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# BRIAN DETLOR

Curriculum Vitae

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## BUSINESS ADDRESS

DeGroote School of Business (DSB-A201), McMaster University  
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## EDUCATIONAL BACKGROUND

- Doctor of Philosophy, Faculty of Information, University of Toronto, 2000.
- Master of Information Science, Faculty of Information, University of Toronto, 1994.
- Canadian Securities Course, 1989.
- Bachelor of Science (Honours Computer Science), University of Western Ontario, 1986.

## CURRENT STATUS AT MCMASTER UNIVERSITY

- Professor (Information Systems), DeGroote School of Business (July 1, 2017 to present).
- Chair, Information Systems Area, DeGroote School of Business (July 1, 2015 to June 30, 2021).

## PROFESSIONAL ORGANIZATIONS

- AIS (Association of Information Systems).
- ASIS&T (Association for Information Science and Technology).
- CAIS (Canadian Association of Information Science).

## EMPLOYMENT HISTORY

### a) Academic

- Visiting Professor, Centre for Social Informatics, School of Computing, Edinburgh Napier University, Edinburgh, Scotland (July 1, 2016 to June 30, 2019).
- Associate Professor, DeGroote School of Business, McMaster University (July 1, 2005 to June 30, 2017).
- Faculty Member in Residence, McMaster University Library (July 1, 2013 to June 30, 2014).
- Lecturer, Marshall School of Business, University of Southern California, USA (Jan to Sept 2013).
- Visiting Lecturer/Researcher, Centre for Social Informatics, School of Computing, Edinburgh Napier University, Edinburgh, Scotland (June 24 – July 13, 2011).
- Visiting Professor, College of Commerce, DePaul University, Chicago, USA (Sept 2007 to June 2008).
- Assistant Professor, DeGroote School of Business, McMaster University (Oct 2000 to June 30, 2005).
- Lecturer, DeGroote School of Business, McMaster University (July 2000 to Sept 2000).

### b) Other

- Data Analyst, Unitel Communications, Toronto, Canada. (Nov 1994 to August 1996).
- Independent Information Systems Consultant, Toronto, Canada. (July 1992 - Dec 1993).
- Sr. Programmer Analyst, TransCanada PipeLines, Calgary, Canada. (March 1990 to May 1992).

- Systems Analyst, Financial Models Company, Toronto, Canada. (May 1988 to March 1990).
- Systems Analyst, Kellogg Salada Canada. London, Ontario, Canada. (June 1986 to May 1988).

## **SCHOLARLY AND PROFESSIONAL ACTIVITIES**

### **a) Editorial Boards**

#### Journals - Editorships

- *International Journal of Information Management* (IJIM), Regional Editor (North America), Jan 1, 2008 to Dec 31, 2010.
- *Journal of Information, Information Technology, and Organizations* (JIITO), Associate Editor, 2005 to 2009.

#### Journals – Editorial Boards

- *Information Processing & Management* (IP&M), Editorial Board Member, Jan 1, 2016 to present.
- *International Journal of Information Management* (IJIM), International Editorial Board Member, Jan 1, 2011 to present.
- *Electronic Government: An International Journal* (EG), Editorial Board Member, 2005 to present.
- *South African Journal of Information Management* (SAJIM), Editorial Advisory Board Member, 2010 to present.
- *International Journal of e-Collaboration* (IJeC), International Editorial Review Board Member, 2004 to 2017.
- *Online Information Review* (OIR), Editorial Board Member, 2010 to 2012.
- *International Journal of Electronic Government* (IJEG), Editorial Board Member, 2004 to 2005.

#### Book Series

- *Advances in E-Collaboration* (AECOB) Book Series, Editorial Advisory Board Member, 2007 - 2008.
- *Encyclopedia of Library and Information Sciences* (ELIS), 3<sup>rd</sup> Edition, Editorial Advisory Board Member, 2005 to 2009.

### **b) Grant & Personnel Committees**

- External Reviewer for a Tenure & Promotion Committee at the Ecole de Bibliothéconomie et des Sciences de l'Information (EBSI), Université de Montréal, July 2009 & July 2010.
- External Reviewer for a Tenure & Promotion Committee at the School of Business Administration, Dalhousie University, October 2009.

### **c) Executive Positions**

#### Conference Chair Positions

- Paper Co-Chair, *Annual Meeting of the American Society for Information Science and Technology* (ASIST), St. Louis, Missouri, USA, 2015.
- Co-Chair, "Information and Knowledge Management" Track, *Annual Meeting of the American Society for Information Science and Technology* (ASIST), Pittsburgh, USA, 2010.
- Track Co-Chair, Critical Intranet Research, *14<sup>th</sup> Americas Conference on Information Systems* (AMCIS), Toronto, Canada, 2008.
- Program Chair, *8<sup>th</sup> McMaster World Congress on the Management of eBusiness*, Toronto, Canada, 2007.
- Track Chair, Electronic Government, *7<sup>th</sup> McMaster World Congress on the Management of eBusiness*, Halifax, Canada, 2006.

#### Conference Program Committee Member Positions

- Program Committee Member, *Canadian Association of Information Science (CAIS) Conference*, 2012, 2014, 2016, 2017, 2018.
- Program Committee Member, *Annual Meeting of the Society for Information Science and Technology* (ASIS&T), 2012, 2015, 2016.

- “eInnovation” Program Committee Member, 2009 World Congress on Privacy, Security, Trust and the Management of eBusiness, Saint John, New Brunswick, Canada.
- Organizing Committee Member, SIG HCI Research Symposium (HCI in Interactive Information Environments with a Focus on Groups), *Annual Meeting of the Society for Information Science and Technology (ASIS&T)*, 2008, Columbus, Ohio, USA.
- Scientific Committee Member and Program Committee Member, *6th International Conference on Conceptions of Library and Information Science (CoLIS 6)*, 2007, Borås, Sweden.

#### Association Committee Member Positions

- Co-Chair of the *Association for Information Science & Technology (ASIS&T)* Membership Committee, 2017-2018.

#### **d) Journal Referee**

- *Annals of Library and Information Studies*, March 2016.
- *Aslib Proceedings*, June 2011.
- *Canadian Journal of Information and Library Science (CJILS)*, Jan 2002, Sept 2008, May 2011, Sept 2012, December 2012.
- *Communications of the ACM (CACM)*, Aug 2002; Oct 2017.
- *Communications of the Association of Information Systems (CAIS)*, Sept 2017.
- *Data Science Journal (DSJ)*, Oct 2002.
- *Decision Support Systems (DSS)* April 2006.
- *Electronic Government: An International Journal*, Aug 2008, Oct 2008, Feb 2009, June 2009.
- *European Journal of Information Systems (EJIS)*, April 2005, Dec 2005.
- *Information Processing & Management (IP&M)*, Sept 2012, May 2016, Sept 2016, Jan 2017, Jan 2018.
- *Information Systems Journal (ISJ)*, Jan 2017.
- *Information Systems Management (ISM)*, June 2008, March 2009, April 2010, Sept 2010.
- *International Journal of eCollaboration (IJeC)*, Nov 2005, April 2006, Nov 2009, Dec 2017.
- *International Journal of Electronic Business (IJEB)*, April 2003, March 2004, May 2004, March 2007, July 2008.
- *International Journal of Information Management (IJIM)*, Jun 2009, Aug 2009, Feb 2010, Jun 2012, Dec 2012, Aug 2013, Nov 2013, Apr 2014, Feb 2015, Mar 2015, April 2015, June 2016, Sept 2016.
- *International Journal of Internet and Enterprise Management (IJIEM)*, April 2003.
- *International Journal of Retail and Distribution Management (IJRDM)*, May 2005.
- *Information Systems Journal (ISJ)*, Jan 2002.
- *Journal of the American Society for Information Science and Technology (JASIST)*, Sept 2011, May 2012, Nov 2012, July 2013, August 2013, December 2013, March 2016, March 2018.
- *Journal of Education for Library and Information Science (JELIS)*, March 2012.
- *Journal of Electronic Commerce Research (JECR)*, July 2003.
- *Journal of Information Science (JIS)*, Dec 2015, Jan 2016.
- *Journal of Information, Information Technology, and Organizations (JIITO)*, Oct 2005, April 2006, June 2006, Sept 2008.
- *LIBRI – International Journal of Libraries and Information Studies*, May 2017.
- *Online Information Review (OIR)*, July 2010, Feb 2011, March 2011.
- *South African Journal of Information Management (SAJIM)*, July 2016.

#### **e) External Grant Reviews**

- SSHRC – Standard Research Grants / Insight Grants, December 2014 (1 grant application reviewed), Jan 2013 (1 grant application reviewed), Jan 2011 (1 grant application reviewed), Jan 2010 (1 grant application reviewed), Jan 2009 (1 grant application reviewed), Jan 2008 (1 grant application reviewed), Jan 2006 (1 grant reviewed), Jan 2004 (2 grant applications reviewed).
- Dutch Social Science Research Council, Oct 2004 (1 grant application reviewed).
- NSERC – Standard Research Grants, Jan 2004 (1 grant application reviewed).

**f) Other Referee**

Awards

- *American Library & Information Science Education (ALISE)*, Garfield Dissertation Award Committee, 2006, 2007, 2008.
- *American Society of Information Science & Technology (ASIS&T)*, SIGUSE Paper Awards Committee, 2006.
- *J Gordon Kaplan Award for Excellence in Research*, University of Alberta, External Assessor, 2017.

