

Kaitlin Light Costello

August 2020

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Doctoral dissertation (unpublished)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.L. (2020, In press). "We just decided to do it ourselves": Extending information poverty through queer world-building in institutional small worlds. *Journal of Critical Library and Information Studies*, 3(2).

Costello, K. L., & Veinot, T. C. (2020). A spectrum of approaches to health information interaction: From avoidance to verification. *Journal of the Association for Information Science and Technology*, 71(8), 871-886. <https://asistdl.onlinelibrary.wiley.com/doi/abs/10.1002/asi.24310>

Floegel, D. & **Costello, K.** (2019). Entertainment media and the information practices of queer individuals. *Library and Information Science Research*, 41(1), 31-38. <https://doi.org/10.1016/j.lisr.2019.01.001>

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/>

Manuscripts under review or in process

Costello, K. L. & Floegel, D. (Under review, 2020). The potential of feminist technoscience for advancing research in information practice. *SIG-USE Annual Research Symposium*.

Costello, K. L. (In process, 2020). "It's a part-time job": A typology of health information work and labor. *Journal of Documentation*.

Ortiz-Meyers, M. & **Costello, K.L.** (In process, 2020). Health information practices of parents of transgender youth. *Library Trends*.

Costello, K. L. & Greyson, D. (In process, 2020). Sympathy sockpuppets and their impact in online communities. *Social Media & Society*.

Published conference proceedings, refereed

Costello, K.L. & Floegel, D. (2020). "Predictive ads are not doctors": Mental health surveillance, big tech, and platform capitalism. *Proceedings of the 83rd Association for Information Science and Technology 83rd Annual Meeting*. Oct 23-28, 2020. Virtual conference due to covid-19. [2020 SIG-USE Early Career Best Paper Award.]

Costello, K.L. (2020). Correcting health misinformation online: Collaborative crosschecking. *Information Science Trends – ASIS&T European Chapter Series*. June 8-10, 2020. Virtual conference due to covid-19. <https://zenodo.org/record/3885211>

Costello, K. L. (2019). Quality of medical advice for chronic pain on social platforms. In *Proceedings of the 82nd Annual ASIS&T Meeting*. Oct 19 - 23, 2019. Melbourne, Australia.

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

Costello, K. L. (2018). The burden of empowerment: Information work in online health communities. In T. Correia & V. Carvalho da Silva (Eds.), *Old tensions, emerging paradoxes in health:*

Rights, knowledge, and trust. The 17th European Society for Health and Medical Sociology Biennial Conference, Lisbon, Portugal: CIES, ISCTE-IUL.

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 80th 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 79th 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 79th 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 78th 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 77th 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 76th 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 and workshop papers, refereed

Greyson, D. & **Costello, K.L.** (2020). "We were survivors together": Emergent themes from the sympathy sockpuppets pilot study. *2020 International Conference on Social Media & Society*. July 22, 2020. Virtual conference due to covid-19.

Senteio, C., **Costello, K.L.**, & Singh, V. (2019). Lifting as we all rise: Addressing challenges to AI bias in healthcare. *Human-AI Collaboration in Healthcare workshop, CSCW 2019*, Austin, TX, November 9, 2019.

Floegel, D., & **Costello, K.L.** (2019). Queering grounded theory: Questions of theoretical sampling, trustworthiness, and time. *Qualitative Methods for CSCW: Challenges and Opportunities workshop, CSCW 2019*, Austin, TX, November 9, 2019.

Costello, K.L. & Greyson, D. (2019). Invited talk: "Sympathy sockpuppets in online communities. *SIG-USE (Information use) Symposium*. Oct 19, 2019. Melbourne, Australia.

Costello, K.L. & Floegel, D. (2019). An effort to characterize equity in mobile mental health assessment. *SIG-SI (Social Informatics) Symposium*. Oct 19, 2019. Melbourne, Australia.

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.

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.

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 *6th 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)

- 2018 Information practices in a virtual environment for chronic pain, with Michael Tombolini and Kathy Lei. *14th Annual Undergraduate Research Symposium*. April 27, 2018.
- 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 Barbara Wildemuth, *Duke and UNC-Chapel Hill Joint Informatics Research Seminar Series*, Mar 30, 2011.
- 2011 Measuring more, publishing more: Alt-metrics and data publishing, with Jason Priem and Heather Piwowar, *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)

- 2019 Dec 6 Methods workshop in grounded theory, *PhD methods workshop series*, Rutgers University SC&I.
- 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

- 2019 "Towards Fairness in Mental Health Prediction Apps," Community Design for Health and Wellness—Institutional Research Grant, Rutgers University. \$18,000.
- 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 Greyson, 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.

Unfunded grant proposals

Singh, V. (PI) & **Costello, K.L.** (Co-PI). Robert Wood Johnson Foundation- Technology, Infrastructure, and Health 2018, Featured Call for Pioneering Proposals program. "Mobile Mental Health for All: Fairness in Mental Health Prediction Apps, 2019-2021." \$296,465.00. One of 22 (out of 297) semi-finalists for brief proposals. Full proposal not funded.

Costello, K.L., Xu, S. (Co-PI), & Llanos, A. National Institutes of Health—Smart Connected Health 2016, Exploratory/Developmental Research Grant Award Program (Parent 21) with PA number PAR-16-248. "An infodemiologic approach to investigating cancer communication on social media, 2016-2019." \$413,797. Proposal not funded.

