Kaitlin Light Costello

August 2021

Title and address

Assistant Professor
Rutgers, the State University of New Jersey
School of Communication and Information
4 Huntington Street
New Brunswick, NJ 08901

Contact Information

Tel: 848-932-7153
Email: k.costello@rutgers.edu
Web: www.k8lin.com
ORCID: 0000-0002-1589-7418

Research summary

As a scholar of health information behavior and practice, I study how patients with chronic illnesses seek out, use, and disclose health information in online communities, on social media, and in clinical settings. I also investigate how they assess the relevance and credibility of health information in these contexts. My research program advances the use of qualitative methods and the constructivist grounded theory methodology to develop and extend theory in library and information science.

Education

2015	PhD in Information and Library Science
University of North Carolina at Chapel Hill
Chapel Hill, NC
Dissertation: "Social information behaviors in the context of chronic kidney disease: Information seeking and disclosure in online support groups."
Chair: Dr. Barbara Wildemuth
2008	MS in Library and Information Science; Certificate in Special Collections
University of Illinois at Urbana-Champaign
Urbana-Champaign, IL
2005	AB in Film, Concentration in Poetry and Poetics
Vassar College
Poughkeepsie, NY

Academic appointments

2015-present	Assistant Professor
Department of Library and Information Science, School of Communication and Information, Rutgers, the State University of New Jersey, New Brunswick, NJ.
2011-2013	Predoctoral Fellow
National Institute of Nursing Research T32 training grant, School of Nursing, University of North Carolina at Chapel Hill, Chapel Hill, NC.
PIs: Drs. Merle Mishel and Sheila Santacroce; Advisor: Dr. Mi-kyung Song
2009-2011	Doctoral Fellow
DigCCurr II, School of Information and Library Science, University of North Carolina at Chapel Hill, Chapel Hill, NC.
PIs: Drs. Helen Tibbo and Cal Lee
2007-2008	Graduate Assistant Program Manager
Illinois Digital Environment for Access to Learning and Scholarship [IDEALS digital repository], University of Illinois at Urbana-Champaign, Urbana-Champaign, IL.

Awards and honors

2020	Association for Information Science and Technology (ASIS&T) SIG-USE Early Career Best Paper Award, for Costello, K.L. & Floegel, D. (2020). "Predictive ads are not doctors": Mental health tracking and technology companies. [Published in *Proceedings of the 83rd Association for Information Science and Technology 83rd Annual Meeting*.] Award presented at SIG-USE Symposium, Oct 23, 2020.
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
2018	Research Section award honorable mention, Medical Library Association, for Costello, K.L., & Brown, N. (2018). Coverage of core competencies for health information professionals. Award presented at MLA Annual Conference, Atlanta, GA, May 23, 2018.
2018	ASIS&T SIG-USE Elfreda A. Chatman Research Award, with Devon Greyson, for "Sympathy Sockpuppets: A Pilot Study on Non-Nefarious Online Community Infiltration."
2017	Annual Faculty Outstanding Research Award, Department of Library and Information Science, Rutgers University School of Communication and Information
2016	Lifetime Member, Beta Phi Mu Honor Society, Epsilon Chapter, NC
2014	Eugene Garfield Doctoral Dissertation Award, Beta Phi Mu International Library and Information Studies Honor Society.
2014	Royster Dissertation Completion Fellowship Graduate School, UNC-CH.
2013	Thomson Reuters Doctoral Dissertation Proposal Award, ASIS&T.
2013	Future Faculty Fellow, Center for Faculty Excellence, UNC-CH.
2012	Lester Asheim Merit Fellowship, UNC-CH SILS.
2011	Student Travel Grant and Mentoring Program, Workshop on Interactive Systems in Healthcare in Washington, DC.
2011	Margaret Ellen Kalp Fellowship, UNC-CH SILS.