Conference Papers

- *Administrative Sciences Association of Canada (ASAC)* 2005, 2016, 2018.
- *Americas Conference on Information Systems (AMCIS)* 2008.
- *Annual Meeting of the American Society for Information Science & Technology (ASIS&T)* 2005, 2007, 2010, 2012, 2013, 2014, 2015, 2016.
- *Canadian Association for Information Science (CAIS)* 2007, 2010, 2012, 2013, 2014, 2015, 2016, 2017, 2018.
- *European Conference on Information Systems* 2005 to 2006, 2008 to 2009.
- *iConference 2012*.
- *International Conference of Electronic Commerce (ICEC)* 2006.
- *International Conference on Information Society (i-Society)* 2006.
- *International Conference on Information Systems (ICIS)* 2003, 2006 to 2008.
- *International Conference on Knowledge Management (ICKM)*, 2012.
- *IPSI-2005 France/Spain Conferences* 2004.
- *McMaster World Congress on the Management of Electronic Business (WCMeb)* 2001 to 2004, 2006 to 2007.
- *Mediterranean Conference on Information Systems (MCIS)*, 2011.

Book Chapters

- Reviews of four entries for the *Encyclopedia of Library and Information Sciences*, 3<sup>rd</sup> Edition, Taylor & Francis, 2009.
- Two book chapter reviews for the book *Web Log Analysis*, Idea Group Publishing, 2007.
- Book chapter review for Idea Group Publishing, 2001.

Dissertations & Theses

- PhD External Examiner, [*student name withheld*], Leeds University Business School, Leeds University, Leeds, England, April 2018.
- Doctor of Philosophy defense, Ananchanok Watchatou, School of Management, Asian Institute of Technology, Thailand, External Reviewer, 2016.
- Master of Information thesis defence, Sylvio Cyr, Faculty of Information, University of Toronto, External Reviewer, May 2009.
- Ph.D. in Business Administration doctoral dissertation defence, Yinglei Wang, University of Western Ontario, External Reviewer, April 2009.
- Master of Science thesis defence, Jiangxu Zhao, McMaster University, Internal Reviewer, 2004.

**AREAS OF INTEREST**

**a) Research**

- Digital Literacy / Information Literacy
- Digital Storytelling
- Qualitative Research
- Information Systems Adoption and Use
- Information Management / Knowledge Management
- Information Behaviour

## b) Teaching

- Qualitative Research Methods
- Strategies for Electronic and Mobile Business
- Project Management
- Information Systems in Business

## c) Consulting

- Strategic Planning
- Graduate Program Appraisals
- Textbook Development / Courseware Tool Development
- Web Site / Portal Design Evaluation
- Knowledge Management

## HONOURS

- Best Education Paper Award, *Australasian Conference on Information Systems (ACIS)*, 2010.
- Highly Commended Award, Emerald Literati Club, *Online Information Review*, 2003.
- American Society for Information Science (ASIS) ISI Doctoral Dissertation Proposal Award, 1999.
- Social Sciences and Humanities Research Council of Canada Doctoral Fellowship, 1999-2000.
- Ontario Graduate Scholarship, 1997-1998, 1998-1999.
- University of Toronto Doctoral Open Fellowship, 1996-97, 1999-2000.
- Dean's Honour List, Faculty of Information Studies, University of Toronto, 1994.
- Dean's Honour List, University of Western Ontario, 1986.
- University of Western Ontario Entrance Admission Scholarship, 1982.

## LIFETIME COURSES TAUGHT

### a) Undergraduate

- Computer Science 1BA3 (*Introduction to Computing and Computer Use for Business*)
  - o Fall 2010 [4 sections].
- Commerce 2KA3 (*Information Systems in Business*) / Commerce 2QB3 (*Information Systems in Management*)
  - o Winter 2004 [4 sections], Winter 2005 [4 sections], Winter 2006 [3 sections], Winter 2009 [2 sections], Winter 2010 [4 sections], Winter 2011 [2 sections].
- Commerce 4KF3 (*Project Management*)
  - o Winter 2016 [1 section], Winter 2017 [1 section], Fall 2017 [2 sections].
- Commerce 4KH3 (*Management Issues in Electronic Business*) / Commerce 4QH3 (*Management Issues in Electronic Commerce*)
  - o Fall 2001 [2 sections], Winter 2002 [1 section], Fall 2002 [1 section], Fall 2003 [1 section], Winter 2007 [1 section], Winter 2009 [1 section], Winter 2010 [1 section], Winter 2011 [1 section], Winter 2013 [1 section], Winter 2015 [1 section], Winter 2016 [1 section], Winter 2017 [1 section], Winter 2018 [1 section].
- Commerce 4QX3 (*Special Topics in Management Science and Information Systems*)
  - o Winter 2004 [1 section].
- MIS 340 (*Management Information Systems*)
  - o Taught at the College of Commerce, DePaul University in Fall 2007 [2 sections], Spring 2008 [2 sections].

**b) Graduate**

- Business K731 (*Project Management*)
  - o Summer 2001 [1 section], Winter 2005 [1 section], Winter 2006 [1 section].
- Business K726 (*Information Retrieval and Intelligent Agents*)
  - o Winter 2001 [1 section], Winter 2002 [1 section], Winter 2003 [1 section], Winter 2004 [1 section].
- Business K729 (*Special Research Project in Electronic Business*)
  - o Winter 2002 [2 sections], Fall 2002 [1 section].
- Business K794 (*Advances in Information Systems Research*)
  - o Fall 2015 [1 section].
- Business K795 (*Qualitative Methods in Information Systems Research*)
  - o Winter 2017 [1 section].
- Business K601 (*Introduction to Electronic Commerce*)
  - o Winter 2001 [1 section], Winter 2002 [1 section].
- Business Q776 (*Ph.D. Seminar I*)
  - o Fall 2002 [1 section], Fall 2002 [1 section], Fall 2004 [1 section].
- Business Q777 (*Ph.D. Seminar II*)
  - o Winter 2003 [1 section], Fall 2003 [1 section], Winter 2005 [1 section].
- Library & Information Management 501 (*Leadership in Library Administration and Management*)
  - o Marshall School of Business, University of Southern California, Winter 2013, Summer 2013.

**CONTRIBUTIONS TO TEACHING PRACTICE**

**a) Pedagogic Innovation and/or Development of Technology-Enhanced Learning**

- Incorporation of online learning activities in courses taught.
- Development and use of a full-suite of online tools for teaching (e.g., Adobe Connect, Voice-Thread, Moodle, Avenue2Learn, Lynda.com, WebEx, Camtasia). This includes conversion of 4KF3 "Project Management" to an online/blended format in Spring/Summer 2017 and use of McGraw-Hill's Connect "Smartbook" technologies in Fall 2017.

**b) Leadership in Delivery of Educational Programs**

- Led an online learning strategy working group at the DeGroot School of Business to establish a strategic direction for online learning at the School, April 2017 to Dec 2017.
- Designed and delivered workshops and training seminars on research ethics at McMaster University, July 1, 2011 to June 30, 2015.
- Director of the Ph.D. Program in Business Administration, DeGroot School of Business, July 1, 2006 to June 30, 2011.
- Acting Director of Undergraduate Commerce Programs, DeGroot School of Business, July 1, 2005 to June 30, 2006.

**c) Course/Curriculum Development**

- Designed and developed from scratch all courses taught (see above for a list of lifetime courses taught). Notable course development was the online graduate course LIM501 for the Marshall

School of Business at the University of Southern California in 2013 where Detlor worked with instructional designers from Embanet to design and develop a rich, interactive online course comprising several multi-media components and synchronous & asynchronous instruction.

**d) Development/Evaluation of Educational Materials and Programs**

- Co-authored 3 editions of a textbook ("Business-Driven Information Systems") for use in teaching Commerce 2KA3.
- Evaluated textbooks and textbook proposals:
  - Textbook proposal review for McGraw-Hill Ryerson, April 2005, Oct 2006.
  - Textbook proposal review for Springer, 2004.
  - Textbook proposal review for Routledge, 2003.
  - Textbook reviews for Scarecrow Press, 2000, 2003 to 2004.
- Evaluated courses:
  - A Project Management course (IOPM 431 / BUSEB 410), Al-Ahram Canadian University, Cairo, Egypt, March 2008.
- Evaluated graduate programs:
  - Proposed MSc. in Management program, University of Western Ontario, London, Ontario, Canada, Jan/Feb 2010.
  - Proposed Doctorate in Business Administration program, Townsend School of Business, Dowling College, Long Island, New York, USA, April 2010.

**SUPERVISORSHIPS**

**a) Doctoral Student Supervisions** (5 completed; 3 in-progress)

- [ 8] Mohsen Javdan (co-supervision with Dr. Maryam Ghasemaghaei), September 2017 to present (in-progress).
- [ 7] Mona Nasery, *Using Digital Storytelling in Public Library Makerspaces to Promote Digital Literacy among Digitally Disadvantaged Groups*, January 2017 to present (in-progress).
- [ 6] Fariba Nosrati, *Use of Digital Storytelling for Impression Management by City Cultural Organizations*, September 2015 to present (in-progress).
- [ 5] Lorne Booker, *Information Literacy Instruction in Business Schools: The Impact of Active and Passive Modes of Instruction on the Adoption of Online Library Resources by Business Students*, Sept 2007 to August 2011 (successfully completed).
- [ 4] Li Zhao, *Sharing Knowledge in Virtual Communities: Factors Affecting a Member's Intention to Share*, Sept 2007 to Sept 2010 (successfully completed).
- [ 3] Umar Ruhi, *Socio-Technical Determinants of Member Participation in Virtual Communities: An Exploratory Mixed Methods Investigation*, Sept 2003 to Sept 2010 (successfully completed). This student's dissertation won the General Online Research (GOR) 2012 Doctoral Thesis Award.
- [ 2] Allan Harold, *The Impact of Information Seeking Mode and Web Atmospherics on Consumer Perceived Value and Interaction with Retail Web Sites*, Sept 2001 to July 2007 (successfully completed).
- [ 1] Alexander Serenko, *User Adoption of Interface Agents for Electronic Mail*, Sept 2002 to May 2005 (successfully completed).

