

CURRICULUM VITAE

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1 ACADEMIC AND WORK HISTORY

1.1 EDUCATION

- PhD (Toronto) Faculty of Information Studies, University of Toronto, 1989-1993.
Thesis title – "Environmental scanning: Acquisition and use of information by CEOs in the Canadian telecommunications industry." Supervisor – Ethel Auster.
- MSc (London) Masters Program in the Analysis, Design and Management of Information Systems, 1983-1984.
London School of Economics, University of London, UK.
Thesis title – "Three case studies in expert systems research: The DENDRAL, MYCIN, and Prospector systems." Supervisors – Frank Land, Ronald Stamper.
- Dip. (Bus. Admin) Postgraduate Diploma in Business Administration
National University of Singapore, Singapore, 1982-83.
- Dip. (Comp. Sci.) Postgraduate Diploma in Computer Science
National University of Singapore, Singapore, 1977-78.
- MA (Cantab) Engineering
University of Cambridge, UK, 1977.
- BA (Cantab) Engineering Tripos (First Class Honours)
University of Cambridge, UK, 1972-75.

1.2 TEACHING APPOINTMENTS/WORK EXPERIENCE

- 2003 - now Professor, Faculty of Information, University of Toronto.
- 1998 - 2003 Associate Professor, Faculty of Information Studies, University of Toronto. (Tenured 1998)
- 1993 -1998 Assistant Professor, Faculty of Information Studies, University of Toronto.
- (1989-1993) (PhD candidate, Faculty of Information Studies, University of Toronto)
- 1989 Director, Planning Department, National Computer Board of Singapore.
- 1987-1989 Deputy Director (IT Planning), Planning Department, National Computer Board of Singapore.
- 1986-1989 Manager (Research Planning), IT Institute, Singapore.

1985-1986	Senior Systems Analyst/Project Leader, Information Systems Department, Ministry of National Development, Singapore.
1981-1983	Head, Office Systems Group, Systems & Computers Organization, Ministry of Defence, Singapore.
1977-1981	Head, Research Department, General Staff Division, Ministry of Defence, Singapore.

2 SCHOLARLY AND RESEARCH WORK

2.1 BOOKS

- Choo, C.W. 2017. *The Inquiring Organization: How organizations acquire knowledge and seek information* (online edition). Published by Oxford University Press in Oxford Scholarship Online, available at <http://www.oxfordscholarship.com/oso/public/content/management/9780199782031/toc.html> Searchable online version with author-created abstracts, keywords, metadata.
- Choo, C.W. 2016. *The Inquiring Organization: How organizations acquire knowledge and seek information*. New York: Oxford University Press.
<https://global.oup.com/academic/product/the-inquiring-organization-9780199782031>
- Choo, C. W. 2007. *The Knowing Organization: How Organizations Use Information to Construct Meaning, Create Knowledge, and Make Decisions* (online edition). Published by Oxford University Press in Oxford Scholarship Online, available at <http://www.oxfordscholarship.com/oso/public/content/management/9780195176780/toc.html> Searchable online version with author-created abstracts, keywords, metadata.
- Choo, C. W. 2006. *The Knowing Organization: How Organizations Use Information to Construct Meaning, Create Knowledge, and Make Decisions* (2nd ed.). New York: Oxford University Press. (354 pages)
<https://global.oup.com/academic/product/the-knowing-organization-9780195176780>
- Choo, Chun Wei. 2003. *A Organização do Conhecimento: Como as Organizações Usam a Informacao para Criar Significação, Construir Conhecimento e Tomar Decisões*. São Paulo, Brazil: SENAC. (Portuguese language edition of the Knowing Organization.) (425 pages)
<http://www.editorasencsp.com.br/portal/autor.do?appAction=vwAutorDetalhe&idAutor=130>
- Choo, C.W. 2003. *Gestão de Informação para a Organização Inteligente: A arte de explorar o meio ambiente*. Lisbon: Editorial Caminho. (Portuguese language edition of Information Management for the Intelligent Organization.) (365 pages)
<http://m.wook.pt/ficha?id=59215>
- Choo, Chun Wei and Nick Bontis, eds. 2002 (published on 22 March 2002). *The Strategic Management of Intellectual Capital and Organizational Knowledge*. New York, NY: Oxford University Press. (748 pages)
<https://global.oup.com/academic/product/the-strategic-management-of-intellectual-capital-and-organizational-knowledge-9780195138665>
- Choo, Chun Wei. 2001 (title page date: 2002). *Information Management for the Intelligent Organization: The Art of Scanning the Environment*. 3rd Revised Edition. Medford, NJ: Information Today Inc. ASIS&T (American Society for Information Science & Technology) Monograph Series. (1st ed 1995: 255p; 2nd ed 1998: 272p;

