



Centre for Social Informatics



Since the late 1990s, researchers in the Centre for Social Informatics (CSI) have developed a distinctive body of work to reflect a shared interest in socio-technical interaction at different levels of organisation, and at different stages in the system life cycle. They also consider methods to support research in these areas. The Centre provides critical perspectives on, as well as analysis of, ICT trajectories, socio-technical and organisational issues with a focus on:

- ▶ Democratic digital engagement
- ▶ e-Government
- ▶ Information behaviour and practices
- ▶ Information and digital literacy
- ▶ Information and knowledge management
- ▶ Information policy
- ▶ The Information Society
- ▶ Online communities
- ▶ Technology and policy development
- ▶ Work-based and organisational learning

The Centre's research is funded by a variety of bodies including: charities e.g. the Carnegie Trust for Scotland; companies; government agencies, e.g. Skills Development Scotland; professional bodies, e.g. the Archives and Records Association (ARA) and the Chartered Institute of Library and Information Professionals (CILIP); and the UK research councils, e.g. Arts and Humanities Research Council (AHRC), Economic and Social Research Council (ESRC), and Engineering and Physical Sciences Research Council (EPSRC).

In the last UK assessment of research (REF2014) the Centre continued to demonstrate its research excellence with 74% of research output submitted to Unit of Assessment 36 judged to be world-leading (4*) or internationally excellent (3*). The research environment also attracted a high score: 90% 4* and 3*.

Dr David Brazier, Lecturer: David researches information interactions of users in online environments, web search, and e-government platforms, with a focus on information seeking behaviours and information literacy.

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Pritam Chita, Lecturer: In his research, Pritam uses Activity Theory to explore project management.

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Dr Peter Cruickshank, Associate Professor: Peter's main research interest is information practices in the use of Internet technologies in respect of identity, and participation in democratic processes.

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Dr Wegene Demeke, Lecturer: Wegene's research concerns the interactions between technology and society, including the adoption of ICTs and their impacts.

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Dr Brian Detlor, Visiting Professor: Brian's research interests lie at the intersection of users, information, and information systems, with a focus on digital literacy. He is based at McMaster University, Ontario, Canada.

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Dr Khristin Fabian, Research Fellow: Khristin's research focus is ICT in education, including user engagement in online learning environments, and the adoption and evaluation of learning technologies.

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Dr Hazel Hall, Professor: Hazel's main research interests are information behaviour and use, online communities and collaboration, library and information science research, and impact.

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Dr David Haynes, Lecturer: David's research concerns the regulation of the digital environment, with a focus on privacy and risk and knowledge organisation systems to improve information governance and online safety.

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Debbie Meharg, Associate Professor: Debbie researches the impact of technology on policy issues, especially as related to gender.

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Dr Bruce Ryan, Senior Research Fellow: Bruce's main research interests are ICT in government, patients' information use/non-use, and information literacy research.

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Dr Frances Ryan, Lecturer: Frances' research focuses on information sharing and use in online environments, especially as it relates to everyday life and 'lived' or real-world experiences.

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Dr Colin Smith, Associate Professor: Colin's research examines the relationships between ICTs, innovation and organisational change.

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Dr Ella Taylor-Smith, Senior Research Fellow: Ella researches the use of online and offline spaces in democracy. She is also interested in digital skills/careers and creative research methods.

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Dr Gemma Webster, Lecturer: Gemma's main research interests lie in the field of human computer interaction, with a focus on health care, older adults, and community/assistive technologies.

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Najla Alamri: Najla is a part-time PhD student based in the Faculty of Computing and Information Technology at King Abdulaziz University. Her research explores interactive education for female students in Saudi Higher Education.

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Aleksander Bielinski: In his Skills Development Scotland/ESRC-funded doctoral study Alex will be investigating the use of machine learning and natural language processing to enhance labour market intelligence.

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Maria Cecil: In her Skills Development Scotland/ESRC funded doctoral research, Maria is exploring gendered information landscapes and their impact on routes into, and through, apprenticeships. She is currently completing her MSc(R) in Science and Technology Studies at the University of Edinburgh.

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Thokozani Kachale: In his doctoral study Thoko is adopting an organisational evolutionary approach to investigate the interactions of information systems and organisational strategies, using a range of methods of data collection.

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John Marshall: John's Skills Development Scotland/ESRC-funded doctoral research is concerned with work-based learning environments for fostering industry-relevant skills and optimal economic performance.

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Marina Milosheva: In her Skills Development Scotland/ESRC-funded doctoral study Marina is developing theoretical insight on the enhancement of career information literacy and career decision-making skills of young people.

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Rachel Salzano: The focus of Rachel's PhD research is the ways in which culture influences the use of public library resources amongst newcomer populations.