**b) Post-Doctoral Fellow Supervisions**

- [ 1] Nicole Wagner, *Usability and User Interface Design*, McMaster University Libraries, Sept 2010 to Sept 2012.

**c) Doctoral Student Supervisory Committees (11 completed; 8 in-progress)**

- [19] Ahmed Fares, March 2018 to present (in-progress)
- [18] Esraa Abdelhalim, March 2018 to present (in-progress)
- [17] Jodie Lobana, April 2017 to present (in-progress).
- [16] Bellraj Eapen, April 2017 to present (in-progress).
- [15] Mariam Munawar, May 2016 to present (in-progress).
- [14] Morteza Mashayekhi, *Understanding the Role of Social Media in Health Attitude Change Among Older Adults*, May 2016 to present (in-progress).
- [13] Seyed Pouyan Eslami, Feb 2015 to present (in-progress).
- [12] Nour El Shamy, *The Influence of Cognitive Biases and Decision Making Styles on E-Commerce Decisions made by Older Adults*, March 2014 to present (in-progress).
- [11] Ken Owen, *Motivation and Demotivation of Hackers in the Selection of a Hacking Task: A Contextual Approach*, March 2011 to April 2016 (successfully completed).
- [10] Maryam Ghasemaghaei, *Online Product Recommendation Agents Design: The Role of Cognitive Age and Agent Comprehensiveness*, March 2012 to February 2016 (successfully completed).
- [ 9] Sepandar Sephr, *Understanding the Role of Competition in Video Gameplay Satisfaction*, March 2011 to November 2014 (successfully completed).
- [ 8] Sana Mojdeh, *Understanding Knowledge Sharing in Web 2.0 Online Communities: A Socio-technical Study*, July 2014 (successfully completed).
- [ 7] John Gilbert, *Consumer Identity Theft Prevention and Detection Behaviours*, March 2009 to June 2014 (successfully completed).
- [ 6] Vahid Assadi, *Consumer Adoption and Use of Personal Health Record Systems*, Feb 2007 to Sept 2013 (successfully completed).
- [ 5] Nicole Wagner, *The Impact of Age on Web Site Usability*, March 2006 to November 2010 (successfully completed).
- [ 4] Junlian Xiang, *Business Process Redesign Project Implementation and Outcomes*, March 2006 to March 2010 (successfully completed).
- [ 3] Scott Paquette (University of Toronto), *Knowledge Management Systems and Customer Knowledge Use in Organizations*, May 2004 to Feb 2008 (successfully completed).
- [ 2] Tim McLaren, *Information System Capabilities and Emergent Competitive Strategies: An Investigation of the Strategic Fit of Supply Chain Management Information Systems*, Aug 2002 to May 2004 (successfully completed).



- [ 1] Susan Sproule, *Software Agents in Electronic Commerce: A Decision Support Systems Approach*, Jan 2002 to June 2003 (successfully completed).

**d) Masters & Undergraduate Student Supervisions**

[ 4] Claudia Crippa (visiting masters student from University of Trento, Italy), Faculty of Business, McMaster University, *Proximity-Based Technologies to Promote City Cultural Heritage: An Assessment of iBeacons Use*. November 2015 to June 2016 (thesis successfully completed).

[ 3] Jeremy Parsons (Geography masters student), McMaster University, Research Assistant, “*Love Your City, Share Your Stories*” *Digital Storytelling Project*. June to August 2014.

[ 2] Susan Audrey Carr (Multimedia undergraduate student), McMaster University, *TAPoR: A Report on the Use of Personas for Interface Design*, Jan to April 2005 (thesis successfully completed).

[ 1] Joanna Dacko (Multimedia undergraduate student) , McMaster University, *TAPoR: A Report on the Use of Personas for Interface Design*, Jan to April 2005 (thesis successfully completed).

**LIFETIME RESEARCH FUNDING**

- McMaster University Interdisciplinary Research Grant. June 2017 to December 2018. (PI: Dr. Brian Detlor; Co-Investigator: Dr. Tara La Rose, Faculty of Social Science, McMaster University). *Understanding Social Work Leadership in Hamilton through Digital Storytelling* (\$25,500).
- McMaster Grant. June 2017 – July 2018. (PI: Dr. Brian Detlor). Funds made available via the Office of Community Engagement, McMaster University for a social lab on digital literacy. Funds matched by the DeGroot School of Business. *Piloting a Social Lab to Foster Hamilton-McMaster Community-Campus Partnerships* (\$10,000).
- Social Sciences and Humanities Research Council of Canada (SSHRC), Partnership Development Grant. April 2015 to March 2018. (PI: Dr. Brian Detlor; Co-Investigators: Dr. Maureen Hupfer; Dr. Walter Peace; Dr. David Harris Smith – all from McMaster University). *Love Your City, Share Your Stories: The Use of Digital Storytelling by Municipal Cultural Organizations as a Promotion of Place* (\$199,789).
- McMaster Grant. October 27, 2015 to October 27, 2018. (PI: Dr. Brian Detlor). Supporting funds from the DeGroot School of Business in association with the SSHRC PDG below re: *Love Your City, Share Your Stories: The Use of Digital Storytelling by Municipal Cultural Organizations as a Promotion of Place* (\$9,000).
- McMaster Incentive Grant. May 2014 to April 2015. (PI: Dr. Brian Detlor, *The "Love Your City, Share Your Stories" Digital Storytelling Project* (\$7,500).
- McMaster Incentive Grant. April 2013 to April 2014. (PI: Dr. Brian Detlor, *Assessing the Role of Academic Libraries in Promoting Student and Faculty Digital Literacy Skills* (\$5,000).
- Social Sciences and Humanities Research Council of Canada (SSHRC), Standard Research Grant. April 2007 to March 2013 (instalments deferred in 2009 and 2010). (PI: Dr. Maureen Hupfer, McMaster University, Co-investigators: Dr. Brian Detlor, McMaster University; Dr. Elaine Toms, Dalhousie University; Dr. Valerie Trifts, Dalhousie University). *Online Information Seeking: Understanding Individual Differences and Search Contexts* (\$136,428).

- Social Sciences and Humanities Research Council of Canada (SSHRC), Standard Research Grant. April 2007 to March 2012. (PI: Dr. Brian Detlor; Co-investigators: Dr. Heidi Julien, University of Alberta; Dr. Alexander Serenko, Lakehead University). *Assessing Learning Outcomes of Information Literacy Instruction at Canadian Business Schools* (\$112,639).
- Peer-Reviewed Research Studies (PRRS) Contributed Agreement from Infrastructure Canada. April 2007 to March 2011. (PI: Dr. Brian Detlor; Co-investigators: Dr. Maureen Hupfer; Umar Ruhi). *Adoption and Use of Community Municipal Portals* (\$104,410).
- Centre for Leadership & Learning "Large Project" Grant. McMaster University. April 2006 to April 2007. (PI: Rita Cossa, Co-investigators: Jeannie An, Dr. Brian Detlor). *Information Literacy for COMM 1E03 and COMM 2MA3* (\$6,450).
- McMaster University Incentive Program Award. April 2006 to April 2007. (PI: Dr. Maureen Hupfer, Co-investigator: Dr. Brian Detlor). *Information Seeking and Online Communities: Understanding Gender Differences* (\$10,000 – includes matching funds worth 5K from the DeGroote School of Business).
- University Technology Fund, McMaster University, February 2006 to January 2007. (PI: Dr. Brian Detlor, Co-investigators: Dr. Maureen Hupfer, Umar Ruhi). *The myhamilton.ca End User Adoption Study* (\$10,000).
- McMaster University Incentive Program Award. April 2005 to April 2006. (PI: Dr. Brian Detlor, Co-investigator: Dr. Maureen Hupfer). *Enhancing Participation in Virtual Communities* (\$5,000).
- McMaster University Incentive Program Award. April 2003 to April 2004. (PI: Dr. Maureen Hupfer, Co-investigator: Dr. Brian Detlor). *The Implications of Self-Concept Orientation for Website Personalization* (\$5,000).
- Social Sciences and Humanities Research Council of Canada (SSHRC), INE Grant. April 2003 to March 2006. (PI: Dr. Chun Wei Choo, University of Toronto, Co-investigators: Dr. Pierrette Bergeron, Université de Montréal; Dr. Brian Detlor, McMaster University; Dr. Lorna Heaton, Université de Montréal). *Managing Knowledge and Information in Times of Major Organizational Transition* (\$93,500).
- Natural Sciences and Engineering Research Council of Canada (NSERC) Research Grant. April 2001 to March 2005. (PI: Dr. Brian Detlor). *Intelligent Agents, Information Seeking, and the Display of Web-based Product Information* (\$56,000).
- Social Sciences and Humanities Research Council of Canada (SSHRC). 2001 to 2003. (PI: Dr. Milena Head, Co-investigators: Drs. Norm Archer and Brian Detlor). *Managing Web Information Overload: Model and Tool Development* (\$81,130).
- McMaster University Start-Up Research Grant. July, 2000 to July, 2002. (PI: Dr. Brian Detlor). Seed funding for research (\$15,000).
- Bell University Labs at the University of Toronto. April 1999 to April 2000. (PI: Dr. Chun Wei Choo, Co-investigator: Brian Detlor). Funded research project entitled *Utilizing Web Information Systems for Organizational Knowledge Work* (\$24,995).

