

SOO YOUNG RIEH

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PROFESSIONAL EMPLOYMENT

- 2002-Present School of Information, University of Michigan, Ann Arbor, MI
Director of Master of Science in Information (MSI) Program
(2014 - present)
Associate Professor (2008 - present)
Assistant Professor (2002 - 2008)
- 2000-2001 Excite@Home, Redwood City, CA
Human Factors Research Engineer, Search and Directory Group

EDUCATION

- 2000 Ph.D. Rutgers University, School of Communication, Information, and
Library Studies, New Brunswick, NJ.
Dissertation: "*Information Quality and Cognitive Authority in the World Wide
Web.*" Chair: Nicholas J. Belkin
- 1994-1995 Simmons College, Graduate School of Library and Information Science,
Boston, MA, Doctor of Arts Program coursework
- 1990 M.A. in Library and Information Science. Ewha Womans University
- 1988 B.A. in Library and Information Science. Ewha Womans University,
Seoul, Korea

AWARDS & HONORS

- 2015 Best Information Behavior Conference Paper Award, ASIS&T SIG USE
- 2012 Best Information Behavior Conference Poster Award, ASIS&T SIG USE
- 2011 Best JASIST (Journal of the American Society for Information Science) Paper Award
- 2010 Best Conference Paper Award, ASIS&T
- 2007 Best Information Behavior Conference Paper Award, ASIS&T SIG USE
- 2005 Best JASIST (Journal of the American Society for Information Science) Paper Award
- 2002 The Eugene Garfield-ALISE Doctoral Dissertation Award
- 2000 Doctoral Student Poster Award First Place, ALISE

RECENT PROFESSIONAL SERVICE

- 2016-17 Co-Chair for iSchools Dissertation Award
- 2015-16 Co-Chair for ASIST Awards and Honors Committee
- 2016 Meta-Reviewer for the ACM SIGIR Conference on Human Information Interaction and Retrieval
(CHIIR) Senior Program Committee
- 2015 Co-Guest-Editor for Journal of Information Science Special Issue on Recent Advances on Searching
as Learning (February 2016 Issue)
- 2015 - Editorial Board Member for Library and Information Science Research
- 2014 - Editorial Board Member, Journal of the Association for Information Science and Technology
- 2014 Co-Organizer, IiX Workshop on Searching as Learning (Regensburg, Germany, August 30, 2014)
- 2014 Co-Chair, iConference Workshops and Sessions for Interaction and Engagement (Berlin, Germany
March 2014)
- 2014 Chair, ALISE Doctoral Dissertation Award Committee

2013 - Consulting Editor, Journal of Information Science Theory and Practice

RESEARCH GRANTS

GISELE: Guided Interaction for Searching as Learning

PI: Soo Young Rieh Co-PI: Kevyn Collins-Thompson

Sponsor: University of Michigan Office of Research

Duration: November 2014 - October 2015

Award: \$3,500

News Bloggers' Information Activities and Credibility Assessment

PI: Soo Young Rieh

Sponsor: University of Michigan Rackham Graduate School Spring/Summer Research Grants

Duration: May 2012 - August 2012

Award: \$6,000

Credibility Assessment in the Participatory Web Environment

PI: Soo Young Rieh

Sponsor: The John D. and Catherine T. MacArthur Foundation Grant

Duration: September 2008 - August 2011

Award: \$430,000

Building Games Students Want to Play.

PI: Karen Markey Co-PI: Soo Young Rieh & Victor Rosenberg

Sponsor: Institute of Museum and Library Services (IMLS) National Leadership Grants

Duration: October 2008 - September 2011,

Award: \$639,901

Institutional Repositories: Ensuring Continued Access to Learning Objects

PI: Soo Young Rieh Co-PI: Karen Markey & Elizabeth Yakel

Sponsor: Institute of Museum and Library Services (IMLS) National Leadership Grants

Duration: October 2005 - September 2009

Award: \$510,205

PUBLICATIONS

Book

Markey, K., Leeder, C., & Rieh, S. Y. (2014). *Designing online information literacy games students want to play*. Lanham, MD: Rowman & Littlefield.

Refereed Journal Articles

Rieh, S. Y., Collins-Thompson, K., Hansen, P., & Lee, H-J (2016). Toward searching as a learning process: A review of current perspectives and future directions. *Journal of Information Science*, 42(1), 19-24.

Hansen, P. & Rieh, S. Y. (2016). Editorial: Recent advances on searching as learning: An introduction to the special issue. *Journal of Information Science*, 42(1), 3-6.

Rieh, S. Y. (2014). Credibility assessment of online information in context. *Journal of Information Science Theory and Practice*, 2(3), 6-17.