Fellowships, awards, and honors

- 2020 ASIS&T SIG-USE Early Career Best Paper Award

- 2020 Outstanding Faculty Support to the Rutgers Graduate Community, Rutgers University Graduate Student Association
- 2020 Annual Faculty Outstanding Teaching Award, Department of Library and Information Science, Rutgers University School of Communication and Information
- 2019 ASIS&T SIG-USE Elfreda A. Chatman Research Award
- 2018 Research Section award honorable mention, Medical Library Association
- 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

- 2020 Fall Health sciences information, Rutgers University, MI program. (100% new material.)
- 2019 Fall Critical algorithm studies, Rutgers University, MI program (100% new material; special topics course.)
- 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. Course materials used by 2-3 fellow faculty members or part-time lecturers annually.)
- 2017 Fall Health sciences information, Rutgers University MI Program. (50% 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 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

Human information behavior (16:194:612) 2020 Spring, 2018 Spring

Master of Information program, Rutgers University

Critical algorithm studies (17:610:590) 2020 Fall (online), 2019 Fall
Health sciences information (17:610:545) 2020 Fall, 2017 Fall, 2016 Fall (online), 2015 Fall
Human information behavior (17:610:510) 2019 Fall (online), 2018 Fall, 2017 Fall, 2016 Fall, 2016 Spring

Undergraduate Information Technology and Informatics program, Rutgers University

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

Undergraduate Byrne Seminar Aresty Scholar program, Rutgers University

Data doubles & digital traces (01:090:101) 2018 Fall

Master of Information and Library Science, UNC-Chapel Hill

Human information interactions 2014 Spring, 2013 Fall
Intro. to archives & records management 2011 Fall
Archival appraisal (teaching assistant) 2010 Spring

Guest lectures

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

Students supervised

Doctoral committee chair

Current

Connie Pascal, Library and information science.
Maria Ortiz-Myers, Library and information science.

Doctoral proposal and dissertation committee member

Current

Diana Floegel, Library and information science.
Sarah Fadem, Communication.
Shannon Tomlinson, Library and information science.
Deborah Garwood, Information science (Drexel University)

Graduated

Manasa Rath, Library and information science. Spring 2020.
Jiqun Liu, Library and information science. Spring 2020.
Yiwei Wang, Library and Information science. Spring 2020.
Miraida Morales, Library and information science. Fall 2018.
Si Sun, Library and information science. Fall 2016.

Qualifying exam (written and oral) committee member

Current

Katie Park, Library and information science. Fall 2020.

Passed exams

Diana Floegel, Information and library science. Fall 2019.
Shannon Tomlinson, Information and library science. Spring 2019.
Sarah Fadem, Communication. Fall 2018.
Manasa Rath, Information and library science. Spring 2018.
Connie Pascal, Information and library science. Fall 2017.
Miraida Morales, Information and library science. Fall 2017.
Yiwei Wang, Information and library science. Fall 2017.

Independent studies

Doctoral students

2020 Fall	Kaitlin Montague, Information science, Independent study. "Information practices in vanlife."
2019 Fall	Maria Ortiz-Myers, Information science, Independent study. "Information & communication practices of parents with gender nonconforming children."
2018 Fall	Diana Floegel, Information science, Independent study. "Applying grounded theory methods to information creation in LGBTQ media." Floegel's solo-authored paper from this work won the best short paper at the 2019 ASIS&T Meeting.
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."
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Undergraduate students

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

PhD

- Summer 2020— Maria Ortiz-Myers, RA on “Towards Fairness in Mental Health Prediction Apps.”
- Summer 2019— Diana Floegel, RA on “Towards Fairness in Mental Health Prediction Apps.”
- Summer 2016 Yiwei Wang, RA on “Interactive search and information use tactics of patients with chronic pain.”

Undergraduate

- 2018—2019 Laura Pearlman, RA on health informatics curriculum study
- 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

- 2020 May— Organizer, LIS PhD and pre-tenure faculty writing group.
- 2019 Sept—2019 Dec Member, Faculty search committee
- 2018 Sept Member, iSchools Doctoral Dissertation award ad-hoc committee
- 2017 Sept—2019 Aug Member, Curriculum committee
- 2017 Sept—2019 Aug 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 Sept— Member, SC&I Health and Wellness Cluster
- 2017 Sept—2018 May 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

- 2017 Sept— Member, PACE writer’s group for tenure-track faculty
- 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

Peer reviewing

- 2020— Reviewer, *ASLIB*
- 2019— Reviewer, *Information Processing and Management*
- 2018—2019 Reviewer, *International Journal of Drug Policy*
- 2018— Reviewer, *Health Information and Libraries*
- 2017 Reviewer, 2018 CHIIR conference doctoral colloquium submissions
- 2017 Guest academic editor, *PLOS ONE*
- 2016—2017 Reviewer, *Social Science Information*
- 2016 Reviewer, 2016 iConference
- 2016—2017 Reviewer, *Journal of Health Communication*
- 2016—2018 Reviewer, *Journal of Information Science*
- 2016—2018 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

Grant review panels

- 2020 Reviewer, Computing Innovation Fellows program, National Science Foundation

Service to professional organizations

- 2019 Jury member, ASIS&T SIG-SI best paper awards
- 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 Jury member, ASIS&T SIG-USE best paper and poster awards
- 2012 Panel moderator, Medicine 2.0, Sept 15-16, 2012.

Professional affiliations

- Association for Computing Machinery
- Association for Information Science and Technology
- Society for Participatory Medicine