

## Kaitlin Light Costello

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### Title and address

Assistant Professor  
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### Education

2015	PhD in Information Science University of North Carolina at Chapel Hill
2008	MS in Library and Information Science Certificate in Special Collections University of Illinois at Urbana-Champaign
2005	AB in Film Concentration in Poetry and Poetics Vassar College, Poughkeepsie, NY

### Employment

2015- present	Assistant professor, Department of Library and Information Science, Rutgers University School of Communication and Information.
2011-2013	NIH Predoctoral fellow, Interventions for Preventing and Managing Chronic Illness, Department of Nursing at UNC-Chapel Hill (5T32NR007091; PI: M. Mishel, advisor: Mi-kyung Song).
2010-2011	Project Manager, DigCCurr II, Extending an International Digital Curation Curriculum, School of Library and Information Science at UNC-Chapel Hill (IMLS RE-05-08-0060-08; PIs: H. Tibbo, C. Lee).
2007-2008	Graduate Assistant, Illinois Digital Environment for Access to Learning and Scholarship, University of Illinois at Urbana-Champaign.

### Publications

#### Doctoral dissertation (unpublished)

Costello, K. L. (2015). Social information behaviors in the context of chronic kidney disease: Information seeking and disclosure in online support groups (Doctoral dissertation; chair: Dr. Barbara Wildemuth). University of North Carolina, Chapel Hill, NC.  
<https://cdr.lib.unc.edu/indexablecontent/uuid:0d8a3c6a-e2f3-4f02-9c22-0d99654aa78f>

#### Journal articles, refereed

Floegel, D. & Costello, K. (2019, forthcoming). Entertainment media and the information practices of queer individuals. *Library and Information Science Research*, 41(1).

Costello, K. L. (2017) Social relevance assessments for virtual worlds: Interpersonal source selection in the context of chronic illness. *Journal of Documentation*, 73(6), 1209-1227. <http://doi.org/10.1108/JD-07-2016-0096>

Costello, K. L., Martin, J. D., III., Edwards, A. E. (2017). Online Disclosure of Incriminating Information: Patterns of Risky Information Behavior in Two Drug Forums. *Journal of the*

*Association for Information Science and Technology*, 68(10), 2439-2448. <http://doi.org/10.1002/asi.23880>

Xu, S., Markson, C., **Costello, K. L.**, Xing, C. Y., Demissie, K., & Llanos, A. A. M. (2016). Leveraging social media to promote public health: Example of cancer awareness via Twitter. *JMIR Public Health and Surveillance*, 2(1), e17. [PMID: 27227152]. <http://doi.org/10.2196/publichealth.5205>

**Costello, K. L.**, & Murillo, A. P. (2014). "I want your kidney!": Information seeking, sharing, and disclosure when soliciting a kidney donor online. *Patient Education and Counseling*, 94(3), 423-426. <http://doi.org/10.1016/j.pec.2013.11.009>

Lutz, E.R., **Costello, K. L.**, Jo, M., Gilet, C.A., Hawley, J.M., Bridgman, J.C., Song, M. (2014). A systematic evaluation of websites offering information on chronic kidney disease. *Nephrology Nursing Journal*, 41(4), 355-363. <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC4176705/>

### Journal articles under review

**Costello, K. L.**, & Veinot, T. C. (2017, under revision at *Journal of the Association for Information Science and Technology*). A spectrum of approaches to health information interactions: From avoidance to verification.

### Published conference proceedings, refereed

**Costello, K. L.**, & Brown, N. (2018). Coverage of core competencies for health information professionals. In *Proceedings of the Medical Library Association 2018 Annual Meeting*. May 18-23, 2018. Atlanta, GA.

Sun, S., & **Costello, K. L.** (2017). Designing decision-support technologies for patient-generated data in type 1 diabetes. In *American Medical Informatics Association Annual Symposium Proceedings*. Nov 4-8, 2017. Washington, DC.

