1996.
- "Supporting Collaboration in the Digital Library" Center for Social Informatics, Indiana University, Nov 1996.

"Supporting the Users of the Digital Library" 38th Allerton Institute GSLIS, UIUC, October 1996.

"How to Study and Design for Collaborative Browsing in the Digital Library " 37th Allerton Institute GSLIS, UIUC, Oct 1995.

Other Professional and University Activities

Reviewer for the following international conferences and journals: CHI, CSCW, ECSCW, DIS, PDC, i-conference, HICSS, Group, UIST, Ubicomp, VDA, CSCL, ASIST, DUX, SIGIR, ACIS, APCHI, VizSEC, Australasian Journal of Information Systems, Re-Thinking Technology in Museums, Transactions on Interactive Intelligent Systems, Journal of Computer Supported Cooperative Work, The World Wide Web Journal, IEEE Proceedings - Software Engineering, Interacting with Computers, International Journal of Human-Computer Studies, Journal of the American Society for Information Science, Information Processing and Management, ACM Transactions on Computer-Human Interaction, International Journal of Product Development, Journal of Computer-Mediated Communication, Computers and Education, First Monday, Advances in Human-Computer Interaction, Human Technology, Encyclopedia of Digital Library Technologies and Applications, Journal on Data Semantics, Journal of Education for Library and Information Science, Journal of Information Science, Journal of Management Information Systems, International Journal of Education in the Arts, Library Trends, ACM Computing Surveys, IEEE Internet Computing, Transactions on Software Engineering, Communications of the ACM, Springer Books.

Invited reviewer for

British Computer Society Distinguished Dissertations Committee, Social Sciences

MacArthur Foundation Fellows Program

Humanities Research Council of Canada.

Qatar National Research Fund

NSF CISE

Commission for Academic Accreditation, Ministry of Higher Education and Scientific Research

United Arab Emirates

Austrian Science Fund (FWF)

Swiss National Science Foundation

Expert assessor for the University of Tasmania internal research quality exercise

Invited as mentor to the Australian Research Council Research Network on Enterprise Information

Infrastructures taskforce on Mobility and Accessing Information Infrastructures

Member of the editorial board of Interacting with Computers, 2000-2008.

Member of the editorial board of JASIST, 2008-present.

Member of the editorial board of Library Trends 2009-2016.

Member of the JASIST Best Paper of the Year jury 2009, 2010, 2016.

Juror for the ASIS&T Award of Merit.

Proceedings chair, CSCW'02, CSCW'04.

Associate Chair for the CHI 2006 & CHI 2007 papers committees

Member of the program committees of GROUP2001, CSCW'02, CSCW'04, CHI'05, ECSCW'09, iConference 2009, CSCW'10, DIS2010, GROUP2010, CSCW'12, CSCW 2016, CHI 2016, CSCL 2017.

Meta-reviewer CSCL 2015

Panels co-chair CSCW2012

Associate Chair CSCW2012

Co-Chair Alt-HCI 2012

Doctoral Consortium Co-Chair, International Symposium on End-User Development (IS-EUD 2013),
Copenhagen DK

Organizer Alternative Event: "Design jams in iSchools" iConference 2013.

Organizer Alternative Event: "Tech learning potluck" iConference 2013.

Advisory Board Member Consortium for the Science of Sociotechnical Systems (CSST) Summer Research Institute 2010-2015.

Faculty advisor / counselor, Consortium for the Science of Sociotechnical Systems (CSST) Summer Research Institute, Santa Fe, NM 2012, Colorado 2015.

(CSST) Summer Institute reviewer 2016.

Organizer Alternative Event "Design Jam Session" iConference 2012.

Co-organizer Workshop on Appropriation and Creative Use: Linking User Studies and Design, CHI 2011, Vancouver, BC.

Co-organizer Special Interest Group (Invited) Digital Arts and Interaction CHI 2011, Vancouver, BC.

Faculty advisor / counselor, Consortium for the Science of Sociotechnical Systems (CSST) 2010 Summer Research Institute Skamania Lodge, Stevenson, WA.

Co-organizer of the workshop Collaborative Information Seeking: Toward New Theories and Applications, GROUP 2010.

Co-organizer Socio-technical Research: Connecting Disciplines in the iSchools Workshop, iConference 2011.