## LIFETIME PUBLICATIONS

### a) Peer Reviewed

#### Books

- [ 5] Baltzan, P., Detlor, B., & Welsh, C. (2012). *Business-Driven Information Systems*. Whitby, Ontario: McGraw-Hill Ryerson. Third Canadian Edition.
- [ 4] Baltzan, P., Phillips, A. & Detlor, B. (2011). *Business-Driven Information Systems*. Whitby, Ontario: McGraw-Hill Ryerson. Second Canadian Edition.
- [ 3] Baltzan, P., Phillips, A. & Detlor, B. (2008). *Business-Driven Information Systems*. Whitby, Ontario: McGraw-Hill Ryerson. First Canadian Edition.
- [ 2] Detlor, B. (2004). *Towards Knowledge Portals: From Human Issues to Intelligent Agents*. Dordrecht, The Netherlands: Kluwer Academic Publishers.
- [ 1] Choo, C. W., Detlor, B., & Turnbull, D. (2000). *Web Work: Information Seeking and Knowledge Work on the World Wide Web*. Dordrecht, The Netherlands: Kluwer Academic Publishers.

#### Contributions to Books

- [ 9] Detlor, B. (2016). Information management. In J. D. McDonald & M. Levine-Clark (Eds.), *Encyclopedia of Library and Information Sciences (4<sup>th</sup> Ed.)*. New York, NY: Routledge, Taylor & Francis Group.
- [ 8] Julien, H., Detlor, B., Serenko, A. & Booker, L. (2013). Information literacy in the business school context: A story of complexity and success. In Mark Hepworth & Geoff Walton (Eds.) *Developing people's information capabilities: Fostering information literacy*, Volume 8, Library and Information Science Series, Bingley, UK, Emerald Group, pp. 167-177.
- [ 7] Detlor, B. (2009). Information management. In M. J. Bates & M. Niles Maack (Eds.), *Encyclopedia of Library and Information Sciences (3<sup>rd</sup> Ed.)*. New York, NY: Taylor & Francis Group, pp. 2445-2451.
- [ 6] Detlor, B., Hupfer, M., & Ruhi, U. (2008), Tips for Tracking Web Information Seeking Behavior. In Jim Jansen, Amanda Spink and Isak Taksa (Eds.), *Handbook of Web Log Analysis*, Hershey, PA: IGI, pp. 256-263.
- [ 5] Detlor, B. (2005). Web information behaviors of organizational workers. In K. E. Fisher, S. Erdelez & E. F. McKechnie (Eds.), *Theoretical frameworks of information behavior*. Medford, NJ: Information Today, pp. 377-381.
- [ 4] Detlor, B. (2002). An informational perspective towards knowledge work: Implications for knowledge management systems. In D. White (Ed.), *Knowledge Mapping and Management*. Hershey, Pennsylvania: Idea Group, pp. 195-205.
- [ 3] Detlor, B., & Finn, K. (2002). Towards a framework for government portal design: The government, citizen, and portal perspectives. In A. Gronlund (Ed.), *Electronic government: Design, applications, and management*. Hershey, Pennsylvania: Idea Group, pp. 99-119.
- [ 2] Detlor, B. (2002). Lessons from computer-supported cooperative work. In C. Gordon & C. Terra (Eds.), *Realizing the Promise of Corporate Portals* (pp. 79-81). Toronto, Ontario, Canada: Butterworth-Heinemann, Box Contribution.

- [ 1] Detlor, B. (2002). Governing corporate portals. In C. Gordon & C. Terra (Eds.), *Realizing the Promise of Corporate Portals* (pp. 135-137). Toronto, Ontario, Canada: Butterworth-Heinemann, Box Contribution.

Journal Articles

- [35] Nosrati, F., Crippa C., & Detlor, B. (in-press). Connecting People with City Cultural Heritage through Proximity-Based Digital Storytelling. *Journal of Librarianship and Information Science*. Paper accepted November 2017.
- [34] Zhao, L., Detlor, B., & Connelly, C.E. (2016). Sharing knowledge in social Q&A sites: The unintended consequences of extrinsic motivation. *Journal of Management Information Systems*, 33(1), 70-100.
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Other, Including Proceedings of Meetings

- [ 33] Norasti, F. & Detlor, B. (2018). Place branding by using proximity-based digital storytelling, *Proceedings of the Administrative Sciences Association of Canada (ASAC) conference*, Toronto, Canada, May 27-29.
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- [ 30] Nosrati, F., & Detlor, B. (2016). The strategic use of digital storytelling for place branding, *Proceedings of the Administrative Sciences Association of Canada (ASAC) 2016 Conference*, Edmonton, Alberta, June 4-6.
- [ 29] Detlor, B., Hupfer, M. & Smith, D. H. (2016). Digital Storytelling: An Opportunity for Libraries to Engage and Lead the Community , *Proceedings of the Canadian Association of Information Science (CAIS) 2016 Conference*, Calgary, Alberta, June 1-3.
- [28] Ball, K. & Detlor, B. (2014). Deciphering Customer Perceptions of Academic Library Features, *Proceedings of the 42<sup>nd</sup> Annual Conference of the Canadian Association of Information Science (CAIS)*, Library Research Institute Track, St. Catharines, Ontario, May 29.
- [27] Booker, L., Detlor, B. & Serenko, A. (2012). Factors affecting the adoption of online library resources by business students, *Proceedings of the 18<sup>th</sup> Americas Conference on Information Systems (AMCIS)*, Seattle, Washington, August 9 – 11.
- [26] Wagner, N. & Detlor B. (2012). A user information needs study of the McMaster University library web site, *40<sup>th</sup> Annual Conference of the Canadian Association of Information Science (CAIS)*, Waterloo, Ontario, May 31 - June 2, 2012.
- [25] Serenko, A., Detlor, B., Julien, H, & Booker, L. (2010). An empirical investigation of student learning outcomes of information literacy instruction in a business school, *Proceedings of the Australasian Conference on Information Systems (ACIS)*, Brisbane, Australia, Dec 1-3. \*\*\* **Received Best Paper Award \*\*\***.
- [24] Julien, H., Detlor, B., Serenko, A., Willson, R., & Lavallee, M. (2009). Outcomes of information literacy instruction for undergraduate business students. *Proceedings of the American Society for Information Science and Technology (ASIS&T) Annual Meeting*, Vancouver, B.C., Nov 6-11, Medford, NJ: Information Today.

- [23] Detlor, B., Ruhi, U., Hupfer M., Zhao, L. (2009). A citizen-centric framework for e-government services use. *Proceedings of the 5<sup>th</sup> International Conference on e-Government (ICEG)*, Oct 19-20, Boston, USA.
- [22] Detlor, B., Hupfer, M., Zhao, L., & Ruhi, U. (2009). Successful community municipal portal diffusion: Internal government factors and individual perceptions. *Proceedings of the 15<sup>th</sup> Americas Conference on Information Systems (AMCIS)*, Aug 6-9, San Francisco, USA.
- [21] Hupfer, M., Detlor, B., Toms, E. & Trifts, V. (2009). Online information seeking: Understanding individual differences and search contexts. *Proceedings of the 15<sup>th</sup> Americas Conference on Information Systems (AMCIS)*, Aug 6-9, San Francisco, USA.
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- [18] Hupfer, M.E., & Detlor, B. (2007). Sex, gender and self-concept: Predicting web site design preferences. *Proceedings of the 8<sup>th</sup> McMaster World Congress in Electronic Business*, July 11-13, Toronto, Canada.
- [17] Bergeron, P., Heaton, L., Choo, C.W., Detlor, B., Bouchard, D., & Paquette, S. (2007). Knowledge and information management practices in knowledge-intensive organizations: A case study of a Quebec public health management organization. *Proceedings of the 35<sup>th</sup> Annual Conference of the Canadian Association for Information Science (CAIS)*, May 10-11, Montreal, Canada.
- [16] Ruhi, U., Takala, P., Detlor, B., & Hupfer, M. (2006). Building government portals that work: Guiding principles from community informatics. *Proceedings of the 7<sup>th</sup> McMaster World Congress in Electronic Business*, July 13-15, Halifax, Canada.
- [15] Detlor, B., Ruhi, U., Turel, O., Bergeron, P., Choo, C. W., Heaton, L., & Paquette, S. (2005). The effect of knowledge management context on knowledge management practices: An empirical investigation. In *Proceedings of the 2<sup>nd</sup> International Conference on Intellectual Capital, Knowledge Management and Organisational Learning (ICICKM)*, Nov 21-22, Dubai, UAE
- [14] Hupfer, M., & Detlor, B. (2005). Sex, gender and self-concept: Understanding internet usage rates for relationship-building applications. *Proceedings of the Consumer Personality & Research Conference*, Sept 20-24, Dubrovnik, Croatia.
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- [10] Serenko, A., & Detlor, B. (2002). *Agent toolkits: A general overview of the market and an assessment of instructor satisfaction with utilizing toolkits in the classroom* (Working Paper No. 455). Hamilton, Ontario, Canada: Michael G. DeGroot School of Business, McMaster University.
- [ 9] Detlor, B., & Sproule, S. (2002). eShopping and the display of web-based product information, *Proceedings of the Association Information Management (AIM) Conference*. Hammamet, Tunisia.
- [ 8] Detlor, B., & Arsenault, C. (2002). Web information seeking and retrieval in library contexts: Towards an intelligent agent solution, *Proceedings of Libraries in the Digital Age (LIDA) Conference*, Dubrovnik, Croatia.
- [ 7] Finn, K., & Detlor, B. (2002). Youth, civic participation and electronic government, *Proceedings of the 3rd World Congress on the Management of Electronic Commerce*. Hamilton, Canada.
- [ 6] Detlor, B. (2001). An informational perspective towards knowledge work: Implications for knowledge management systems. In M. Khosrowpour (Ed.), *Managing Information Technology in a Global Economy, 2001. Proceedings of the Information Resource Management Association International Conference*, Toronto, Canada, May 20-23 (pp. 463-466). Hershey, PA: Idea Group.
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- [ 2] Detlor, B. (1998). Facilitating organizational information access in global network environments: Towards a new framework for intranet design. In C. M. Preston (Ed.), *Proceedings of the 61st Annual Meeting of the American Society for Information Science (ASIS)*, "Information Access in the Global Economy", Pittsburgh, USA (Vol. 35, pp. 190-201). Medford, NJ: Information Today.
- [ 1] Choo, C. W., Detlor, B., & Turnbull, D. (1998). A behavioral model of information seeking on the Web: Preliminary results of a study of how managers and IT specialists use the Web. In C. M. Preston (Ed.), *Proceedings of the 61st Annual Meeting of the American Society for Information Science (ASIS)*, "Information Access in the Global Economy", Pittsburgh, USA, (Vol. 35, pp. 290-302). Medford, NJ: Information Today.