Publications

Co-author was a doctoral student at Rutgers SC&I.
†*Co-author was an undergraduate student at Rutgers SC&I.*

Journal articles, refereed

1. Greyson, D. & **Costello, K.L.** (In press, 2021). 'Emotional strip-mining': Sympathy sockpuppets in online communities. *New Media & Society*.

2. Ortiz-Myers, M.* & **Costello, K.L.** (In press, 2021). The information practices of parents of transgender and non-binary youth: An exploratory study. *Library Trends*.

3. **Costello, K.L.** & Floegel, D.* (2021). The potential of feminist technoscience for advancing research in information practice. *Journal of Documentation*, 77(5), 1142-1153. http://doi.org/10.1108/JD-10-2020-0181

4. Floegel, D.*, & **Costello, K.L.** (2020). "Expanding on the almost": Extending information poverty through queer world-building in institutional small worlds. *Journal of Critical Library and Information Studies*, 3(2). https://journals.litwinbooks.com/index.php/jclis/article/view/141

5. **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

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

7. **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

8. **Costello, K.L.**, Martin, J.D., III., Edwards, A.E. (2017). Online disclosure of illicit information: Information behaviors in two drug forums. *Journal of the Association for Information Science and Technology*, *68*(10), 2439-2448. http://doi.org/10.1002/asi.23880

9. 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

10. **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

11. 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. [PMID: PMC4176705]. http://www.ncbi.nlm.nih.gov/pmc/articles/PMC4176705

Published conference proceedings, refereed

1. **Costello, K.L.** & Floegel, D.* (2020). "Predictive ads are not doctors": Mental health tracking and technology companies. *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.] http://doi.org/10.1002/pra2.250

2. **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. http://doi.org/10.1002/pra2.33

3. 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. [PMID: 29854235] http://www.ncbi.nlm.nih.gov/pmc/articles/PMC5977683/

4. 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/pra2.2017.14505401073

5. **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/pra2.2016.14505301060

6. 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/pra2.2016.14505301024

7. **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/pra2.2015.145052010058

8. **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

9. **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

10. **Costello, K.L.** & Wildemuth, B.M. (2011). Who should have access to my personal health record? Patients' perspectives. In *Proceedings of the 2nd Workshop on Interactive Systems in Healthcare*. Oct. 22, 2011. Washington, DC.

11. **Costello, K.L.**, & Priem, J. (2010). Archiving scholars' tweets. In *Society of American Archivists Research Forum Proceedings.* Aug 12, 2011. Washington, D.C. http://www2.archivists.org/sites/all/files/KCFinal.pdf

12. **Costello, K.L.** (2010). Digital preservation education in iSchools. In *Proceedings of the 2010 iConference*. Feb 3-6, 2010. Urbana-Champaign, IL. https://www.ideals.illinois.edu/handle/2142/15054

13. 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

Published conference abstracts, referred

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

2. **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.

3. **Costello, K.L.**, & Brown, N.† (2018). Coverage of core competencies for health information professionals. *Medical Library Association 2018 Annual Meeting*. May 18-23, 2018. Atlanta, GA. [2018 MLA Research Section award, Honorable Mention.]

Conference abstracts in process, referred

1. **Costello, K.L.** (In process, 2021). Pedagogical strategies for rapidly evolving medical evidence: Teaching about and through COVID-19. *Medical Library Association 2022 Annual Meeting*. May 2-7, 2022. New Orleans, LA. ~750 words. Expected submission: September 2021.

Conference presentations and workshops, refereed

1. Radford, M.L., **Costello, K.L.**, Floegel, D.*, & Kitzie, V. (2021). Finding the write time: Strategies for productivity and time management. *16th Annual iConference, Virtual Interactive Session Workshop*. Virtual conference due to covid-19, March 29, 2021.

2. **Costello, K.L.** & Floegel, D.* (2020). Feminist technoscience and information practice research. *SIG-USE Annual Research Symposium.* Virtual conference due to covid-19, Oct 24, 2020.