Rieh, S. Y., Kim, Y. M., Markey, K. (2012). Amount of invested mental effort (AIME) in online searching. *Information Processing and Management*, 48(6), 1136-1150.

- St. Jean, B., Rieh, S. Y., Kim, Y-M, & Yang, J. Y. (2012). An analysis of the information behaviors, goals, and intentions of frequent Internet users: Findings from online activity diaries. *First Monday*, 17 (2). <http://www.uic.edu/htbin/cgiwrap/bin/ojs/index.php/fm/article/viewArticle/3870/3143>
- Markey, K., Leeder, C., Rieh, S. Y. (2012). Through a game darkly: Student experiences with the technology of the library research process. *Library Hi Tech*, 20(1), 12-34.
- St. Jean, B., Rieh, S. Y., Yakel, E., & Markey, K. (2011). Unheard voices: Institutional repository end-users. *College & Research Libraries*, 72(1), 21-42.
- Jansen, J. & Rieh, S. Y. (2010). The Seventeen theoretical constructs of information searching and information retrieval. *Journal of the American Society for Information Science and Technology*, 61, 1517-1534. **[2011 Best JASIST Paper Award]**
- Rieh, S. Y., Yakel, E., Markey, K., St. Jean, B., & Kim, J. (2008). Perceptions and experiences of staff in the planning and implementing of institutional repositories. *Library Trends*, 57(2), 168-190.
- Yakel, E., Rieh, S. Y., St. Jean, B., Markey, K., & Kim, J. (2008). Institutional repositories and the institutional repository. *American Archivist*, 71(2), 323-349.
- Hilligoss, B. & Rieh, S. Y. (2008). Developing a unifying framework of credibility assessment: Construct, heuristics, and interaction in context. *Information Processing and Management*, 44(4), 1467-1484.
- Markey, K., St. Jean, B., Rieh, S. Y., Yakel, E. & Kim, J. (2008). Institutional repositories: The Experience of master's and baccalaureate institutions. *portal: Libraries and the Academy*, 8(2), 157-173.
- Markey, K, St. Jean, B., Rieh, S. Y., Yakel, E., Kim, J., & Kim, Y-M. (2007). Nationwide census of institutional repositories: Preliminary findings. *Journal of Digital Information*, 8(2), <http://journals.tdl.org/jodi/article/view/194/170>.
- Rieh, S. Y. (2007). A Comparison of Web searching and library system searching: Perceived difficulty, self-efficacy, and effort. *Journal of the Korean Society for Information Management*, 24(2), 29-44.
- Rieh, S. Y. & Danielson, D. R. (2007). Credibility: A Multidisciplinary framework. In B. Cronin (Ed.), *Annual Review of Information Science and Technology* (Vol. 41, pp. 307-364). Medford, NJ: Information Today.
- Rieh, S. Y. & Xie, H. (2006). Analysis of multiple query reformulations on the Web: The interactive information retrieval context. *Information Processing and Management*, 42, 751-768.
- Rieh, H. Y. & Rieh, S. Y. (2005). Web searching across languages: Preference and behavior of bilingual academic users in Korea. *Library and Information Science Research*, 27(2), 249-263.
- Rieh, S. Y. (2004). On the web at home: Information seeking and web searching in the home environment. *Journal of the American Society for Information Science and Technology*, 55, 743-753 **[2005 Best JASIST Paper Award]**
- Rieh, S. Y. (2002) Judgment of information quality and cognitive authority in the web. *Journal of the American Society for Information Science and Technology*, 53, 145-161.
- Rieh, S. Y. (2002). Judgment, decision, and choice in web searching behavior: Information quality and cognitive authority. *Journal of the Korean Society for Library and Information Science*, 36(2), 110-138 (in Korean).
- Rieh, H. Y. & Rieh, S. Y. (2001). Information seeking, evaluation, and use on the Internet: A case study of science and engineering scholars. *Journal of the Korean Society for Information Management*, 18(4), 163-181 (in Korean).
- Rieh, S. Y. (1999). Changing reference service environment: A review of perspectives from managers, librarians, and users. *Journal of Academic Librarianship*, 25, 178-186.