**b) Not Peer Reviewed**

Journal Articles

- [ 7] Detlor, B., & Lewis, V. (2014). "Around the Province: McMaster's Faculty-Member-In-Residence Promotes Research," *InsideOCULA Newsletter*, Spring. Available at [https://www.accessola.org/OLAWEB/InsideOCULA/Articles/2014/2014\\_Spring/ATPMcMasterColaborative.aspx](https://www.accessola.org/OLAWEB/InsideOCULA/Articles/2014/2014_Spring/ATPMcMasterColaborative.aspx) (last accessed May 6, 2014).
- [ 6] Detlor, B. (2011). Dancing With Digital Natives: Staying in Step with the Generation That's Transforming the Way Business Is Done. (Book Review). *Journal of the American Society for Information Science and Technology*, 62, 2297–2298.
- [ 5] Detlor, B. & Choo, C.W. (2011). Special Section Editorial, *International Journal of Information Management*, 31(1), pp. 4-5.
- [ 4] Detlor, B., Takala, P., Ruhi, U. & Hupfer, M. (April/May 2007). "Managing government digital environments: The case of myhamilton.ca," *ASIST Bulletin*, 33(4), pp.14-17.
- [ 3] Detlor, B. (2005, Aug 8<sup>th</sup>). Rumo aos portais do conhecimento: Entendendo as pedras no caminho (translated into Portuguese by Rodrigo Baroni) *Intranet Portal*, [www.intranetportal.com.br/tendencias/baroni0805](http://www.intranetportal.com.br/tendencias/baroni0805)
- [ 2] Detlor, B. (2002). Web research: Lessons from the field. *Canadian Law Libraries*, 27(1), 11-14.
- [ 1] Detlor, B. (1999). Book Review of "Information design: The knowledge architect's toolkit" by G. Tonfoni (Scarecrow Press and Intellect) in *Knowledge Organization* 26(1), p.58.

Other, Including Proceedings of Meetings

- [ 1] Detlor, B. (2001, July 24<sup>th</sup>). From water coolers to enterprise portals: What are the tools necessary to support knowledge management? *National Post*, Supplement to the Financial Post, Mastering Information Management Series, pg. M4.

**c) Accepted for Publication**

**d) Submitted for Publication**

- [ 2] Detlor, B., Hupfer, M., & Smith, D.H. (2018). Manuscript under review at the *Canadian Journal of Library and Information Science*. Revise and Resubmit . Submitted March 2018.
- [ 1] Norasti, F. & Detlor, B. (2018). Paper under review for the *Americas Conference on Information Systems* (AMCIS), New Orleans, USA, Aug 16-18. Submitted February 2018.

**e) Unpublished Documents**

- [ 2] Detlor, B. (2000). *Facilitating organizational knowledge work through Web information systems: An investigation of the information ecology and information behaviours of users in a telecommunications company*. Unpublished Ph.D. dissertation, University of Toronto, Canada.
- [ 1] Detlor, B. (1994). *An integrative approach to determining information needs and uses: A case study of a natural gas marketing firm*. Unpublished Masters Thesis, University of Toronto, Canada.

## PRESENTATION AT MEETINGS

### a) Invited

#### Keynote Speaker

- [ 3] Detlor, B. (2018). Keynote speaker. *Stories are Persuasive: The Use of Digital Storytelling for Place Promotion*, iDocQ (Information Science Doctoral Colloquium), May 3<sup>rd</sup>, Edinburgh Napier University, Edinburgh, Scotland.
- [ 2] Detlor, B. (2008). Keynote speaker. *ASIS&T: Calling all leaders!*, American Society for Information Science and Technology (ASIST) Student Chapter, Jan 31<sup>st</sup>, University of Toronto, Canada.
- [ 1] Detlor, B. (2003). Keynote plenary speaker. *Library portals and enterprise intranets*. Humanizing Information Technology: New Directions in Information Science Practice, Annual Meeting of the American Society for Information Science and Technology (ASIST), Oct 19<sup>th</sup>, Long Beach, CA.

#### Seminars, Symposiums & Talks

- [ 33] Detlor, B. (2018). Invited speaker. *Promoting Digital Literacy in the Community: A Social Lab Approach*, May 4, Institute for Informatics and Digital Innovation, Edinburgh Napier University, Edinburgh, Scotland.
- [32] Detlor, B. (2018). Invited Speaker. *The Use of Proximity-Based Digital Storytelling to Promote City Cultural Heritage*, May 2, Department of Computer & Information Sciences, University of Strathclyde Glasgow, Scotland.
- [31] Detlor, B. (2018). Invited Speaker. *Promoting Digital Literacy in the Community: A Social Lab Approach*, April 30, Strathclyde iSchool Research Group (SiRG), University of Strathclyde, Glasgow, Scotland.
- [30] Detlor, B. (2018). Invited Speaker. *The Use of Proximity-Based Digital Storytelling to Promote City Cultural Heritage*, April 26, Leeds University Business School, Leeds University, Leeds, England.
- [29] Detlor, B. (2018). Invited Speaker. *The Benefits and Challenges of Online/Blended Learning at the DeGroot School of Business*, April 18, DSB Panel Presentation, MacPherson Institute Workshop.
- [28] Nosrati, F., Crippa, C., & Detlor, B. (2017). Invited Speaker. *The Use of iBeacon Technologies by Libraries to Foster City Cultural Heritage*, Nov 30, Information Systems "Lunch and Learn" research seminar, DeGroot School of Business, McMaster University, Hamilton, Canada.
- [27] Detlor, B. (2017). Invited Speaker. *Libraries and Digital Storytelling: Motivations and Challenges*, August 15, McMaster University Library Symposium, McMaster University, Hamilton, Canada.
- [26] Detlor, B. (2017). Facilitator. *Connecting People, Connecting Ideas*. Research Symposium, June 22, Edinburgh Napier University, Edinburgh, Scotland.
- [25] Detlor, B. (2017). Invited Speaker. *Digital Storytelling and City Cultural Organizations: An Activity Theory Approach*, June 19, Leeds University Business School, Leeds University, Leeds, England.

- [24] Detlor, B. (2016). Invited Speaker. *Digital Storytelling and Memory Institutions: A Case Study Using Activity Theory*, October 12, Institute for Informatics and Digital Innovation, Edinburgh Napier University, Edinburgh, Scotland.
- [23] Detlor, B. (2015). Invited Speaker. *Digital Storytelling: An Opportunity for Libraries to Lead in the Digital Age*, July 16, Institute for Informatics and Digital Innovation, Edinburgh Napier University, Edinburgh, Scotland.
- [22] Detlor, B. (2014). Invited Panel Speaker. *Privacy and Security*. Big Data Forum, September 24, McMaster Innovation Park, Hamilton, Ontario, Canada.
- [21] Ball, K., & Detlor, B. (2014). Invited Speaker. *A Qualitative Analysis of LibQUAL+® Survey Comments*. Workshop to Academic Librarians, July, McMaster University, Hamilton, Ontario, Canada.
- [20] Detlor, B. (2014). Invited Speaker. *Fostering Research Conducted by Librarians*. Workshop to Academic Librarians, February, McMaster University, Hamilton, Ontario, Canada.
- [19] Detlor, B. (2013). Invited Speaker. *Helping Libraries Conduct Research*. November 14, Department of Library and Information Studies, Graduate School of Education, University of Buffalo, New York, USA.
- [18] Detlor, B. (2013). Organizer and facilitator. *Collaborative research projects between the Hamilton Public Library and McMaster Libraries*. August 9, McMaster University, Hamilton, Ontario, Canada.
- [17] Detlor, B. (2013). Invited Panel Respondent. *Looking forward: Re-imagining the academic library's role in teaching, learning*. Academic Library Symposium, March 3, McMaster University, Hamilton, Ontario, Canada.
- [16] Detlor, B. (2011). Invited Speaker. *The ethics of research with human participants*. Graduate student workshop, November 3, McMaster University, Hamilton, Ontario, Canada.
- [15] Detlor, B. (2011). Invited Speaker. *How to review a research ethics protocol*, September 28, McMaster University, Hamilton, Ontario, Canada.
- [14] Detlor, B. (2011). Invited Speaker. *Understanding Web Adoption and Use*, June 24, Institute for Informatics and Digital Innovation, Edinburgh Napier University, Edinburgh, Scotland.
- [13] Detlor, B. (2011). Invited Panel Speaker. *Hearing from our users: What faculty expect*. May 17, The Future of the Academic Library Symposium, McMaster University, Burlington, Ontario, Canada.
- [12] Detlor, B. (2010). Invited Speaker. *Smart Shift: e-Government and Smart Citizens*, Oct 13, Financial Post Live Chat.
- [11] Detlor, B. (2009). Invited Speaker. *Information literacy instruction at Canadian business schools*, Research Colloquium, Nov 25, School of Library and Information Science, University of Alberta, Edmonton, Canada.
- [10] Detlor, B. (2009). Invited Speaker. *Information literacy instruction at Canadian business schools*, Liaison Meeting, Nov 3, McMaster University Libraries, Hamilton, Ontario, Canada.
- [ 9] Detlor, B. (2008). Invited Speaker. *Adoption and use of community municipal web portals*, Research Colloquium, School of Library and Information Science, June 17, University of Alberta, Edmonton, Canada.