3. 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.* Virtual conference due to covid-19, July 22, 2020.

4. 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, Nov 9, 2019.

5. 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, Nov 9, 2019.

6. **Costello, K.L.** & Greyson, D. (2019). Sympathy sockpuppets in online communities. *SIG-USE Annual Research Symposium*. Oct 19, 2019. Melbourne, Australia.

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

8. **Costello, K.L.**, & Brown, N. † (2018). Coverage of core competencies for health information professionals. *Medical Library Association 2018 Annual Meeting*. May 18-23, 2018. Atlanta, GA. [2018 Research Section award, Honorable Mention.]

9. **Costello, K.L.,** Tombolini, M. †, & Lei, K. † (2018). Information practices in a virtual environment for chronic pain. *14th Annual Undergraduate Research Symposium*. April 27, 2018. New Brunswick, NJ.

10. **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.

11. **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 on illicit behavior. *SIG-SI Symposium*. Nov 5, 2015. St. Louis, MO.

12. **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.

13. 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.

14. **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

1. **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

Invited talks

1. Sympathy sockpuppets in online communities. *SIG-USE Annual Research Symposium*. Oct 19, 2019. Melbourne, Australia.

2. Health information behavior. *Rutgers School of Communication and Information (SC&I) New Faculty Colloquium*. Oct 7, 2015. New Brunswick, NJ.

3. Investigating information seeking and disclosure in online support groups for chronic kidney disease, Thomson Reuters Doctoral Dissertation Proposal Award invited talk. *76th ASIS&T Annual Meeting*. Nov 1-5, 2013. Montreal, Canada.

4. Who is DigCCurr? Summary of pre-institute survey responses. *Curation Practices for the Digital Object Lifecycle: DigCCurr Institute*. May 16, 2011. Chapel Hill, NC.

5. Personal health records: Their role and purpose in people's lives, with Barbara Wildemuth, *Duke/UNC-Chapel Hill Joint Informatics Research Seminar Series*, Mar 30, 2011. Durham, NC.

6. Measuring more, publishing more: Alt-metrics and data publishing, with Jason Priem and Heather Piwowar, *UNC Scholarly Communications Group*, Jan 12, 2011. Chapel Hill, NC.

Grants

2019-present "Towards Fairness in Mental Health Prediction Apps," Co-PI Vivek Singh, Community Design for Health and Wellness—Institutional Research Grant, Rutgers University. $18,000.

2018-2019 "Information labor in patients with chronic pain: A mixed-methods information interaction study," Grants for Individual Faculty Research, Rutgers School of Communication and Information. $5,000.

Teaching

Courses taught

* Indicates that I designed or fully re-designed the course.

Rutgers University
- Undergraduate Byrne Seminar Program: Data Doubles and Digital Traces* (090).
- Undergraduate ITI Program: Social Informatics (200).
- Graduate MI Program: Algorithms and Society* (590), Health Sciences Information* (545), Human Information Behavior (510).
- Graduate PhD Program: Human Information Behavior* (612).

University of North Carolina at Chapel Hill
- Graduate MLIS Program: Human information interactions (500), Introduction to Archives and Records Management (556).

Methods workshops and guest lectures

1. 2021 Feb 25, "Experiential media research and constructivist grounded theory," *PhD Seminar in Experiential Media* guest lecture for Dr. John Pavlik, Rutgers SC&I.

2. 2021 Feb 9, "Using constructivist grounded theory for theory expansion in library and information science," *PhD Seminar in Qualitative Methods* guest lecture for Dr. Marie L. Radford, Rutgers SC&I.

3. 2019 Dec 6, "The constructivist grounded theory methodology," *PhD Methods Workshop Series*, Rutgers SC&I. 3 hour workshop with individual and group exercises; 18 doctoral student and faculty participants.

4. 2018 Feb 17, "Vivid task elicitation for interactive information retrieval research," *Groundwork VI Workshop*. Claryville, NY. 4 hour invited methods workshop with individual and group exercises; 10 interdisciplinary faculty participants.