Hawkins, B., **Costello, K. L.**, Veinot, T. C., Gibson, A., & Greyson, D. (2017). Health information behavior research with marginalized populations (panel). In *Proceedings of the 80<sup>th</sup> Annual ASIS&T Meeting*. Oct 28- Nov 1, 2017. Washington, DC. <http://doi.org/10.1002/pr2.2017.14505401073>

**Costello, K. L.** (2016). Impact of patient-provider communication on online health information behaviors in chronic illness. In *Proceedings of the 79<sup>th</sup> ASIS&T Annual Meeting*. Oct 14-18, 2016. Copenhagen, DK. <http://doi.org/10.1002/pr2.2016.14505301060>

Oh, S., **Costello, K. L.**, Chen, A. T., Wildemuth, B. M. (2016). Qualitative methods for studying health information behaviors (panel). In *Proceedings of the 79<sup>th</sup> ASIS&T Annual Meeting*. Oct 14-18, 2016. Copenhagen, DK. <http://doi.org/10.1002/pr2.2016.14505301024>

**Costello, K. L.** (2015). Information quality, privacy policies, and data safety practices in online social networks for health: A longitudinal analysis. In *Proceedings of the 78<sup>th</sup> ASIS&T Annual Meeting*. Nov 6-10, 2015. St. Louis, MO. <http://doi.org/10.1002/pr2.2015.145052010058>

**Costello, K. L.** (2014). Similarity as credibility cue in online support groups for chronic kidney disease. In *Proceedings of the 77<sup>th</sup> Annual ASIS&T Meeting*. Oct 31-Nov 5, 2014. Seattle, WA. <http://doi.org/10.1002/meet.2014.14505101105>

**Costello, K. L.** (2013). Ethical implications of searching for a kidney donor online. In *Proceedings of the 76<sup>th</sup> Annual ASIS&T Meeting*. Nov 1-5, 2013, Montreal, Canada. <http://doi.org/10.1002/meet.14505001166>

**Costello, K. L.**, & Priem, J. (2011). Archiving scholars' tweets. In *Society of American Archivists Research Forum Proceedings*. Aug 12, 2011. Washington, D.C.

**Costello, K. L.** (2010). Digital Preservation Education in iSchools. In *Proceedings of the 2010 iConference*. Feb 3-6, 2010. Urbana-Champaign, IL.

Priem, J., & **Costello, K. L.** (2010). How and why scholars cite on Twitter. In *Proceedings of the 73rd ASIS&T Annual Meeting*. Oct 22-27, 2010. Pittsburgh, PA. <http://doi.org/10.1002/meet.14504701201>

### Conference talks, refereed

**Costello, K. L.** (2018). "It's a part-time job": Characterizing health information interactions as labour. *ISIC 2018: The information behaviour conference*. Oct 9-11, 2018. Krakow, Poland.

**Costello, K. L.** (2018). The burden of empowerment: Information work in online health communities. *European Society for Health and Medical Sociology 17<sup>th</sup> Biennial Congress*. June 6-8, 2018. Lisbon, Portugal.

**Costello, K. L.**, & Wildemuth, B. M. (October 2011). Who should have access to my personal health record? Patients' perspectives. *Proceedings of the 2nd Workshop on Interactive Systems in Healthcare*. Washington, DC.

### Invited workshop papers, refereed

**Costello, K. L.** (2015). Collaborative cross-checking: Teaching patients how to evaluate online health information. *DIMACS Workshop on Social and Collaborative Information Seeking*. May 14-15, 2015. New Brunswick, NJ. <http://dimacs.rutgers.edu/Workshops/SCIS/program.html>

**Costello, K. L.**, Martin, J.D., Edwards, A.E. (2015). "Dude, I zone out like that all the time": Banter in online discussion forums focused in illicit behavior. *SIG-SI (Social Informatics) Symposium*. Nov 5, 2015. St. Louis, MO.

**Costello, K. L.** (2012). "We would not have found a kidney without Facebook" Locating a kidney donor using the Internet: A grounded theory study. Presented at the *Medicine 2.0 Conference*. Sept 15-16, 2012. Boston, MA.

Priem, J., **Costello, K. L.**, & Dzuba, T. (2011). Prevalence and use of Twitter among scholars. Presented at *Metrics 2011: Symposium on Informetric and Scientometric Research*. Oct 12., 2011. New Orleans, LA.

**Costello, K. L.**, & Tibbo, H. (2010). "DigCCurr professional institutes – Bridging the education gap for digital practitioners." Presented at the *6<sup>th</sup> International Digital Curation Conference*, Dec 6-8, 2010. Chicago, IL.

### Electronic papers, not refereed

**Costello, K. L.**, & Brown, M. E. (Nov/Dec 2010). Preliminary report on the 2010-2011 DigCCurr Professional Institute: Curation practice for the digital object lifestyle. *D-Lib Magazine*. <http://dlib.org/dlib/november10/costello/11costello.html>

### Talks (invited)

2015 Health information behavior. *Rutgers SC&I New Faculty Colloquium*. Oct 7, 2015.

2013 Investigating information seeking and disclosure in online support groups for chronic kidney disease. *76th ASIS&T Annual Meeting*. Nov 1-5, 2013. Montreal, Canada. (Invited conference talk.)