Refereed Conference Papers

- Collins-Thompson, K., Rieh, S. Y., Haynes, C. C., Syed, R. (2016). Assessing learning outcomes in web searching: A comparison of tasks and query strategies. *Proceedings of the ACM SIGIR Conference on Human Information Interaction and Retrieval (CHIIR '16)*, 163-172.
- Jeon, G. YJ & Rieh, S. Y. (2015). Social search behavior in a social Q&A service: Goals, strategies, and outcomes. *Proceedings of Annual Meeting of the ASIST*. **[ASIS&T SIGUSE Best Information Behavior Conference Paper Award]**
- Rieh, S. Y., Jeon, G. YJ, Yang, J., & Lampe, C (2014). Audience-aware credibility: From understanding audience to establishing credible blogs. *Proceedings of the Eight International AAAI Conference on Weblogs and Social Media (ICWSM 2014)*, 436-445.
- Jeon, G. YJ. & Rieh, S. Y (2014). Answers from the crowd: How credible are strangers in social Q&A? *iConference 2014 Proceedings* (p. 663–668). doi:10.9776/14309
- Jeon, G. YJ. & Rieh, S. Y. (2013). The Value of Social Search: Seeking Collective Personal Experience in Social Q&A. *Proceedings of the 76th Annual Meeting of the American Society for Information Science and Technology*, Vol. 50.
<http://www.asis.org/assist2013/proceedings/frontmatter/titlepage13.html>
- Yang, J. Y., & Rieh, S. Y. (2013). A dyadic approach to information mediation at work: Examining credibility and value perceptions. *iConference 2013 Proceedings* (pp. 223-234). doi:10.9776/13184
- St. Jean, Rieh, S. Y., Yang, J. Y., Kim, Y. M. (2011). How content contributors assess and establish credibility on the Web. *Proceedings of the 74th Annual Meeting of the American Society for Information Science and Technology*, Vol. 48. <http://www.asis.org/assist2011/proceedings/>
- Kim, Y. M. & Rieh, S. Y. (2011). User perceptions of the role and value of tags. *SIGCHI Conference on Human Factors in Computing Systems (CHI 2011)*, 671-674.
- Rieh, S. Y., Kim, Y. M., Yang, J. Y., & St. Jean, B. (2010). A diary study of credibility assessment in everyday life information activities on the Web: Preliminary findings. *Proceedings of the 73th Annual Meeting of the American Society for Information Science and Technology*, Vol. 47.
http://www.asis.org/assist2010/proceedings/proceedings/ASIST_AM10/ **[ASIS&T Best Conference Paper Award]**
- Rieh, S. Y., Yang, J. Y., Yakel, E., and Markey, K. (2010). Conceptualizing institutional repositories work: Using co-discovery to uncover mental models. *Information Interaction in Context Symposium*, 165-174. New Brunswick, NJ, August 18–22, 2010.
- Chen, S.-Y. & Rieh, S. Y. (2009). Take your time first, time your search later: How college students perceive time in web searching. *Proceedings of the 72nd Annual Meeting of the American Society for Information Science and Technology*, Vol. 46. <http://www.asis.org/Conferences/AM09/open-proceedings/papers/53.xml>
- Yakel, E., Rieh, S. Y., Markey, K., St. Jean B., & Yao, X. (2009). Secrets of success: Identifying success factors in institutional repositories. Paper presented at *OR 2009: The Fourth International Conference on Open Access Repositories*, Atlanta, GA, May 18-21, 2009.
- Rieh, S. Y., Hilligoss, B., & Yang, J. (2007). Toward an integrated framework of information and communication behavior: College students' information resources and media selection. *Proceedings of the 70th Annual Meeting of the American Society for Information Science and Technology*, Vol. 44.
http://www.asis.org/Conferences/AM07/proceedings/papers/34/34_paper.html **[ASIS&T SIGUSE Best Information Behavior Conference Paper Award]**
- Rieh, S. Y., Markey, K., Yakel, Y., St. Jean, B., & Kim, J. (2007). Perceived values and benefits of institutional repositories: A perspective of digital curation. *An international symposium on Digital Curation (DigCCurr 2007)*. http://www.ils.unc.edu/digccurr2007/papers/rieh_paper_6-2.pdf