3rd ed 2001: 325 pages)

<http://books.infotoday.com/asist/InfoManage.shtml>

Choo, Chun Wei, Brian Detlor, and Don Turnbull. 2000. *Web Work: Information Seeking and Knowledge Work on the World Wide Web*. Dordrecht, Netherlands: Kluwer Academic Publishers. (219 pages)

<http://www.springer.com/west/home/computer/database?SGWID=4-153-22-33675381-0>

Choo, Chun Wei. 1999. *La Organización Inteligente: El Empleo de la Información para dar Significado, Crear Conocimiento y Tomar Decisiones*. Mexico City, Mexico: Oxford University Press Mexico. (Spanish language edition of the Knowing Organization.) (346 pages)

<http://www.worldcat.org/title/la-organizacion-inteligente-el-empleo-de-la-informacion-para-dar-significado-crear-conocimiento-y-tomar-decisiones-cw-choo-tr-por-daniel-rey-diaz/oclc/644708552>

Choo, Chun Wei. 1998. *The Knowing Organization: How Organizations Use Information to Construct Meaning, Create Knowledge, and Make Decisions* (1st ed.). New York, NY: Oxford University Press. (298 pages)

<https://global.oup.com/academic/product/the-knowing-organization-9780195176780>

Auster, Ethel and Chun Wei Choo, eds. 1996. *Managing Information for the Competitive Edge*. New York, NY: Neal-Schuman. (554 pages)

<http://www.worldcat.org/title/managing-information-for-the-competitive-edge/oclc/35033691>

2.2 BOOK CHAPTERS

Alvarenga-Neto, R., & Choo, CW. 2014. Liderando contextos capacitantes em organizações do conhecimento (Leading enabling contexts in knowledge organizations). In M. Marchiori (Ed.), *Conhecimento e mudança* (Knowledge and change). Sao Paulo, Brazil: Difusão Editora, SENAC. 20 pages.

Choo, C.W. 2011. Organizational Learning and Organizational Intelligence. In Kira Tarpanoff (Ed.), *Aprendizao Corporatvo (Learning in Organizations, 2 vols)*. (Chapter 1, pg. 33-54) Curitiba, PR, Brazil: Editora IBPEX.

Choo, C.W. 2007. The Social Use of Information in Organizational Groups. In Ard Huizing and Erik de Vries (Eds.), *Perspectives on Information Management: Setting the Scene* (pg. 111-125). Oxford, UK: Elsevier Science.

Carvalho, Rodrigo Baroni; Ferreira, Marta; Choo, C.W.; Silva, Ricardo V. 2007. The Effects of Enterprise Portals on Knowledge Management Projects. In Arthur Tatnall (Ed.), *Encyclopaedia of Portals* (pg. 296-303). Idea Group: Hershey, PA.

MacIntosh-Murray, A., & Choo, C. W. 2006. Health Care Failures and Information Failures. In B. Cronin (Ed.), *Annual Review of Information Science and Technology* (Vol. 40, pg. 357-391.) Medford, NJ: Information Today Inc.

Choo, C.W. 2005. Environmental Scanning as Information Seeking and Organisational Learning. In E. Maceviciute & T. Wilson (Eds.), *Introducing Information Management: An Information Research Reader* (pg. 83-117). London, UK: Facet Publishing.

Choo, Chun Wei. 2003. Perspectives on Managing Knowledge in Organizations. In *Knowledge Organization and Classification in International Information Retrieval* (pg. 205-220), edited by N. J. Williamson and C. Beghtol. Binghamton, NY: Haworth Press.