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Katherine Stephen: Katherine's Skills Development Scotland/ESRC-funded doctoral research centres on metaskills development in the workplace, tacit knowledge, experiential learning across disciplines and industries, and information literacy as a capacity to work within a dynamic, socio-technological process.

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Natalie Wangler: Natalie is working on a doctoral study on the links between levels of trust in digitisation and democratic thinking.

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Marianne Wilson: In her Skills Development Scotland/ESRC-funded doctoral research Marianne is exploring the ethical and effective application of artificial intelligence dialogue systems to support the delivery of careers guidance in Scotland.

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Recent PhD completions:

Dr Peter Cruickshank: *Evaluation of engagement with hyperlocal e-participation systems by citizens and representatives* (2021)

Dr Leo Appleton: *The 21st century public library in England and Scotland: epistemic, community and political roles in the public sphere* (2020)

Dr Iris Buunk: *Social media as facilitators of tacit knowledge sharing practices amongst public sector employees* (2020)

Dr Lyndsey Middleton: *Exploring the development of innovative work behaviour of employees in multiple workplace contexts* (2020)

Brazier, D., Salzano, R., & Ryan, B. (2021 in press). Information literacy workshops: trial and tribulations of public engagement within a pandemic. *Proceedings of the European Conference on Information Literacy 2021*.

Chita, P., Cruickshank, P., Smith, C.F. & Richards, K. (2020). Agile implementation and expansive learning: identifying contradictions and their resolutions using an Activity Theory perspective. In V. Stray, R. Hoda, M. Paasivaara & M. Kruchten (Eds). *Proceedings of the 21st International Conference on Agile Software Development, XP 2020* (pp. 3-19). Springer. DOI:10.1007/978-3-030-49392-9_1

Cruickshank, P., Webster, G. & Ryan, F. (2020). Assisting information practice: from information intermediary to social proxy. *Information Research* 25(4). DOI:10.47989/irisic2017

Hall, H. & Ryan, B. (2020). Research Impact Value and Library and Information Science (RIVAL): development, implementation and outcomes of a Scottish network for LIS researchers and practitioners. In: *Proceedings of the 83rd Annual Meeting of the Association for Information Science and Technology, 57(1)*. Wiley. DOI:10.1002/pr2.210

Haynes, D. (2020). Understanding personal online risk to individuals via ontology development. In M. Lykke, T. Svarre, M. Skov & D. Martínez-Ávila (Eds). *Proceedings of the Sixteenth International ISKO Conference* (pp. 171-180). Ergon. DOI:10.5771/9783956507762-171 [Awarded best paper]

Haynes, D. & Robinson, L. (2021 available ahead of print). Delphi study of risk to individuals who disclose personal information online. *Journal of Information Science*. DOI:10.1177/0165551521992756

Middleton, L., & **Hall, H.** (2021 available ahead of print). Workplace information literacy: a bridge to the development of Innovative Work Behaviour. *Journal of Documentation*. DOI:10.1108/JD-03-2021-0065

Milosheva, M., Hall, H., Robertson, P. & Cruickshank, P. (2021 in press). New information literacy horizons: making the case for career information literacy. *Proceedings of the European Conference on Information Literacy 2021*.

Mowbray, J. & **Hall, H.** (2020). Using social media during job search: The case of 16-24 year olds in Scotland. *Journal of Information Science*. DOI:10.1177/0165551520927657

Salzano, R., Hall, H., & Webster, G. (2020). Investigating the 'why' rather than the 'how': current research priorities on the influence of culture on new-comer populations' use of public libraries. *Information Research* 25(4). DOI:10.47989/irisic2032

Salzano, R., Hall, H., & Webster, G. (2020). The relationship between culture and public library use: non-Western students in Scotland. *Information Research* 25(4). DOI:10.47989/irisic2035

Stephen, K., Muir, L. & Hall, H. (2020). Towards a definition of metaskills. *Information Research* 25(4). DOI:10.47989/irisic2010

Taylor-Smith, E., Smith, S., Fabian, K., Berg, T., Meharg, D., & Varey, A. (2019). Bridging the digital skills gap: are computing degree apprenticeships the answer? In: *Proceedings of the 2019 ACM Conference on Innovation and Technology in Computer Science Education* (pp. 126-132). ACM. DOI:10.1145/3304221.3319744

Widén, G., Ahmad, F., Nikou, S., **Ryan, B., & Cruickshank, P.** (2021). Workplace information literacy: measures and methodological challenges. *Journal of Information Literacy*, 15(2), DOI:10.11645/15.2.2812

Zhao, L. & **Detlor, B.** (2021). Towards a contingency model of knowledge sharing: interaction between social capital and social exchange theories. *Knowledge Management Research and Practice*. DOI:10.1080/14778238.2020.1866444