- Kim, Y. M. & Rieh, S. Y. (2005). Dual-task performance as a measure for mental effort in library searching and Web searching. *Proceedings of the 68th Annual Meeting of the American Society for Information Science and Technology*, 42. <http://www3.interscience.wiley.com/cgi-bin/fulltext/112785720/PDFSTART>
- Kim, H. Y., Rieh, S. Y., Ahn, T.K., & Chang, W. K. (2004). Implementing an ontology based knowledge management system in the Korean financial firm environment. *Proceedings of the 67th Annual Meeting of the American Society for Information Science and Technology*. Vol. 41 (pp. 300-309). Medford, NJ: Information Today.
- Rieh, S. Y. (2003). Investigating web searching behavior in home environments. In R. J. Todd (Ed.), *Proceedings of the 66th Annual Meeting of the American Society for Information Science and Technology* Vol. 40 (pp. 255–264). Medford, NJ: Information Today.
- Rieh, S. Y. & Xie, H. (2001). Patterns and sequences of multiple query reformulations in Web searching: A preliminary study. In E. Aversa & C. Manley (Eds.), *Proceedings of the 64th Annual Meeting of the American Society for Information Science and Technology* Vol. 38 (pp. 246-255). Medford, NJ: Information Today.
- Rieh, S. Y. & Belkin, N. J. (2000). Interaction on the web: Scholars' judgment of information quality and cognitive authority. In D. H. Kraft (Ed.), *Proceedings of the 63rd Annual Meeting of the American Society for Information Science* Vol. 37 (pp. 25-38). Medford, NJ: Information Today.
- Ng, K. B., Rieh, S. Y., & Kantor, P. (2000). Signal detection methods and discriminant analysis applied to categorization of newspaper and government documents: A Preliminary study. *Proceedings of the 63rd Annual Meeting of the American Society for Information Science* Vol. 37 (pp. 227-236). Medford, N. J.: Information Today.
- Rieh, S. Y. & Belkin, N. J. (1998). Understanding judgment of information quality and cognitive authority in the WWW. In C. M. Preston (Ed.), *Proceedings of the 61st Annual Meeting of the American Society for Information Science* Vol. 35 (pp. 279-289). Medford, NJ: Information Today.
- Rieh, S. Y. (1998). User-computer-librarian interaction in end-user online searching. In M. Williams (Ed.), *Proceedings of 19th Annual National Online Meeting* (pp. 317-327). Medford, NJ: Information Today.

Research Reports

- Markey, K., Rieh, S. Y., St. Jean, B., Kim, J., & Yakel, E. (2007). *Census of Institutional Repositories in the United States: MIRACLE Project Research Findings*. Washington, D.C.: Council on Library and Information Resources. CLIR Publication No.140, 167 pages. ISBN 978-1-932326-28-4. <http://www.clir.org/pubs/reports/pub140/contents.html>

Book Chapters

- Rieh, S. Y. (2010). Credibility and cognitive authority of information. In M. Bates & M. N. Maack (Eds.) *Encyclopedia of Library and Information Sciences*, 3rd Ed. (pp. 1337-1344), New York: Taylor and Francis Group, LLC.
- Rieh, S. Y. & Hilligoss, B. (2007). College students' credibility judgments in the information seeking process. In M. Metzger & A. Flanagin (Eds.), *Digital media, youth, and credibility* (pp. 49-72), MacArthur Foundation Series on Digital Media and Learning. Cambridge, MA: The MIT Press.
- Rieh, S. Y. (2005). Cognitive authority. In K.E. Fisher, S. Erdelez, & E. F. McKechnie (Eds.), *Theories of information behavior: A researchers' guide* (pp. 83-87). Medford, NJ: Information Today.

Refereed Posters, Short Papers, and Workshop Papers

- You, S., Robert, L., & Rieh, S. Y. (2015). The Appropriation Paradox: Benefits and Burdens of Appropriating Collaboration Technologies. Work-in Progress at CHI2015. Seoul, Korea: April 18-23, 2015.

- Rieh, S. Y., Robert, L., & You, S. (2013). A Framework for studying collaborative information evaluation. Workshop on Collaborative Information Seeking at CSCW2013. San Antonio, Texas: February 24, 2013.
- Jeon, G. Y & Rieh, S. Y. (2013). Do you trust answers? Credibility judgments in social search using social Q&A sites. Workshop on Social Media Question Answering at CSCW2013. San Antonio, Texas: February 24, 2013.
- Yang, J. Y. & Rieh, S. Y. (2012). Dual roles in information mediation at work: Analysis of advice-receiving and advice-providing diary surveys. Poster presented at the Annual Meeting of the American Society for Information and Technology, Baltimore, MD. **[2012 ASIST Best Information Behavior Poster Award]**
- Leeder, C. Markey, K. & Rieh, S. Y. (2010). College student perceptions of learning academic research skills through an online game. *Library Research Seminar (LRS-V): Integrating Practice and Research*. http://www.lrsv.umd.edu/abstracts/Leeder_et_al.pdf