Choo, C. W. 2003. The Art of Scanning the Environment. In J. Voros (Ed.), *Reframing Environmental Scanning*, pg.1-18. Melbourne, Australia: Australian Foresight Institute, Swinburne University.

- Choo, Chun Wei. 2002. Knowledge Management. In *Encyclopedia of Communication and Information*, ed. Jorga Reina Schement. New York: Macmillan Reference USA.
<http://www.cengage.com/search/productOverview.do?Ntt=Encyclopedia+of+Communication+and+Information|54852355198963583220396542681401448258&N=197&Ntk=APG%7CP EPI&Ntx=mode+matchallpartial>
- Qayyum, Asim M, Gerry Oxford, Sungin Lee, Laryssa Tyson, and Chun Wei Choo. 2002. Faculty of Information Studies Knowledge Repository (FISKR). In *Modern Organizations in Virtual Communities*, edited by J. Kisielnicki, pg. 145-158. Hershey, PA: IRM Press.
- Choo, Chun Wei. 2000. Closing the Cognitive Gap: How People Process Information. In *Mastering Information Management*, edited by Don Marchand, Thomas Davenport and Tim Dickson, pg. 245-253. London, UK: FT-Prentice Hall.
- Choo, Chun Wei. 1997. IT2000: Singapore's Vision of an Intelligent Island. In *Intelligent Environments*, ed. Peter Droege, pg. 49-66. Amsterdam, Netherlands: Elsevier Science, BV.
- Choo, Chun Wei and Ethel Auster. 1993. Scanning the Business Environment: Acquisition and Use of Information by Managers. In *Annual Review of Information Science and Technology*, Vol.28, ed. Martha E. Williams, pg. 279-314. Medford, NJ: Learned Information, Inc. for the American Society for Information Science.

2.3 JOURNAL ARTICLES (REFEREED)

- Souza, Vinícius; Baroni, Rodrigo; Choo, Chun Wei; Castro, José Marcio de; Barbosa, Ricardo. 2020 (ahead of print). Knowledge Management in Healthcare: An integrative and result-driven clinical staff management model. *Journal of Knowledge Management*. <https://doi.org/10.1108/JKM-05-2020-0392>
- Serenko, Alexander & Choo, C.W. 2020. Knowledge sabotage as an extreme form of counterproductive knowledge behavior: The role of narcissism, Machiavellianism, psychopathy, and competitiveness. *Journal of Knowledge Management* 24(9): 2299-2325. <https://doi.org/10.1108/JKM-06-2020-0416>
- Evans, M., Frisen I. & Choo, C.W. 2019. The strength of trust over ties: Investigating the relationships between trustworthiness and tie-strength in effective knowledge sharing. *Electronic Journal of Knowledge Management* 17(1): 19-33. <http://www.ejkm.com/volume17/issue1>
- Choo, C.W. 2017. Seeking and Avoiding Information in a Risky World. *Information Research* 22(3), paper 765. Available at <http://InformationR.net/ir/22-3/paper765.html>
- Frost, R. & Choo, C.W. 2016. Information Quality and Information Audits: A Review and Synthesis. *International Journal of Information Management* 37(1): 1380-1390; <http://dx.doi.org/10.1016/j.ijinfomgt.2016.10.001>
- Choo, C.W. & Nadarajah, Indrani. 2014. [Early Warning Information Seeking in the 2009 Victorian Bushfires](http://dx.doi.org/10.1002/asi.22952). *Journal of the Association for Information Science and Technology* 65(1): 84-97; doi: <http://dx.doi.org/10.1002/asi.22952>.
- Choo, C.W. 2013. Information culture and organizational effectiveness. *International Journal of Information Management*, 33(5), 775-779. doi: <http://dx.doi.org/10.1016/j.ijinfomgt.2013.05.009>
- Marton, C. & Choo, C.W. 2012. A Review of Theoretical Models of Health Information Seeking on the Web. *Journal of Documentation* vol. 68 no. 3: 330-352. <http://dx.doi.org/10.1108/00220411211225575>