- [ 8] Detlor, B. (2007). Invited Panel Speaker. *Within and beyond your Ph.D. degree*, Jan 25, University of Toronto, Canada.
- [ 7] Detlor, B. (2006). Invited Panel Speaker. *What I want from my library*. Oct 2, McMaster University Libraries, Hamilton, Ontario, Canada.
- [ 6] Detlor, B. (2006). Invited Speaker. *Community-based portal performance measures*. Connect Ontario: Partnering for Smart Communities (COPSC) Workshop, March 24, Oakville, Ontario, Canada.
- [ 5] Detlor, Brian (2006). Invited Talk. Interview by Sanda Erdelez. *Human information behavior on the web* [radio webcast]. LIS Webcast: HIB Spot Series, Jan 31, School of Information Science & Learning Technologies, University of Missouri – Columbia, Missouri, USA.  
<http://lisradio.missouri.edu/archive.php>
- [ 4] Hupfer, M. & Detlor, B. (2005). Invited Speaker. *Sex, gender and self-concept: Predicting web site design preferences*. First Annual McMaster-Alberta Symposium on eRetailing: Key Business Issues and Research Agenda, Oct 18, McMaster University, Hamilton, Ontario, Canada.
- [ 3] Detlor, B. (2005). Invited speaker. *Enabling researchers in the 21<sup>st</sup> century through library portals*. Digital Odyssey, Ontario Library & Information Technology Association (OLITA) Annual Program, May 13, Toronto, Canada.
- [ 2] Detlor, B. (2004). Invited seminar speaker. *Knowledge portals: Considering the human element*. Industry Seminar, Oct 13, IT University, Gothenburg, Sweden.
- [ 1] Detlor, B. (2004). Invited seminar speaker. *Enterprise portals*. Oct 7, Statoil, Stavanger, Norway.

#### Conference Presentations

- [ 8] Wilson, M., & Detlor, B. (2014). *A survey of REB systems in Canada*. Canadian Association of Research Ethics Boards (CAREB) National Conference, April 26, Montreal, Canada.
- [ 7] Detlor, B., & Wilson, M. (2013). *A survey of REB systems in Canada*. Canadian Association of Research Ethics Boards (CAREB) Ontario Conference, December 6, Toronto, Canada.
- [ 6] Detlor, B. (2004). *Building an intranet: Achieving organizational goals*. Ontario Library Association Super Conference, January 28-31, Toronto, Canada.
- [ 5] Detlor, B. (2003). *User adoption via heightened user participation*. Broadband for Connected Communities in Ontario Conference, November 16-19, Hamilton, Ontario, Canada.
- [ 4] Detlor, B. (2002). *Corporate knowledge portals*. eContent Academic Forum, Information Highways Conference, March 25, Toronto, Canada.
- [ 3] Detlor, B. (2001). *Web research: Experiences in the field*, Research Track, The Annual Conference of the Canadian Association of Law Librarians, May 29, London, Ontario, Canada.
- [ 2] Detlor, B. (2000). *Knowledge café*. Information Highways 2000 Conference and Exhibition, March 28, Toronto, Canada.
- [ 1] Detlor, B. (1999). *Knowledge management in the virtual organization*. SIG MGMT technical panel presentation, The 62nd Annual Meeting of the American Society for Information Science, November 3, Washington, D.C, USA.

### Discussant

- [ 7] Detlor, B. (2017). Discussant. *Information Science Doctoral Colloquium (iDocQ)*, Robert Gordon University, June 26, Aberdeen, Scotland.
- [ 6] Detlor, B. (2011). Discussant. *Information Science Doctoral Colloquium (iDocQ)*, Robert Gordon University, June 19, Aberdeen, Scotland.
- [ 5] Detlor, B. (2005). Discussant of *Using appreciative inquiry for information systems research* by William MacKinnon and Catherine A. Hajnal, Sprott School of Business, Carleton University at the Administrative Sciences Association of Canada Conference, May 29, Toronto, Canada.
- [ 4] Detlor, B. (2005). Discussant of *Open source software – A reliable solution for e-governments* by Gabor Laszlo, Budapest University of Technology and Economics, Hungary, at the Doctoral Consortium, McMaster World Congress, January 19-21, Hamilton, Ontario, Canada.
- [ 3] Detlor, B. (2004). Discussant of *Synthesis method for designing distributed e-commerce information systems* by Sigitas Drasutis, Kaunas University of Technology, Lithuania, at the Doctoral Consortium, McMaster World Congress, January 14-16, Hamilton, Ontario, Canada.
- [ 2] Detlor, B. (2003). Discussant of *Effects of information presentation on perceived reputation in virtual communities: A Controlled Experiment* by K.K.Y. Kuan, J.S. Olson and R. Gonzalez, University of Michigan, International Conference on Information Systems (ICIS), December 14-17, Seattle, Washington, USA.
- [ 1] Detlor, B. (2003). Discussant of *Analyzing and synthesizing annotations on e-documents* by Assim Qayyum, University of Toronto at the Doctoral Consortium, McMaster World Congress, January 14-17, Hamilton, Ontario, Canada.

### Guest Lecturer

- [19] Detlor, B. (2016), *Knowledge Sharing*. Guest lecturer for a final year undergraduate class on “Knowledge Management”, October 13, Edinburgh Napier University, Edinburgh, Scotland.
- [18] Detlor, B. (2014), *Electronic Government*. Guest lecturer for a 4<sup>th</sup> year undergraduate class (4KH3) on “Management Issues in Electronic Business”, January 20, McMaster University, Hamilton, Ontario, Canada.
- [17] Detlor, B. (2011). *Web Information Seeking and Use*. Guest lecturer for a Ph.D. graduate class (K778) on “Research Advances and Issues in Information Systems”, November 24, McMaster University, Hamilton, Ontario, Canada.
- [16] Detlor, B. (2009). *Web Information Seeking and Use*. Guest lecturer for a Ph.D. graduate class (K778) on “Research Advances and Issues in Information Systems”, January, McMaster University, Hamilton, Ontario, Canada.
- [15] Detlor, B. (2009). Invited Speaker. *Editor’s Panel*, Ph.D. research seminar, March 10, Faculty of Information, University of Toronto, Canada.
- [14] Detlor, B. (2008). *Investigating Web Information Seeking and Use: Results, Issues, & Reflections*. Guest lecturer for a Ph.D. graduate class (K778) on “Research Advances and Issues in Information Systems,” Jan 18, McMaster University, Hamilton, Canada.
- [13] Detlor, B. (2005). *Portals and Strategies*. Guest lecturer for a graduate class on “eBusiness Strategies”, March 17, McMaster University, Hamilton, Canada.

- [12] Detlor, B. (2005). *Designing Enterprise Portals for Knowledge Workers*. Guest lecturer for a graduate class on "Information Management: Models and Platforms," Feb 2, University of Toronto, Canada.
- [11] Detlor, B. (2004). *Enterprise Portals*. Guest lecturer for a masters class on "Enterprise Portals," Oct 12, IT University, Gothenburg, Sweden.
- [10] Detlor, B. (2004). *Researching Enterprise Portals*. Guest lecturer for a Ph.D. class on "Research Methods," Oct 11, Department of Informatics, Gothenburg University, Gothenburg, Sweden.
- [ 9] Detlor, B. (2004). *Enterprise Portals*. Guest lecturer for a graduate class on "Enterprise Content Management," Oct 6, Department of Information Systems, Agder University College, Kristiansand, Norway.
- [ 8] Detlor, B. (2004). *eGovernment Portals*. Guest lecturer for a graduate class on "eBusiness Strategies," March 22, McMaster University, Hamilton, Ontario, Canada.
- [ 7] Detlor, B. (2003). *Knowledge Portals: Design, Issues, and Directions*. Guest lecturer for a graduate class on "Information Management: Models and Platforms," Oct 9, University of Toronto, Canada.
- [ 6] Detlor, B. (2002). *A Framework for Designing Intranets*. Guest lecturer for a graduate class on "Information Management: Models and Platforms," May 9, University of Toronto, Canada.
- [ 5] Detlor, B. (2001). *Portals: Tools for Searching and Organizing Information*. Guest lecturer for a graduate class on "Advanced Online Searching," Nov 14, Université de Montréal, Canada.
- [ 4] Detlor, B. (2000). *Qualitative methods: An Overview of a Recent Qualitative Ph.D. Dissertation*. Guest lecturer for a graduate class on "Research Methods," Nov 3, Université de Montréal, Canada via teleconferencing from McMaster University, Hamilton, Ontario, Canada.
- [ 3] Detlor, B. (1999). *Intranet Design*. Guest lecturer for graduate class on "Current Issues - Information Management in Organizations: Models and Platforms," Nov, University of Toronto, Canada.
- [ 2] Detlor, B. (1999). *Intranet Design*. Guest lecturer for graduate class on "Current Issues - Information Management in Organizations: Models and Platforms," March, University of Toronto, Canada.
- [ 1] Detlor, B. (1998). *Intranet Design*. Guest lecturer for graduate class on "Current Issues - Information Management in Organizations: Models and Platforms," Feb, University of Toronto, Canada.