Co-organizer, Narratives and Metaphors in the Design and Use of ICTs: Creating an interdisciplinary community of scholarship; Workshop, iConference 2011.

Program Committee member for DIS 2010.

Program Committee member for ECSCW2011.

Program Committee member for the International Symposium on End-User Development.

Workshop co-organizer, Building and Evaluating Collection Dashboards. Museums and the Web 2010.

Co-organizer, Collaborative Infrastructuring workshop, ECSC 2009, Vienna.

Organizer of the iConference doctoral colloquium, Champaign IL.

Workshop co organizer: Tinkering, Tailoring, & Mashing. CSCW 2008, San Diego, CA.

Co-Organizer, Hands On Usability Testing, a workshop at Museums and the Web, 2000-2007.

Co-Organizer, Live Usability Lab at Museums and the Web, 2000-2010.

Co-Organizer, HCI & New Media Arts: Methodology and Evaluation, a workshop at CHI2007, San Jose, CA.

Tutorial organizer: Rapid prototyping and evaluation with Web Mashups. CHI2007, San Jose, CA.

Workshop organizer: Web Mashups and CSCW: Opportunities and Issues. CSCW 2006, Banff, AB.

University Activities

Founding Director, Master of Science in Information Management program.

Member of the Research Advisory Committee of the Ubiquitous Learning Institute 2010-15.

Member of the Advisory Board CHAMP (Collaborative for Cultural Heritage Management and Policy) 2008-2015.

Member of the Planning Committee of the Illinois Learning Sciences Design Lab (ILSDL) 2014-15.

Member of the planning committee for the Museum Studies Program 2010-15.

Member of the steering committee for 2013 Ethics awareness week.

Member search committee Educational Technology 2013.

Co-chair of the Faculty Fellows Program of the Academy for Entrepreneurial Leadership 2009-10.

Member UIUC IT Strategic Planning Committee 2006-7.

Member of the Illinois Informatics Institute committees on Cultural Computing, Informatics PhD Development Committee, I3 faculty steering committee. 2007-8.

Member of the Review Committee for the UIUC Critical Initiatives in Research and Scholarship (CIRS) 2007

GSLIS Activities

Member GSLIS Executive Committee 2006-8, 2012-14.

Member, GSLIS Curriculum Committee, 2001-2, 2004-5. 2009-10. Chair, 2002-3, 2011-12, 2014-15.
Chair, GSLIS IT Advisory Committee 2004-6.
Member GSLIS Lecture Committee 2004-6.
Member GSLIS Admissions Committee 2008-9.
Chair of the GSLIS Advanced Studies Committee, 2001-2, 1999-2000.
Member of the UIUC Educational Technology Board, 2001-2003.
Chair of the GSLIS Information Systems Research Lab Committee, 2000-2001.
Member of the Graduate College's Committee on Extended Education and External Degrees, 1999-2003.
Member of the Master of Computer Science Oversight Committee, 1998-2000.
Co-Chair, The 35th Annual GSLIS Clinic: Successes and Failures of Digital Libraries, Beckman Institute for Advanced Science and Technology, March 22-24, 1998.
Participant and presenter at the Invitational Workshop on Information Retrieval Tools, with sponsorship by NSF, held in Pittsburgh, March 1998.
Tutorials Co-Chair and member of the organising committee for ECSCW '97, Lancaster, UK.
Workshop co-organizer "Collaboration in the Digital Library" ACM Digital Libraries '97, Philadelphia, PA.,
Workshop co-organizer "Collaboration in the Digital Library" 4th UK/International Conference on Electronic Library and Visual Information Research (ELVIRA 4), Milton Keynes, May 1997.

Lancaster University Activities

Member, Learning, Teaching and Assessment Policy for Undergraduate Studies Committee, Lancaster University 1996-97.
Member, Women in Science and Engineering Committee, Lancaster University 1995-96.
Member, Vice Chancellor's 8 person Think Ahead Group 1996.
Chair, Computing Department Teaching Committee. 1995-97.
Member, Computing Department Equipment Committee 1994-95.