5. 2017 Dec 15, "Memoing as a tool for verifying trustworthiness in qualitative research," *ASIS&T Student Chapter Methods Workshop*, Rutgers SC&I. 4 hour invited methods workshop with individual and group exercises; 12 doctoral student participants.

6. 2016 Nov 3, "Multi-moment timeline and critical incident interviews," *InfoSeeking Lab* invited workshop, Rutgers SC&I. 1.5 hour guest lecture with workshop; 9 doctoral student participants.

7. 2015 Nov 19, "Grounded theory: Integrating mixed methods into interactive information retrieval research," *InfoSeeking Lab invited talk*, Rutgers SC&I. 1.5 hour guest lecture with workshop; 8 student participants.

8. 2015 Sept 18, "Using grounded theory in practice," *Everyday Life Information Seeking (MLIS),* guest lecture for Leslie Thomson, UNC-CH SILS.

9. 2013 Apr 12, "Constructivist grounded theory for information seeking and use research," *PhD Seminar in Theory Development*, guest lecture for Dr. Barbara Wildemuth, UNC-CH SILS.

10. 2011 May 20, "Software: Choices and options for digital curation." *Curation practices for the digital object lifestyle: DigCCurr Institute.* Chapel Hill, NC. 1.5 hour methods workshop with individual and group exercises.

11. 2011 Jan 7, "Archiving scholars' tweets: A practical approach." *Curate Me: Stewardship of Personal Digital Archives Conference*. Chapel Hill, NC. 1.5 hour methods workshop with individual and group exercises.

Guest lectures

1. 2018 Feb 21, "Social media and information labor," research from the SC&I Social Media and Society Cluster panelist, *PhD Colloquium* guest lecture for Dr. Jen Theiss, Rutgers SC&I.

2. 2017 Sept 20, "Tech and social media" panelist, *PhD Colloquium* panel member for Dr. Mary Chayko, Rutgers SC&I.

3. 2017 Apr 12, "A spectrum of information engagement in health information behavior," *Human Information Behavior (MI)* guest lecture for Sarah Barriage, Rutgers SC&I.

4. 2016 Dec 1, "Health Information," *PhD Seminar in Information Studies* guest lecture for Dr. Nina Wacholder, Rutgers SC&I.

5. 2016 Mar 10, "Personal health records: Preservation issues," *Current Issues in Archives and Preservation (PhD)* guest lecture for Dr. Marija Dabello, Rutgers SC&I.

6. 2016 Mar 3, "Strategic engagement with medical evidence," *Cancer Epidemiology* guest lecture for Dr. Adana Llanos, Rutgers School of Public Health.

7. 2015 Dec 3, "Health information," *PhD Seminar in Information Studies* guest lecture for Dr. Nina Wacholder, Rutgers SC&I.

8. 2015 Dec 2, "Research in health and wellness" panelist, *PhD Colloquium* panel member for Dr. Marie L. Radford, Rutgers SC&I.

9. 2013 Mar 5, "Personal health information: Privacy and disclosure," *Health information sharing in social media (MLIS)*, guest lecture for Annie Chen, UNC-CH SILS.

10. 2012 Nov 11, "Delivering informational resources to dialysis patients." *From theory to intervention in chronic conditions (PhD)*, guest lecture for Dr. Merle Mishel, UNC-Chapel Hill School of Nursing.

11. 2012 Sept 31, "Critical appraisal and evidence-based research," *Nursing inquiry and evidence-based practice (undergraduate),* guest lecture for Dr. Sheila Santacroce, UNC-Chapel Hill School of Nursing.

12. 2011 Apr 11, "Citing in online social networks: Scholars on Twitter," with J. Priem. *Retrieving and Analyzing Information (undergraduate),* guest lecture for Rachael Clemens, UNC-Chapel Hill SILS.