Other

- [12] Detlor, B. (2013). Invited Faculty Member, *New Faculty Orientation*, Aug 22, McMaster University, Hamilton, Ontario, Canada.
- [11] Detlor, B. (2004). Invited Speaker, *Graduate Research Ethics Workshop*, Nov 3, McMaster University, Hamilton, Ontario, Canada.
- [10] Detlor, B. (2004). Breakout Group Leader, *Ethics of Research with Humans*, Dec 3, McMaster University, Hamilton, Ontario, Canada.

- [ 9] Detlor, B. (2004). Invited talk to prospective MBA students, *eBusiness @ Mac*, June 8, McMaster University, Hamilton, Ontario, Canada
- [ 8] Detlor, B. (2004). Breakout Group Leader, *Ethics of Research with Humans*, Jan 26, McMaster University, Hamilton, Ontario, Canada.
- [ 7] Detlor, B. (2001). *Enterprise Portals and Knowledge Management*, April 18-20, Human Resources Development Canada, Winnipeg, Canada.
- [ 6] Detlor, B. (2000). *The Youth Portal and Electronic Government: Promises, Challenges, and Concerns*, Dec 7, Human Resources Development Canada, Hull, Quebec, Canada.
- [ 5] Detlor, B. (2000). *Enterprise portals: Design Elements and Strategies*, May 30, Knowledge Management Forum, FIS Knowledge Management Institute, Fredericton, New Brunswick, Canada.
- [ 4] Detlor, B. (2000). *An Introduction to Building a Youth Portal*, May 16, Human Resources Development Canada, Hull, Quebec, Canada.
- [ 3] Detlor, B. (2000). *The Infrastructure: Supporting a Knowledge Management Initiative*, Feb 23, FIS Knowledge Management Institute, Ottawa, Canada.
- [ 2] Detlor, B. (1999). *Information Seeking on the World Wide Web*, Data Mining, Knowledge Management, & Web Database Information Day, October 20, Centre for Academic Technology, University of Toronto, Canada.
- [ 1] Detlor, B. (1998). *Information Architecture and Information Resource Management: Taking Stock*, Feb 11, Information Resource Management Association of Canada (IRMAC), Toronto, Canada.

**b) Contributed**

Peer Reviewed

- [31] La Rose, T., & Detlor, B. (2018). Feeding Two Birds with One Byte: Understanding Social Work Leadership in Hamilton, Ontario, Canada through Digital Storytelling, *Joint World Conference on Social Work, Education and Social Development Conference*, Dublin, Ireland, July 4 – 7.
- [30] Detlor, B., Nosrati, F., & Crippa, C. (2017). Connecting people with their communities through proximity-based digital storytelling. Poster presented at the *Association of Information Science and Technology (ASIS&T) Annual Meeting*, Washington DC, USA, October 27 – November 1.
- [29] Nosrati, F. & Detlor, B. (2017). Towards the Future of Education and Learning at McMaster through Online/Blended Teaching. Presentation made at the Learning Technologies Symposium, McMaster University, Hamilton, Canada, Oct 11-12.
- [28] Detlor, B., Nosrati, F. & Crippa, C. (2017). Digital Storytelling and the Use of iBeacon Technologies by Libraries: How to Promote Citizen Interest in a City and its Cultural Heritage, Paper presented at the *Information: Interactions and Impact (i3) Conference*, Aberdeen, Scotland, June 27-30.
- [27] Detlor, B. (2017). Digital storytelling and city cultural organizations. Poster presented at the University Research Conference, Edinburgh Napier University, Craiglockhart Campus, Edinburgh, June 21.

- [26] Detlor, B., Hupfer, M., & Smith, D. H. (2016). Digital storytelling and memory institutions: A case study using activity theory. Poster presented at the *Annual Meeting of the Association for Science and Technology (ASIS&T)*, Copenhagen, Denmark, Oct 14-18.
- [25] Detlor, B., & Ball, K. (2015). *The use of customer importance-satisfaction matrices to assess qualitative LibQUAL+ survey comments*, Northumbria Conference, July 20-22, 2015, Edinburgh, Scotland.
- [24] Lewis, V., & Detlor, B. (2015). *Promoting Library Research: The "Faculty-Member-in-Residence" Program*, Ontario Library Super Conference, Jan 28-30, 2015, Toronto, Canada.
- [23] Wilson, M, Szala-Meneok, K, & Detlor, B. (2014). The McMaster Research Ethics Board Online Survey Service. Poster presented at the *Canadian Association of Research Ethics Boards (CAREB) National Conference*, April 25-26, Montreal, Canada.
- [22] Detlor, B., Julien, H., Serenko, A. & Booker, L. (2011). Factors affecting student learning outcomes of information literacy instruction. Poster presented at the 6<sup>th</sup> *Evidence Based Library and Information Practice (EBLIP6) Conference*, Salford, Greater Manchester, UK, June 27-30.
- [21] Detlor, B., Julien, H., Serenko, A. & Booker, L. (2011). Making a difference with active information literacy instruction. Paper presented at the *Information: Interactions and Impact (i3) Conference*, Aberdeen, Scotland, June 20-23.
- [20] Detlor, B., Julien, H., Serenko, A. & Booker, L. (2010). Factors affecting student learning outcomes of information literacy instruction. Poster presented at the *American Society for Information Science and Technology (ASIST) Annual Meeting*, Pittsburgh, USA, Oct 22-27.
- [19] Detlor, B., Booker, L., Julien, H. & Serenko, A. (2010). The effects of information literacy instruction on business students. Presentation made at the *Canadian Association for Information Science 37<sup>th</sup> Annual Conference*, June 2-4, Montreal, Canada.
- [18] Detlor, B., Booker, L., Serenko, A. & Julien, H. (2010). The effects of information literacy instruction on business students. Presentation made at the *Workshop for Instruction in Library Use (WILU)*, McMaster University, May 12-14, Hamilton, Canada.
- [17] Detlor, B., Choo, C.W., Mackenzie, M., Turnbull, D. & Ratto, M. (2009). Information seeking and use in diverse organizational contexts. SIG-USE Technical Panel Presentation, *Annual Meeting of the American Society for Information Science & Technology (ASIST&T)*, Nov 6-11, Vancouver, Canada.
- [16] Detlor, B., Ruhi, U., Hupfer, M. & Zhao, L. (2009). A citizen-centric framework for e-government services. Presentation made at the *Government Technology (GTEC) Conference*, Oct 5-8, Ottawa, Canada.
- [15] Julien, H., Detlor, B., Serenko, A., Willson, R., & Lavalley, M. (2009). Information literacy learning outcomes: Critical factors in the learning environment. Presentation made at the *Canadian Association for Information Science 37<sup>th</sup> Annual Conference*, May 28-30, Ottawa, Canada.
- [14] Julien, H., Detlor, B., Serenko, A., Willson, R., & Lavalley, M. (2009). Assessing learning outcomes of information literacy instruction at Canadian business schools. Presentation made at the *Workshop for Instruction in Library Use (WILU)*, May 25-27, Montreal, Canada.



- [13] Jansen, B., Rosso, M., Russell, D., and Detlor, B. (2008). Transforming data into services – Delivering the Google online marketing challenge: A Multi-disciplinary global teaching and learning initiative using sponsored search. SIG-ED and SIG-USE Technical Panel Presentation. *Annual Meeting of the American Society for Information Science & Technology (ASIS&T)*, Oct 28, Columbus, Ohio, USA.
- [12] Detlor, B., Hupfer, M., & Ruhi, U. (2008). Adoption & use of community municipal portals. *Municipal Information Systems Association (MISA) Ontario Annual Conference*, June 10, Blue Mountain Resort, Craighleth, Ontario, Canada.
- [11] Hupfer, Maureen, Awad, N.F, Chatterjee, P., Detlor, B. Edmonds, A., Johnson E., Jones, J., Ruhi, U., Senecal, S., & Trifts, V. (2007). Internet tracking and clickstream data: Methodological issues, ACR Roundtable Submission, *Association for Consumer Research (ACR) Annual North American Conference*, Oct 25-28, Memphis, USA.
- [10] Detlor, B., Mackenzie, M. & Turnbull, D. (2007). The complexity and value of managing in the digital environment. SIG-MGMT Technical Panel Presentation. *Annual Meeting of the American Society for Information Science & Technology (ASIS&T)*, Oct 18-24, Milwaukee, USA.
- [ 9] Detlor, B., Choo, C. W., Bergeron, P., & Heaton, L. (2006). Information behavior realities in organizations. Short Paper/Poster. *Annual Meeting of the American Society for Information Science & Technology (ASIST&T)*, Nov 3-8, Austin, USA.
- [ 8] Harold, A. & Detlor, B. (2006). An HCI research tool to investigate consumer interactions with retail web sites. SIG-HCI research symposium. *Annual Meeting of the American Society for Information Science & Technology (ASIST&T)*, Nov 3-8, Austin, USA.
- [ 7] Detlor, B. (2005). Knowledge management practices in organizations undergoing fundamental change. SIG-MGMT Technical Panel Presentation. *Annual Meeting of the American Society for Information Science & Technology (ASIS&T)*, Oct 28-Nov 3, Charlotte, USA.
- [ 6] Detlor, B., Choo, C. W., Bergeron, P., & Heaton, L. (2003). Managing knowledge and information in times of major organizational transition. *Organizations and Society in Information Systems Workshop (OASIS)*. Pre-conference workshop at the International Conference on Information Systems (ICIS), December 14-17, Seattle, USA.
- [ 5] Detlor, B. (2003). A framework for Web information behaviour of organizational workers. *SIG-USE Research Symposium*. Pre-conference workshop at the Annual Meeting of the American Society for Information Science and Technology (ASIS&T), October 19-22, Long Beach, California, USA.
- [ 4] Harold, A., & Detlor, B. (2003). Tailoring the design of web shopping sites for both product browsing and product searching. Poster presented at the working paper session of the *Association of Consumer Research (ACR) Conference*, October 10-12, Toronto, Canada.
- [ 3] Detlor, B. (1999). Utilizing web information systems for organizational knowledge work: An investigation of the information ecology and information behaviors of users in a telecommunications company, Paper presented at the *62nd Annual Meeting of the American Society for Information Science*, Doctoral Research Forum, Washington, D.C., USA.
- [ 2] Detlor, B. (1998). Facilitating knowledge work with intranets: An investigation of the organizational information environment of intranet users, Paper presented at the *ICIS Doctoral Consortium, 19th Annual International Conference on Information Systems (ICIS)*, Helsinki, Finland.