- Alvarenga-Neto, Rivadavia, & Choo, C.W. 2011. Expanding the Concept of Ba: Managing Enabling Contexts in Knowledge Organizations. *Perspectivas em Ciência da Informação*, vol. 16 no. 3, 2-25. (Paper in English; PCI is a top information science journal in Brazil.)
<http://portaldeperiodicos.eci.ufmg.br/index.php/pci/article/viewFile/1334/917>
- Cyr, Sylvio, & Choo, C.W. 2010. The Individual and Social Dynamics of Knowledge Sharing - An Exploratory Study. *Journal of Documentation* vol. 66 no. 6, 824-846.
<http://dx.doi.org/10.1108/00220411011087832>
- Choo, C.W. & Alvarenga-Neto, Rivadavia. 2010. Beyond the 'Ba': Managing Enabling Contexts in Knowledge Organizations. *Journal of Knowledge Management* vol. 14 no. 4, 592-610.
<http://dx.doi.org/10.1108/13673271011059545>
- Choo, C.W. 2009. Information Use and Early Warning Effectiveness: Perspectives and Prospects. *Journal of the American Society for Information Science and Technology*, 60(5), 1071-1082.
<http://dx.doi.org/10.1002/asi.21038>
- Choo, C.W., Bergeron, P., Detlor, B., & Heaton, L. 2008. Information Culture and Information Use: An Exploratory Study of Three Organizations. *Journal of the American Society for Information Science and Technology*, 59(5): 792-804. <http://www3.interscience.wiley.com/journal/117908531/abstract>
- Choo, C.W. 2008. [Organizational Disasters: Why They Happen and How to Prevent Them](#). *Management Decision* 46(1): 32-46.
<http://dx.doi.org/10.1108/00251740810846725>
- Baroni de Carvalho, R., Ferreira, Marta, Choo, C.W., & Joia, Luiz. 2007. Links Between Competence Management and the Knowing Organization (Special invited topic). *International Journal of Learning and Intellectual Capital* 4 no. 3: 222-239.
<http://dx.doi.org/10.1504/IJLIC.2007.015608>
- Choo, Chun Wei. 2007. Information Seeking in Organizations: Epistemic Contexts and Contests. *Information Research* 12 no. 2: Available at <http://InformationR.net/ir/12-2/paper298.html>
- Choo, C.W., Colin Furness, Scott Paquette, Herman van den Berg, Brian Detlor, Pierrette Bergeron, Lorna Heaton. 2006. Working with Information: Information Management and Culture in a Professional Services Organization. *Journal of Information Science*, 32(6), 491-510.
<http://dx.doi.org/10.1177/0165551506068159>
- Popadiuk, S., & Choo, C.W. 2006. Innovation and Knowledge Creation: How Are These Concepts Related? *International Journal of Information Management*, 26(4), 302-312.
<http://dx.doi.org/10.1016/j.ijinfomgt.2006.03.011>
- Choo, C.W. 2005. Information Failures and Organizational Disasters. *Sloan Management Review*, 46(3), 8-10.
<http://sloanreview.mit.edu/smr/issue/2005/spring/03/>
- MacIntosh-Murray, A., & Choo, C.W. 2005. Information Behaviour in the Context of Improving Patient Safety. *Journal of the American Society of Information Science and Technology*, 56(12), 1332-1345.
<http://dx.doi.org/10.1002/asi.20228>
- Detlor, B., Ruhi, U., Turel, O., Bergeron, P., Choo, C.W., Heaton, L., et al. 2005. The Effect of Knowledge Management Context on Knowledge Management Practices: An Empirical Investigation. *Electronic*