Other Publications

- Rieh, S. Y. (2010). Participatory web users' information activities and credibility assessment. *Proceedings of the International Conference commemorating the 40th Anniversary of the Korean Society for Library and Information Science*. Seoul, Korea, 279-302.
- Markey, K., Leeder, C., Peters, G. R. Jr., Jennings, B., Rosenberg, V., St. Jean, B., Rieh, S. Y., Carter, G. V., Packard, A., Frost, R. L., Mbabu, L., & Calvetti, A. (July/August, 2010). The benefits of integrating an information literacy skills game into academic coursework: A Preliminary evaluation. *D-Lib Magazine*. <http://www.dlib.org/dlib/july10/markey/07markey.html>
- Caidi, N., Rieh, S. Y., Oyarce, G. (2010). Collaborative information seeking and sharing: The 9th Symposium of SIG/USE. The *Bulletin of the American Society for Information Science and Technology*, 36(3), 39-41. http://www.asis.org/Bulletin/Feb10/FebMar10_Caidi_Rieh_Oyarce.pdf
- Rieh, S. Y. (2009). All universities should have an institutional repository. The *Bulletin of the American Society for Information Science and Technology* (Special Issue on Institutional Repositories: The Great Debate), 35(4), 12-16. http://www.asis.org/Bulletin/Apr-09/AprMay09_Rieh-Smith.pdf
- Rieh, S. Y., Markey, K., St. Jean, B. Yakel, E. & Kim, J. (2007). Census of institutional repositories in the U.S.: A comparison across institutions at different stages of IR development. *D-Lib Magazine*. <http://www.dlib.org/dlib/november07/rieh/11rieh.html>
- Rieh, S. Y. (2002). An Experimental study on information quality and cognitive authority in Web searching. *Korean Society for Library and Information Science Occasional Paper Series*, 13, 7-21 (in Korean)
- Rieh, H. Y. & Rieh, S. Y. (2001). A Qualitative study on information seeking and use of science and engineering researchers in the Internet. *Proceedings of the Fall Meeting of the Korean Society for Information Management*, 107-126 (in Korean).
- Belkin, N. J., Perez Carballo, J., Cool, C., Kelly, D., Lin, S., Park, S.Y., Rieh, S. Y., Savage-Knepshild, P., & Sikora, C. (1999). Rutgers' TREC-7 Interactive Track Experience. In D. K. Harman & Voorhees, E. M. (Eds.), *Proceedings of the Seventh Text REtrieval Conference (TREC-7)* (pp. 275-283). Gaithersburg, MD: Department of Commerce, National Institute of Standards and Technology.
- Belkin, N. J., Perez Carballo, J., Cool, C., Lin, S., Park, S., Rieh, S. Y., Savage, P., Sikora, C., Xie, H., & Allan, J. (1998). Rutgers' TREC-6 Interactive Track Experience. In D. K. Harman & Voorhees, E. M. (Eds.), *Proceedings of the Sixth Text REtrieval Conference (TREC-6)* (pp. 597-610).. Gaithersburg, MD: Department of Commerce, National Institute of Standards and Technology.
- Belkin, N. J., Cabezas, A., Cool, C., Kim, K., Ng, K. B., Park, S., Pressman, R., Rieh, S. Y., Savage, P., & Xie, H. (1997). Rutgers Interactive Track at TREC 5. In D. K. Harman & Voorhees, E. M. (Eds.),

PRESENTATIONS

Conference Presentations and Posters (Not published)

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|---------------|---|
| November 2014 | Panel on Credibility Perceptions of Content Contributors and Consumers in Social Media at the Annual Meeting of the Association for Information and Technology, Seattle, October 31 – November 5, 2014 |
| November 2014 | Panel on Searching as Learning: Novel Measures for Information Interaction Research at the Annual Meeting of the Association for Information and Technology, Seattle, October 31 – November 5, 2014 |
| October 2011 | Panel on Metatheoretical snowmen II - Presentation on user-centered design at the Annual Meeting of the American Society for Information and Technology, New Orleans, October 9-12, 2011 |
| October 2011 | Panel on Capturing the complexity of information interaction: Measure and evaluation issues - Presentation on credibility evaluation at the Annual Meeting of the American Society for Information and Technology, New Orleans, October 9-12, 2011 |
| October 2010 | A heuristic approach to credibility and authority assessment. Paper presented at the Annual Meeting of the American Society for Information and Technology, Pittsburgh, PA. October 22-27, 2010. |
| November 2009 | On the road to success of institutional repositories: Case studies. Paper presented at the Annual Meeting of the American Society for Information and Technology, Vancouver, BC, Canada, November 6-11, 2009. |
| November 2009 | An Online Activity Diary Method for Studying Credibility Assessment on the Web (with Yong-Mi Kim, Ji Yeon Yang, & Beth St. Jean). Poster presented at the Annual Meeting of the American Society for Information and Technology. Vancouver, BC, Canada. |
| November 2009 | Institutional repositories: What's the use? (with Beth St. Jean, Elizabeth Yakel, Karen Markey and Raya Samet). Poster presented at the Annual Meeting of the American Society for Information and Technology, Vancouver, BC, Canada. |
| January 2009` | What issues have been identified related to digital reference instructions? Paper presented at the Annual Conference of Association for Library and Information Science Education. Denver, CO. |
| October 2008 | College students' credibility judgments in the information seeking process. Paper presented at the Annual Meeting of the American Society for Information and Technology. Columbus, OH. |
| October 2008 | Information seeking and use in the home office. Paper presented at the Annual Meeting of the American Society for Information and Technology. Columbus, OH. |