Workshop mentor

1. 2019 June 18-22: Mentor, Consortium for the Science of Socio-Technical Systems (CSST) Summer Institute, New Brunswick, New Jersey. Served as faculty mentor to 3 doctoral students throughout this 5-day event attended by approximately 70 doctoral and faculty researchers.

2. 2019 Jan 15-17: Faculty mentor and lecturer, Rutgers SC&I PhD Winter Writing Workshop. Served as faculty mentor to doctoral students during this 3-day writing workshop attended by approximately 15 SC&I doctoral students and faculty. Gave short talks on drafting abstracts, writing literature reviews using concept matrices, and time management strategies.

Students supervised

All students at Rutgers SC&I unless otherwise specified.

Doctoral dissertation chair – completed

2021   Connie Pascal (PhD). Library and information science. Dissertation: Exploring the information practices of cannabis nurses.

Doctoral dissertation chair – in progress

2018-present   Maria Ortiz-Myers, Library and information science. Dissertation (working title): The health information practices of parents of transgender youth.

Doctoral dissertation committee member – completed

2021   Diana Floegel (PhD). Library and information science. Dissertation: Investigating structural articulations of power in information creation: a constructivist grounded theory of queer-created fanfiction; chaired by Dr. Marie L. Radford.

2021   Sarah Fadem (PhD). Communication. Dissertation: Design for sensemaking in complex and ambiguous medical situations; chaired by Dr. Lisa Mikesell.

2021	Manasa Rath (PhD). Dissertation: Assessing the quality of user-generated content in the presence of automated quality scores; chaired by Dr. Chirag Shah.
2020	Jiquin Lu (PhD). Library and information science. Dissertation: A state-based approach to supporting users in complex search tasks; chaired by Dr. Chirag Shah.
2020	Yiwei Wang (PhD). Dissertation: Authentic vs. synthetic: a comparison of different methods for studying task-based information seeking; chaired by Dr. Chirag Shah.
2018	Miraida Morales (PhD). Dissertation: Why health information is hard to read; chaired by Dr. Nina Wacholder.
2016	Si Sun (PhD). Dissertation: Personal health information management in diabetes; chaired by Dr. Nick Belkin.

Doctoral dissertation committee member – in progress

2020-present	Katie Park, Library and information science. Chaired by Dr. Vivek Singh.
2019-present	Shannon Taber, Library and information science. Chaired by Dr. Ross Todd.
2019-present	Deborah Garwood, Information science (Drexel University). Dissertation: To your health: Social memory, discursivity, and legacies of health and wellness in US medical history collections. Chaired by Dr. Alex Poole.

Qualifying exam committee member

2021	Kaitlin Montague, Library and information science (expected 2022).
2020	Katie Park, Library and information science.
2019	Diana Floegel, Library and information science.
2019	Shannon Taber, Library and information science.
2018	Sarah Fadem, Communication.
2018	Manasa Rath, Library and information science.
2017	Connie Pascal, Library and information science.
2017	Miraida Morales, Library and information science.
2017	Yiwei Wang, Library and information science.

Graduate supervision

Independent studies

2020 Fall	Kaitlin Montague, "Information practices in vanlife." *PhD independent study.*
2019 Fall	Maria Ortiz-Myers, "Information & communication practices of parents with transgender children." *PhD independent study.*
2018 Fall	Diana Floegel, "Applying grounded theory methods to information creation in LGBTQ media." *PhD independent study.* [Floegel's solo-authored paper from this independent study won the best short paper at the 2019 ASIS&T Meeting.]
2018 Fall	Dan Delmonaco, "Sex education, graphic medicine, and queer youth." *MI independent study.*
2017 Fall	Shannon Taber, "Defining context for information seekers with visual impairment." *PhD independent study.*

Research assistants

2019-2021	Diana Floegel, RA on "Towards Fairness in Mental Health Prediction Apps."
2016	Yiwei Wang, RA on "Interactive search and information use tactics of patients with chronic pain."