Teaching Experience

Supervision of Graduate Students

Andrea Thomer (2017) "Site-based data curation: bridging data collection protocols and curatorial processes at scientifically significant sites" Assistant Professor, University of Michigan
Peter Organisciak (2016) "Design problems in crowdsourcing: improving the quality of crowd-based data collection" Assistant Professor, University of Denver
Richard Urban (2011) "Principle Paradigms: Revisiting the Dublin Core 1:1 Principle", Assistant Professor, Florida State University.
Hong Zhang (2011) "Personal Information Organization and Re-Access in Computer Folders: An Empirical Study of Information Workers", Assistant Professor, University of Kentucky.
Cameron Jones (2010) "Remix and Reuse of Source Code in Software Production" Google.
Ben Gross (2010) "Online identifiers in everyday life". Consultant.
Dinesh Rathi (2008) "Mining Help Desk Emails for Problem Domain Identification and Email Feature Engineering for Routing Incoming Emails", Associate Professor, University of Alberta.
Vandana Singh (2008) "Knowledge Creation, Sharing and Reuse in Online Technical Support for Open Source Software", Associate Professor, University of Tennessee.
Paul Marty (2002). "Museum Informatics and the Evolution of an Information Infrastructure in a University Museum" Professor, Florida State University.
Magnus Ramage (1999) "The learning way: evaluating co-operative systems".

Doctoral adviser for: Mikko Tuomela, Aiko Takazawa.

Serving on the Doctoral Committees of Chang Liu, Kahyun Choi, Paige Cunningham, Joo Ho Lee, Kenney Guo, Beth Bloch, Kirstin Phelps (all iSchool), Acton Gorton, Hsiao-Ying Huang (Informatics)

Served on the Doctoral Committees of 31 graduate students in GSLIS, Computer Science, Human Resource Education, Education, Tourism, Psychology. Also on Committees at Syracuse, Georgia Tech.

External Examiner, University of Melbourne, University of Nottingham, University of Oulu, Waikato University, University of Tasmania

UIUC Activities, Graduate School of Library and Information Science (LIS numbers) and cross-listings with Computer Science (CS numbers)

LIS490IT Entrepreneurial IT Design

LIS490MUG / LI490MUU Museum Informatics

LIS490MUG / LI490MUU Museum Informatics, Distance Education version

LIS590II Interfaces to Information Systems

LIS590IIL Interfaces to Information Systems, Distance Education version

LIS590UL Ubiquitous Learning

LIS590CW / CS598CW Computer Supported Cooperative Work

LIS220 The Design of Usable Information Interfaces

LIS450PHD Collaboration in the Information Society

LIS490KNU / LIS490KNG / ECE498NA / CS498AT Visualizing Knowledge Networks

LIS590SBD / CS598SBD Scenario Based Design

LIS590RPE / CS598RPE Rapid Prototyping and Evaluation

LIS490 Doctoral Proseminar

Winner, 2017 ASIS&T Outstanding Information Science Teacher Award.

Member of UIUC's list of faculty rated as "excellent in teaching" Spring 1998, Fall 1998, Spring 1999, Fall 1999, Spring 2000, Fall 2000, Fall 2001, Spring 2002, Spring 2003, Fall 2004, Fall 2005, Spring 2007, Fall 2009, Spring 2014, Fall 2014, Fall 2015, Spring 2017, Fall 2017.

http://cte.illinois.edu/teacheval/ices/exc_teach.html

Campus Award for Excellence in Off-Campus Teaching, for teaching a distance education course on interface analysis and redesign. 2009

Lancaster University Activities, Computing Department

Lancaster University offers the Pilkington Award for Innovative Teaching. Won the runners-up prize in 1996 and was awarded one of the two main prizes in 1996.

Courses in 1996/7

COM123 Problem Solving and programming in Pascal. Introductory course.

CSC358 Graphical User Interface Design. Final year course.

Module in Interactive Systems Design for the MSc in Distributed Interactive Systems.

Supervision of students taking CSC300 Final Year Project, CSC 250 Second Year Mini Project and CSC260 Group Design Project.

Invited to contribute to the planning of and teach on the Staff Development course for new lecturers.

Previous courses taught (with years when taught)

Final year option on User Interface Design. (1996)

Final year option on Object Oriented Computer Graphics. (1994-96)

Fourth year course on Object Oriented Computer Graphics at the Royal Institute of Technology (KTH), Stockholm, while participating in the Teacher Exchange Programme of the Swedish Council for the Renewal of Undergraduate Education. (1994)

Module on Expert Systems in Education for the MSc in Information Technology and Learning. (1990-94) A distance education course administered by the Department of Education Research.

Final year option on Artificial Intelligence and Education. (1990)