- October 2008 Toward successful institutional repositories: Listening to IR staff's experiences (with Beth. St. Jean et al.) Poster presented at the Annual Meeting of the American Society for Information and Technology. Columbus, OH.
- January 2007 Information Credibility Assessments Framework (with Brian Hilligoss). Poster presented at the Annual Conference of Association for Library and Information Science Education. Seattle, WA.
- October 2005 Analyzing Web Search Logs in the Interactive Information Retrieval Context. Paper presented at the Annual Meeting of the American Society for Information and Technology. Charlotte, NC.
- January 2005 Is Web Searching Easier than Library Searching? Differential Expectation, Perceived Difficulty, and Effort. Paper presented at the Annual Conference of Association for Library and Information Science Education. Boston, MA.
- May 2004 Design and Evaluation of Support for Query Reformulation in Web Searching: A Case Study of Excite ZOOM-IN. Paper presented at the WWW2004 Conference Workshop Measuring Web Search Effectiveness: The User Perspective. New York.
- January 2004 What to Teach for Future Digital Reference Librarians: Experiences of IPL Student Volunteers (with M. Holland). Paper presented at the Annual Conference of Association for Library and Information Science Education. San Diego, CA.
- October 2003 Cognitive Authority. 3RD Annual ASIST SIG USE Research Symposium Theoretical Frameworks for Information Behavior: Research Implications. Long Beach, CA.
- January 2002 Information Quality and Cognitive Authority in the World Wide Web. Paper presented at the Annual Conference of Association for Library and Information Science Education. New Orleans, LA.
- January 2000 Information Quality and Cognitive Authority in the World Wide Web. Doctoral Student Research Poster presented at the Annual Conference of Association for Library and Information Science Education. San Antonio, TX. **[ALISE Doctoral Student Research Poster Competition First-place Winner]**

Invited Talks and Meetings

- July 2015 Assessing Information Credibility in Context. Seoul National University, Graduate School of Convergence Science and Technology. Suwon, Korea. July 29, 2015.
- July 2015 Understanding Information Behavior and Interaction in Context. Yonsei HCI Lab Summer Academy. Seoul, Korea. July 27, 2015
- May 2015 Evaluation Measures in Social Search. Workshop on Social and Collaborative Information Seeking (SCIS). Rutgers University. New Brunswick, NJ. May 14-15, 2015

- July 2014 Credibility Assessment of Online Information in Context. Korean Institute of Science and Technology Institute (KISTI), Daejeon, Korea. July 23, 2014
- April 2014 Credibility Assessment of User-Generated Content. School of Information Studies, University of Wisconsin, Milwaukee. April 18, 2014.
- October 2013 Dagstuhl Seminar on Evaluation Methodologies in Information Retrieval. Wadern, Germany, October 27- November 2, 2013.
- November 2012 Assessing Credibility in Information Behavior: Implications for Information Professionals. X International Conference on University Libraries: Quality of Information: Some Reflections. Mexico City, Mexico, November 7-10, 2012
- August 2012 Credibility Assessment in Information Seeking Behavior. ProQuest. Ann Arbor, MI. August 22, 2012.
- June 2012 From Theory to Practice in Library and Information Science. LIS Access Midwest Program (LAMP). Ann Arbor, MI, June 2, 2012.
- June 2011 Credibility Assessment in the Context of Information Seeking and Use. Cengage Learning. Farmington Hills, MI. June 29, 2011.
- May 2011 Credibility 2.0: How Users Assess Credibility in the Participatory Web Environment. Michigan CHI Meeting. Ann Arbor, MI. May 25, 2011.
- April 2011 Interdisciplinary Investigation of Information Credibility in the iSchool. Ph.D. Alumni Research Presentations. School of Communication and Information, Rutgers University, New Brunswick, NJ. April 22, 2011.
- January 2011 Credibility Assessment in Everyday Life Information Activities. Schneider Distinguished Lecture. School of Information, University of Texas, Austin, TX. January 20, 2011.
- October 2010 Qualitative Research Methods for Information Behavior. Department of Library and Information Science, Sungkyunkwan University, Seoul, Korea. October 7, 2010
- October 2010 Perceptions of Institutional Repositories: Comparison between Institutional Repository Staff and Users. The 15th Digital Archiving Colloquium by the Research Institute for Korean Archives and Records. Myungji University, Seoul, Korea. October 6, 2010
- June 2010 Credibility Assessment in Everyday Life Information Activities. Faculty of Information, University of Toronto, Canada. June 28, 2010.
- April 2010 Youth Policies Working Group Meeting. Youth & Information dissemination: Information quality, reputation, and privacy. Berkman Center for Internet and Society at Harvard University, Cambridge, MA. April 26, 2010.
- October 2009 Information Evaluation Practices by Digital Natives. Youth Policies Working Group Meeting. Berkman Center for Internet and Society at Harvard University, Cambridge, MA. October 22, 2009.
- May 2009 Credibility Assessment Heuristics in the Participatory Digital Environment. Department of information Studies and Interactive Media, University of Tampere, Tampere, Finland. May 12, 2009.