Teaching assistants

2020, 2021	Kaitlin Montague, Health sciences information (MI class)
2019	Maria Ortiz-Myers, Human information behavior (MI class)
2018	Julie Aromi, Human information behavior (MI class)
2017	Eun Rha, Social informatics (ITI class)
2017	Jiqun Li, Human information behavior (MI class)

Undergraduate supervision

Independent studies

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

Research assistants

2018	Laura Pearlman, RA, health informatics curriculum study.
2017-2018	Kathy Lei, Aresty program RA chronic pain and social media study.
2017-2018	Michael Tombolini, Aresty program RA, chronic pain and social media study.
2016-2018	Norris Brown, RA, health informatics curriculum study.
2016-2017	Jeremiah King, RA, interactive information retrieval study.
2015	Sierra Gratale, RA, interactive information retrieval study.

Service

Service at Rutgers University

Department of Library and Information Science

2021-ongoing	Member, Curriculum committee.
2020-2021	Organizer, LIS early career writing group.
2018-2019	Member, Faculty search committee.
2018	Member, iSchools Doctoral Dissertation award ad-hoc committee.
2016-2018	Member, Curriculum committee.
2017-2019	Member, Research development committee.
2016-2017	Member, Faculty search committee.
2016-2018	Member, PhD curriculum task force.
2016-2018	Faculty advisor, Rutgers student chapter of ASIS&T.
2016-2017	Chair, Research development committee.

School of Communication and Information

2017-present	LIS representative and member, Master of Health Communication & Information program committee.
2017-present	Member, SC&I Health and Wellness cluster.
2016-2017	Member, SC&I Research Development committee.
2016-2018	Member, Social Media and Society cluster.
2016 Apr	Member, PhD Social Media Course committee.

Rutgers, the State University of New Jersey

2018-	Faculty Member, LGBTQA Faculty/Staff Liaison Network.
2017-2020	Member, PACE writer's group for tenure-track faculty.

| 2016- | Member, TAs/GAs appeals committee. |
| 2015-2016 | Co-mentor, OASIS leadership and development program. |

Service at the University of North Carolina at Chapel Hill

School of Information and Library Science
| 2013-2014 | Doctoral student representative, Personnel committee. |
| 2011-2012 | Doctoral student representative, Research and doctoral committee. |

Service to the Academic Profession

Service to professional organizations
2021	Member, ASIS&T SIG-USE awards committee.
2019	Jury member, ASIS&T Social Informatics SIG best paper awards.
2018	Chair, Local organizing committee, 2018 CHIIR conference.
2017-2018	Member, ASIS&T education and professional advancement committee.
2017	Jury member, ASIS&T SIG-USE best paper and poster awards.
2017	Jury member, ASIS&T Clarivate Analytics PhD dissertation proposal scholarship.
2016-2019	Chair, New Jersey ASIS&T chapter.
2016	Jury member, ASIS&T SIG-USE best paper and poster awards.
2012	Panel organizer and moderator, Medicine 2.0, Boston, MA, Sept 15-16.

Grant review panels
| 2020 | Reviewer, Computing Innovation Fellows program, National Science Foundation. |

Peer reviewing
- Regular journal reviewer: *Aslib Journal of Information Management* (since 2020); *Information Processing and Management* (since 2019); *International Journal of Drug Policy* (since 2018); *Journal of the Association for Information Science and Technology* (since 2013).
- Occasional reviewer: *Health Education Journal; Health Information and Libraries*; *Journal of Health Communication; Journal of Information Science; Journal of Medical Internet Research; PLOS One* (served as guest academic editor in 2017); *Social Science Information.*
- Regular conference reviewer: ASIS&T, CHIIR, iConference, SIG-CHI, SIG-USE.

Professional affiliations
- Association for Computing Machinery
- Association for Information Science and Technology
- Beta Phi Mu
- Society for Participatory Medicine