2011 Software: Choices and options for digital curation. *Curation practices for the digital object lifestyle: DigCCurr Institute*. May 20, 2011. Chapel Hill, NC.

- 2011 Who is DigCCurr? Summary of pre-institute survey responses. *Curation Practices for the Digital Object Lifecycle: DigCCurr Institute*. May 16, 2011. Chapel Hill, NC.
- 2011 Personal health records: Their role and purpose in people's lives, with Wildemuth, B. *Duke and UNC-Chapel Hill Joint Informatics Research Seminar Series*, Mar 30, 2011.
- 2011 Measuring more, publishing more: Alt-metrics and data publishing, with Priem, J. & Piwowar, H. *UNC Scholarly Communications Working Group*, Jan 12, 2011.
- 2011 Archiving scholars' tweets: A practical approach. Curate Me: Stewardship of Personal Digital Archives Conference, Jan 7, 2011. Chapel Hill, NC.

### **Methods workshops (invited)**

- 2018 Feb 16-18 Vivid task elicitation for interactive information retrieval research, *Groundwork VI*, Claryville, NY.
- 2017 Dec 15 Memoing as a tool for data collection, analysis, and verifying trustworthiness in qualitative research, *Rutgers University ASIS&T Student Chapter*, Rutgers University SC&I.
- 2016 Nov 3 Multi-moment timeline and critical incident interviews, *InfoSeeking Lab*, Rutgers University SC&I
- 2015 Nov 19 Grounded theory: Integrating mixed methods into interactive information retrieval research, *InfoSeeking Lab*, Rutgers University SC&I.
- 2015 Sept 18 Using grounded theory in practice, *Everyday life information seeking*, UNC-Chapel Hill SILS.
- 2013 Apr 12 Using grounded theory to investigate information seeking and disclosure in online support groups for chronic kidney disease: A methods lecture, *Seminar in theory development*, UNC-Chapel Hill SILS.

### **Funded projects**

- 2018 "Information labor in patients with chronic pain: A mixed-methods information interaction study," Grants for Individual Faculty Research, Rutgers School of Communication and Information. \$5000.
- 2018 "Sympathy Sockpuppets: A Pilot Study on Non-Nefarious Online Community Infiltration," with co-PI Devon Grayson, ASIS&T SIG-USE Elfreda A. Chatman Research Award. \$1000.
- 2014 "Social information behaviors in the context of chronic kidney disease," (dissertation). Eugene Garfield Doctoral Dissertation Award, Beta Phi Mu International Library and Information Studies Honor Society. \$2500.
- 2013 "Social information behavior: Information seeking and disclosure in online support groups for chronic kidney disease." (dissertation). Thomson Reuters Doctoral Dissertation Proposal Award, American Society for Information Science and Technology. \$2500.

### **Fellowships, awards, and honors**

- 2018 Research Section award honorable mention, Medical Library Association
- 2016-2017 Annual Faculty Outstanding Research Award, Department of Library and Information Science, Rutgers University School of Communication and Information
- 2016 Beta Phi Mu inductee
- 2014-2015 Royster Dissertation Completion Fellowship, Graduate School, UNC-Chapel Hill
- 2013 Future Faculty Fellow, Center for Faculty Excellence, UNC-Chapel Hill
- 2012 Lester Asheim Merit-based Fellowship, SILS, UNC-Chapel Hill
- 2011-2013 NIH Predoctoral fellow, Department of Nursing, UNC-Chapel Hill

- 2011 Margaret Ellen Kalp Fellowship for Doctoral Study, SILS, UNC-Chapel Hill
- 2011 Student Travel Grant and Mentoring Program, Workshop on Interactive Systems in Healthcare in Washington, DC. (October 2011)
- 2009-2011 DigCCurr II Fellow, School of Library and Information Science, UNC-Chapel Hill
- 2008 Student Travel Grant, Society for Scholarly Publishing in Boston, MA (May 2008)

## Teaching

### Curricular development

- 2018 Fall Data doubles and digital traces, Rutgers University Byrne seminar. (100% new material)
- 2018 Fall Human information behavior, Rutgers University, MI program (Restructured course content for online delivery.)
- 2017 Fall Health sciences information, Rutgers University MI Program. (70% new material; restructured course content).
- 2017 Fall Human information behavior, Rutgers University, MI Program. (40% new material; restructured course content).
- 2016 Spring Human information behavior, Rutgers University, MI Program. (50% new material; restructured course content.)
- 2016 Spring Social informatics, Rutgers University, ITI program. (75% new material. Course materials now used by 5 part-time lecturers).
- 2015 Fall Information resources in the health sciences, Rutgers University, MI program. (100% new material).