- May 2009 Credibility Assessment Heuristics in the Participatory Digital Environment. Department of Cultural Sciences at Lund University, Lund, Sweden, May 7, 2009
- May 2009 Credibility Assessment Heuristics in the Participatory Digital Environment. Swedish School of Library and Information Science at University of Borås, Borås, Sweden. May 4, 2009.
- April 2009 Credibility and Human Information Behavior. Information Ethics Roundtable “Misinformation and Disinformation”. University of Arizona, Tucson, AZ. April 3-4, 2009.
- September 2007 Credibility Assessment in the Information Seeking Process: Construct, Heuristics, Context, and Interaction. School of Information and Library Science. University of North Carolina, Chapel Hill, NC.
- May 2007 Helping People Find and Evaluate What They Need. MacArthur Foundation Workshop on Challenges Facing the User in the Information and Technology Abundant Environment. Chicago, IL.
- November 2006 Rethinking Credibility in the Digital Environment: A Multidisciplinary Framework. Collaboratory for Research on Electronic Work (CREW) Seminar. Ann Arbor, MI.
- August 2006 National Census of Institutional Repositories. Korean Education and Research Information Service. Seoul, Korea.
- April 2006 Institutional Repositories and Academic Libraries. Southeastern Michigan League of Libraries (SEMLOL) Spring Membership Meeting. Ann Arbor, MI.
- September 2005 What to Teach Future Digital Reference Librarians: Experiences of IPL Volunteers (with Maurita Holland). Internet Public Library Symposium: A Global Standard for Digital Librarianship. Ann Arbor, MI.

COURSES TAUGHT

Current Courses

- SI 710-004 Doctoral Seminar in Human Information Behavior and Interaction (2016)
- SI 500 Information in Social Systems (2015-2016)
- SI 551 Behavior and Experience of Information Users (formerly Information Seeking Behavior) (2003 – present)
- SI 531 Human Interaction in Information Retrieval (2008 – present)
- SI 647 Information Resources and Services (2009 – 2014)
- SI 751 Information Seeking Behavior (2005 – 2013)

Courses taught in the past

- SI 596 Digital Librarianship (2008)
- SI 501 Use of Information (2003-2005)
- SI 622 Evaluation of Systems and Services (2003-2004)

STUDENT ADVISING

Ph.D. Student Advisor and Dissertation Chair

- Grace YoungJoo Jeon, Ph.D., 2014. University of Michigan, School of Information. *Social Search Using a Social Q&A Service: Seeking information and Assessing Credibility*
- Ji Yeon Yang, Ph.D., 2013 University of Michigan, School of Information. *A Dual-Perspective Approach to Understanding Collegial Information Mediation in the Workplace*
- Beth St. Jean, Ph.D., 2011. University of Michigan, School of Information. *Information Behavior of People Diagnosed with a Chronic Serious Health Condition: A Longitudinal Study*
- Yong-Mi Kim, Ph.D., 2011. University of Michigan, School of Information. *The Use of Social Tags in Text and Image Searching on the Web*

Dissertation Committee Member in School of Information

- Sangseok You (2012 -).
- Devan Donaldson (2014). *Development of a Scale for Measuring Perceptions of Trustworthiness for Digitized Archival Documents*
- Chris Leeder (2014). *Scaffolding Students' Information Literacy Skills with an with an Online Credibility Evaluation Learning Tool*
- Maria Souden (2010). *Narrowing the Gap: Chronic Illness Information as Experienced in Everyday Life and Healthcare Contexts*
- Emilee Rader (2009). *Social influences in user behavior in group information repositories*
- Jihyun Kim (2008). *Faculty Self-archiving Behavior: Methods and Factors Affecting the Decision to Self-archive*
- Derek Hansen (2007). *Knowledge Sharing, Maintenance, and Use in Online Support Communities*
- Jahna Otterbacher (2005). *Short-Term Event Tracking in Dynamic Online News*