- [ 1] Detlor, B. (1998). Basing intranet design on the organizational information environment and user information behaviour. In E. G. Toms, D. G. Campbell, & J. Dunn (Eds.), *Proceedings of the 26th Annual Conference of the Canadian Association for Information Science (CAIS)*, "Information Science at the Dawn of the Millennium", Ottawa, Ontario, (pp. 93-106).

Not Peer Reviewed

- [ 3] Detlor, B. & Zhao, L. (2009). *Community municipal portal adoption and use*, Research Day, April 29, DeGroote School of Business, McMaster University, Hamilton, Ontario, Canada.
- [ 2] Detlor, B. (1998). *Facilitating knowledge work with intranets: An investigation of the organizational information environment of intranet users*. Brown Bag Series, November 13, Faculty of Information Studies, University of Toronto, Canada.
- [ 1] Choo, C.W., Detlor, B., & Turnbull D. (1998). *A behavioural model of information seeking on the World Wide Web*. Research Day, March 13, Centre for Research in Information Studies, Faculty of Information Studies, University of Toronto, Canada.

**ADMINISTRATIVE RESPONSIBILITIES**

**a) Faculty**

Administrative Positions

Information Systems Area.  
Chair, July 1, 2015 to June 30, 2021.

Ph.D. Program in Business Administration.  
Director, July 1, 2006 to June 30, 2011.

Undergraduate Commerce Programs.  
Acting Director, July 1, 2005 to June 30, 2006.

Committees

Burlington Campus – Academic and Financial Planning Committee.  
Member, Feb 2008 to Nov 2008.

Dean's Advisory Committee on Research.  
Ex Officio Member, July 1, 2008 to June 30, 2011.

Dean's Advisory Council.  
Ex Officio Member, July 1, 2015 to June 30, 2018.

Dean's Advisory Group on Computing.  
Ex Officio Member, July 1, 2005 to June 30, 2006.  
Ex Officio Member, July 1, 2008 to June 30, 2011.

Dean's Committee on Learning Technologies.  
Member, July 1, 2004 to June 30, 2007.  
Member, July 1, 2001 to June 30, 2002.

Faculty Council.

Ex Officio Member, July 1, 2005 to June 30, 2006.

Ex Officio Member, July 1, 2008 to June 30, 2011.

Faculty of Science.

School of Business Representative, July 1, 2001 to June 30, 2004.

Graduate Admissions and Study Committee.

Member, July 1, 2015 to June 30, 2021; January 2002 to June 30, 2004.

Ex Officio Member, July 1, 2008 to June 30, 2011.

Graduate Curriculum and Policy Committee.

Ex Officio Member, July 1, 2008 to June 30, 2011.

Ph.D. Operating Committee.

Chair, July 1, 2008 to June 30, 2011.

School of Business Student Research Ethics Committee (SBSREC).

Chair, January 1, 2002 to June 30, 2003.

Member, July 1, 2000 to December 31, 2001.

Undergraduate Admissions Policy & Reviewing Committee.

Chair, July 1, 2005 to June 30, 2006.

Member, July 1, 2008 to June 30, 2011.

Undergraduate Curriculum & Calendar Committee.

Chair, July 1, 2005 to June 30, 2006.

Member, July 1, 2001 to June 30, 2004.

University Liaison Committee.

Member, July 1, 2005 to June 30, 2006.

Undergraduate Prizes & Scholarships Committee.

Ex Officio, July 1, 2005 to June 30, 2006.

Member, July 1, 2009 to June 30, 2012.

Undergraduate Recruiting, Admissions and Student Affairs Committee.

Member, July 1, 2012 to June 30, 2015.

Special Assignments

Ad Hoc MGD Enterprise Portal Committee.

Chair, October 2002 to 2003.

Ad Hoc Ph.D. Operating Committee.

Chair, March 15, 2007 to June 30, 2007.

IT Manager Hiring Committee.

Member, May 2004.

Online Learning Strategy Working Group

Chair, April-December 2017.

Selection Committee, Area Chair, Information Systems area.

Area member, Feb 2007.

Selection Committee, Area Chair, Accounting area.  
Outside member, March-April 2007.

Selection Committee, Director of Technology Innovation, Partnerships and Risk Management  
Faculty Member, May 2011.

Selection Committee, Area Chair, Marketing, Business Policy & International Business area.  
Outside member. March 2002.

Technical Network Administrator Hiring Committee.  
Member, June 2006.

Webmaster/Systems Analyst Hiring Committee.  
Member, January 2004 to May 2004.

**b) University**

Academic and Research Advisory Committee (on Information Technology)  
Member, May 2009 to June 2013.

Associate Deans Group.  
Member, July 1, 2005 to June 30, 2006.

Board-Senate Research Misconduct Hearings Panel  
Faculty Member, July 1, 2014 to June 30, 2020.

Business Fluencies Librarian Hiring Committee  
Faculty Member, January 2009 to March 2009.

Digital Archive Advisory Board, McMaster University Library  
Member, September 1, 2013 to June 30, 2014.

Doctoral Dissertation Defences.  
Chair, October 2010 (Michael Hughes, Chemistry).

Enrolment Management Team.  
Member, July 1, 2005 to June 30, 2006.

McMaster Digital Transformation Research Centre (M-DTRC) Governing Board.  
Member, July 1, 2017 to present.

McMaster Research Ethics Board (MREB).  
Chair, July 1, 2011 to June 30, 2015.  
Member, July 1, 2003 to June 30, 2006.

McMaster University Library,  
"Faculty Member in Residence", July 1, 2013 to June 30, 2014.

McMaster University Research Ethics Appeal Board.  
Member, May 1, 2011 to April 30, 2013.

Research Misconduct Policy Task Force.  
Member, January to June 30, 2013.

Research Integrity Policy Review Panel.  
Member, March 2015 to June 2016.

Research Integrity – Hearings Committee  
Chair, November 2015 – January 2016.

Sherman Centre for Digital Scholarship.  
Faculty Representative, April 2010 to June 2012.

Student Portal Steering Committee.  
Faculty Representative, June 1, 2005 to June 30, 2007; Sept 1, 2008 to June 30, 2009.

Undergraduate Council.  
Ex Officio Member, July 1, 2005 to June 30, 2006.  
Undergraduate Council Executive Committee.  
Member, July 1, 2005 to June 30, 2006.

Undergraduate Council Certificates and Diplomas Committee.  
Member, July 1, 2005 to June 30, 2006.

Undergraduate Council Curriculum and Admissions Committee.  
Member, July 1, 2005 to June 30, 2006.

University Library Advisory Council.  
Acting Member, July 1, 2008 to June 30, 2009; Member, July 1, 2013 to June 30, 2014.

UTS Advisory Committee.  
Member, July 1, 2008 to June 30, 2010.

### **c) Provincial**

Ontario Council of Graduate Studies (OCGS) Appraisal Committee, Section 2.  
Chair, July 1, 2006 to June 30, 2007  
Member, Sept 1, 2005 to Aug 31, 2007.

### **OTHER RESPONSIBILITIES**

Focus Consulting, DeGroote School of Business, McMaster University, Hamilton, Ontario.  
Mentor/Advisor to an MBA-student consulting team, March 2005 to Sept 2007.

Text Analysis Portal for Research (TAPoR), McMaster University, Hamilton, Ontario.  
Member, Usability, 2005-2006.

Connect Hamilton-Create Community, City of Hamilton, Ontario.  
Advisor, User Requirements Team, 2003-2004.

Knowledge Media Design Institute, University of Toronto, Ontario.  
Steering Committee Member, March 2000 to July 2000.

Faculty of Information Studies, University of Toronto, Ontario.  
Marketing Committee, Connections '99 (doctoral conference), 1999.  
President, Doctoral Students Association, 1997-1999.  
Doctoral Student Representative, FIS Faculty Council, 1996-1997, 1999-2000.

Information Resource Management Association of Canada (IRMAC), Toronto Chapter.  
Publicity Director, 1995-1997.