### Courses taught

#### *PhD, Rutgers University*

- 2018 Spring Human information behavior (16:194:612)

#### *Master of Information program, Rutgers University*

- 2018 Fall Human information behavior (17:610:510)
- 2017 Fall Health sciences information (17:610:545)
- 2017 Fall Human information behavior (17:610:510)
- 2016 Fall Health sciences information (17:610:545)
- 2016 Fall Human information behavior (17:610:510)
- 2016 Spring Human information behavior (17:610:510)
- 2015 Fall Information resources in the health sciences (17:610:545)

#### *Undergraduate Information Technology and Informatics program, Rutgers University*

- 2018 Spring Social informatics (04:547:200)
- 2017 Spring Social informatics (2 sections) (04:547:200)
- 2016 Spring Social informatics (04:547:200)

#### *Undergraduate Byrne Seminar Aresty Scholar program, Rutgers University*

- 2018 Fall Data doubles and digital traces (01:090:101:11)

#### *Master of Information and Library Science, UNC-Chapel Hill*

- 2014 Spring Human information interactions (INLS 500)

2013 Fall	Human information interactions (INLS 500)
2011 Fall	Introduction to archives and records management (INLS 556)
2010 Spring	Archival appraisal (Teaching assistant) (INLS 755)

### Selected syllabi

- Health sciences information (MI, Fall 2017): [http://k8lin.com/syllabi/2017-fa\\_Costello\\_Health-sciences-info.pdf](http://k8lin.com/syllabi/2017-fa_Costello_Health-sciences-info.pdf)
- Human information behavior (MI, Fall 2017): [http://k8lin.com/syllabi/2017-fa\\_Costello\\_Human-info-behavior.pdf](http://k8lin.com/syllabi/2017-fa_Costello_Human-info-behavior.pdf)
- Social Informatics (ITI, Spring 2017): [http://k8lin.com/syllabi/2016Sp\\_04-547-200\\_SocialInformatics\\_Costello.pdf](http://k8lin.com/syllabi/2016Sp_04-547-200_SocialInformatics_Costello.pdf)

### Guest lectures

2018 Feb 21	“Social media and information labor,” research from the SC&I Social Media and Society Cluster (panelist), <i>PhD Colloquium</i> guest lecture, Rutgers SC&I.
2017 Sept 20	Tech and social media panelist, <i>PhD Colloquium</i> , Rutgers SC&I.
2017 Apr 12	A spectrum of information engagement in health information behavior, <i>Human Information Behavior (MI)</i> , Rutgers SC&I.
2016 Dec 1	Health Information, <i>PhD Seminar in Information Studies</i> , Rutgers SC&I
2016 Mar 10	Personal health records: Preservation issues, <i>Current Issues in Archives and Preservation (PhD)</i> , Rutgers SC&I.
2016 Mar 3	Strategic engagement with medical evidence, <i>Cancer Epidemiology</i> , Rutgers School of Public Health.
2015 Dec 3	Health information, <i>PhD Seminar in Information Studies</i> , Rutgers SC&I.
2015 Dec 2	Research in health and wellness panelist, <i>PhD Colloquium</i> , Rutgers SC&I.
2013 Mar 5	Personal health information: Privacy and disclosure online and off. <i>Health information sharing in social media</i> , UNC-CH SILS.
2012 Nov 11	Delivering informational resources to dialysis patients. <i>From theory to intervention in chronic conditions</i> , UNC-Chapel Hill School of Nursing.
2012 Sept 31	Critical appraisal and evidence-based research. <i>Nursing inquiry and evidence-based practice</i> , UNC-Chapel Hill School of Nursing.
2011 Apr 11	Citing in online social networks: Scholars on Twitter, with J. Priem. <i>Retrieving and Analyzing Information</i> , UNC-Chapel Hill SILS.

### Students supervised

#### Doctoral dissertation committee member

Manasa Rath, Information science.  
 Connie Pascal, Information science.  
 Yiwei Wang, Information science.