External Dissertation Committee Member

- Elizabeth Eisenhour (in progress). University of Michigan, School of Nursing. Informed choices in biobanking: An examination of congruence between knowledge, personal & religious values, and decisions
- Eun Jung Baik (in progress). Rutgers University, School of Communication and Information. *Understanding the Influence of social relations on the trustworthiness of recommendations*
- Soo Yeon Hwang (2016). Rutgers University, School of Communication and Information. *Measuring information appetite: The desire to spend time with information, engaging in consumption, dissemination, and creation of information for personal reasons*
- Jennifer Steiner Tonks (2015). University of Michigan, School of Education. *User-generated tagging and segmentation of video records of practice: A tool for meaning-making.*
- Erickson, Ander W. (2014). University of Michigan, School of Education. *Counting On the Knowledge Of Others: Rational Dependence in the Mathematics Classroom*
- Manish Singh (2014). University of Michigan, Department of Computer Science and Engineering. *Effective Faceted Browsing.*
- Yung-Hui Chein (2012). University of Michigan, School of Education. *Life in the 21st Century: A study of Pre-Service teachers' uses of technology and English.*
- Jim Goldman (2010). Drexel University. College of Information Science and Technology. *The Cognitive Authority of Collective Intelligence.*
- Sambhavi Chandrashekar (2010). University of Toronto. Faculty of Information. University of Toronto. *Perception of Online Information Credibility by Screen Reader Users who are Blind (External Examiner).*

Meilan Zhang (2007). University of Michigan. School of Education (Learning Technologies Program). *Moving from Answer Finding to Sense Making: Supporting Middle School Students' Online Inquiry*.

PROFESSIONAL SERVICE ACTIVITIES

Recent Committees

2014 ASIST Thomson Reuters Doctoral Dissertation Proposal Scholarship Committee
2014-2017 ASIST Research in Information Science Award Jury
2014 Beta Phi Mu Scholarship Committee
2013 ALISE Doctoral Dissertation Award Committee
2012 ASIST SIG USE Annual Symposium on Evolving and Emerging Research Methods in Information Behavior, Needs, Seeking, and Use Program Committee
2012 ASIST SIG USE Best Conference Paper Award Committee
2011 Co-Chair, Interactive information and Design Track, ASIST Annual Meeting
2010-2012 ASIST SIG Cabinet Steering Committee Elected Officer
2009-2010 Chair, ASIST Special Interest Group on Information Needs, Seeking, and Use (SIG USE)
2009 Co-Organizer, ASIST SIG USE Annual Symposium on Collaborative Information Seeking and Sharing

Ad-Hoc Journal Reviewer

Foundations and Trends in Information Retrieval (2015)
Journal of Learning Analytics (2015)
New Media & Society (2015)
Information Research (2014)
Aslib Proceedings (2012)
Behaviour & Information Technology (2012)
Journal of Information Science (2011)
Learning, Media, & Technology (2011)
Journal of Communication (2008 – present)
Information Processing & Management (2003 – present)

Conference Reviewer

ASIS&T (Association for Information Science and Technology): 2002 – 2016
ISIC (Information Behaviour in Context): 2010 – 2016
iConference: 2015 - 2016
CHI (Human Factors in Computing Systems): 2004 – 2014
SIGIR (Information Retrieval): 2002 – 2008, 2014 - 2015
IIX (Information Interaction in Context): 2008 – 2014

Other Service Activities

ASIS&T Michigan Chapter: Member-at-Large: 2013-2014
Field Reviewer for Institute of Museum and Library Services (IMLS): 2013, 2014
Reviewer for Research Grants Council (RGC) of Hong Kong: 2014
Reviewer for IEEE Computer Special Issue on Collaborative Information Seeking: 2013
Reviewer for Transactions on Information Systems (TOIS) Special issue on Contextual Search and Recommendation 2014

UNIVERSITY OF MICHIGAN SERVICE

2013 - 2016 University Library Council, Member
2014 - 2016 Rackham Graduate School Barbour Scholarship Review Committee

SCHOOL OF INFORMATION SERVICE

2014 - 2017 Director of the Masters of Science in Information (MSI) Program
2014 Task Force on Strategic Planning for LIS, ARM, and PI, Chair
2013 – 2014 Search Committee, Member
2012 – 2014 MSI Committee, Member
2011 – 2012 Coordinator of MSI Tailored Program
2011 – 2012 Search Committee, Member
2011 – 2012 Doctoral Committee, Member
2010 – 2011 Master’s Thesis Option Program, Chair
2009 – 2011 Curriculum Committee, Member
2005 – 2009 Information Behavior Theory Research Group, Coordinator
2007 – 2008 Internet Public Library (IPL) Fellow
2007 – 2008 Dean’s Advisory Committee, Member
2003 – 2007 School of Information Global Network (SIGN), Faculty Advisor
2004 – 2007 Masters Committee, Member and Chair (07-08)
2006 – 2007 Research and Innovation Committee, Member
2003 – 2004 Doctoral Committee, Member

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