*Miraida Morales, Information science. Graduated Fall 2018.*  
*Si Sun, Information science. Graduated Fall 2016.*

#### Doctoral examiner

Sarah Fadem, Communication. Qualifying exam (written and oral) committee member.  
 Shannon Tomlinson, Information science. Qualifying exam (written and oral) committee member.  
*Manasa Rath, Information Science. Qualifying exam (written and oral) committee member.*  
*Connie Pascal, Information science. Dissertation proposal defense committee member. 2017.*  
*Miraida Morales, Information science. Dissertation proposal defense committee member. 2017.*  
*Yiwei Wang, Information science. Qualifying exam (written and oral) committee member. 2017.*

## ***Independent studies***

### Doctoral students

- 2018 Fall Diana Flogel, Information science, Independent study. "Applying grounded theory methods to information creation in LGBTQ media"
- 2017 Fall Shannon Tomlinson, Information science, Independent study. "Defining context for information seekers with visual impairment."

### Master's students

- 2018 Fall Dan Delmonaco, Information science, Independent study, "Graphic Medicine and the Sex Education Information Practices of Queer Youth."

### Undergraduate students

- 2017 Spring Fairooz Khondker, Information technology and informatics, Honors independent study. "Enabling America's aging population with assistive technology."

## ***Research students***

### PhD

- Summer 2016 Yiwei Wang, RA on "Interactive search and information use tactics of patients with chronic pain."

### Undergraduate

#### *Current*

- 2018— Laura Pearlman, RA on health informatics curriculum study

#### *Former*

- 2017—2018 Kathy Lei, Aresty program RA (chronic pain and social media)  
2017—2018 Michael Tombolini, Aresty program RA (chronic pain and social media)  
2016—2018 Norris Brown, RA on health informatics curriculum study  
2016—2017 Jeremiah King, RA on systematic literature review  
2015 Spring Sierra Gratale, RA on systematic literature review

## **Service**

### **Service at Rutgers University**

#### ***Department of Library and Information Science***

- 2018 Sept Member, iSchools Doctoral Dissertation award ad-hoc committee  
2017 Sept— Member, Curriculum committee  
2017 Sept— Member, Research development committee  
2017 Sept—2018 May Faculty advisor, Rutgers health informatics reading group  
2017 Sept—2018 May Member, Faculty search committee  
2016 Dec—2018 May Member, PhD curriculum task force  
2016 Sept— Faculty advisor, Rutgers student chapter of Association for Information Science and Technology (RU-ASIST)  
2016 Sept—2017 Sept Chair, Research development committee  
2015— Academic advisor, MI program (~8 students/year)

#### ***School of Communication and Information***

- 2019 Jan 15-17 Faculty mentor and panelist, SC&I PhD Winter Writing Workshop  
2017— Member, Master of Health Communication and Information curriculum committee

2016 Sept—2017 Sept      Member, Research development committee  
2016 Apr                      Member, PhD social media course committee

***Rutgers, the State University of New Jersey***

2015 Aug—2016 Aug      Co-mentor, OASIS leadership and development program

**Service at the University of North Carolina at Chapel Hill**

***School of Information and Library Science***

2013 Aug—2014 Aug      Doctoral student representative, Personnel committee  
2011 Aug—2012 Aug      Doctoral student representative, Research and doctoral committee

**Service to the Academic Profession**

***Reviewing***

2018—      Reviewer, *Health Information and Libraries*  
2017      Reviewer, 2018 CHIIR conference doctoral colloquium submissions  
2017      Guest academic editor, *PLOS ONE*  
2016—      Reviewer, *Social Science Information*  
2016      Reviewer, 2016 iConference  
2016—      Reviewer, *Journal of Health Communication*  
2016—      Reviewer, *Journal of Information Science*  
2016—      Reviewer, *PLOS ONE*  
2016      Reviewer, *European Conference on Information Systems*  
2016      Reviewer, 2016 ACM-SIGCHI conference  
2013—      Reviewer, *Journal of the Association for Information Science and Technology*  
2012—      Reviewer, *Journal of Medical Internet Research*  
2012      Reviewer, 2012 Medicine 2.0 conference proceedings

***Service to professional organizations***

2017—      Member, ASIS&T education and professional advancement committee  
2017      Chair, Local organizing committee, 2018 CHIIR conference  
2017      Jury member, ASIS&T SIG-USE best paper and poster awards  
2017      Jury member, ASIS&T Clarivate Analytics PhD dissertation proposal scholarship  
2016—      Chair, New Jersey chapter of the Association for Information Science & Technology  
2016      Jury member, ASIS&T SIG-USE best paper and poster awards  
2012      Panel moderator, Medicine 2.0, Sept 15-16, 2012.

***Professional affiliations***

American Medical Informatics Association  
Association for Computing Machinery  
Association for Information Science and Technology  
Society for Participatory Medicine