- Journal of Knowledge Management*, 4(2), 131-142. <http://www.ejkm.com/volume-4/v4-i2/v4-i2-art4.htm>
- Choo, Chun Wei and Ray Johnston. 2004. Innovation in the Knowing Organization: A Case Study of an e-Commerce Initiative. *Journal of Knowledge Management*, vol. 8 no. 6: 77-92. <http://dx.doi.org/10.1108/13673270410567648>
- Carroll, John M., Chun Wei Choo, D.R. Dunlap, P.L. Isenhour, S.T. Kerr, A. MacLean, and M.B. Rosson. 2004. Knowledge Management Support for Teachers. *Educational Technology Research & Development* 51 (4): 42-64. <https://doi.org/10.1007/BF02504543>
- Choo, Chun Wei. 2003. Perspectives on Managing Knowledge in Organizations. *Cataloguing and Classification Quarterly* 37 (1/2: Special Issue on Knowledge Organization and Classification in International Information Retrieval): 205-220 http://dx.doi.org/10.1300/J104v37n01_14
- Winkelman, Warren J., and Chun Wei Choo. 2003. Provider-Sponsored Virtual Communities for Chronic Patients: Improving Health Outcomes through Organizational Patient-Centred Knowledge Management. *Health Expectations* 6 (4):352-259. <http://dx.doi.org/10.1046/j.1369-7625.2003.00237.x>
- Choo, Chun Wei, and Christine Marton. 2003. Information Seeking on the Web by Women in IT Professions. *Internet Research* 13 (4):267-280. <http://dx.doi.org/10.1108/10662240310488951>
- Choo, Chun Wei, ed. 2001. Special Issue on Environmental Scanning and Competitive Intelligence. *Information Research*, 7(1), Available at: <http://InformationR.net/ir/7-1/infres71.html>
- Choo, Chun Wei. 2001. Environmental Scanning as Information Seeking and Organizational Learning. *Information Research* 7(1): Available at <http://InformationR.net/ir/7-1/paper112.html>
- Choo, Chun Wei. 2001. The Knowing Organization as Learning Organization. *Education and Training* 43, no. 4/5 (Special Issue on Knowledge Management): 197-205.
- Choo, Chun Wei. 2000. Working with Knowledge: How Information Professionals Help Organizations Manage What They Know. *Library Management* 21 (8/9):395-403. (Recipient of Highly Commended Award 2001 from MCB University Press) <http://dx.doi.org/10.1108/01435120010342770>
- Choo, Chun Wei, Brian Detlor, and Don Turnbull. 2000. Information Seeking on the Web: An Integrated Model of Browsing and Searching. *First Monday* 5 (2):Available at http://www.firstmonday.org/issues/issue5_2/choo/.
- Choo, Chun Wei. 1999. The Art of Scanning the Environment. *Bulletin of the American Society for Information Science* 25, no. 3: 13-19. <http://dx.doi.org/10.1002/bult.117>
- Choo, Chun Wei. 1998. De Kennisorganisatie: Een Procesmodel voor het Managen van Kennis (The Knowing Organization: A Process Model of Knowledge Management). *Management & Informatie* 6, no. 4: 9-19. (Published in Dutch).

- Choo, Chun Wei. 1996. The Knowing Organization: How Organizations Use Information to Construct Meaning, Create Knowledge and Make Decisions. *International Journal of Information Management* 16, no. 5: 329-340. [http://dx.doi.org/10.1016/0268-4012\(96\)00020-5](http://dx.doi.org/10.1016/0268-4012(96)00020-5)
- Auster, Ethel and Chun Wei Choo. 1994. CEOs, Information, and Decision Making: Scanning the Environment for Strategic Advantage. *Library Trends* 43, no. 2 (Fall 1994): 206-225.
- Auster, Ethel and Chun Wei Choo. 1994. How Senior Managers Acquire and Use Information in Environmental Scanning. *Information Processing & Management* 30, no. 5: 607-618. [http://dx.doi.org/10.1016/0306-4573\(94\)90073-6](http://dx.doi.org/10.1016/0306-4573(94)90073-6)
- Choo, Chun Wei. 1994. Perception and Use of Information Sources in Environmental Scanning. *Library & Information Science Research* 16, no. 1: 23-40. [http://dx.doi.org/10.1016/0740-8188\(94\)90040-X](http://dx.doi.org/10.1016/0740-8188(94)90040-X)
- Choo, Chun Wei and Andrew Clement. 1994. Beyond Stage Models for EUC Management. *Information Technology & People* 6, no. 4 (September, 1994): 197-214.
- Auster, Ethel and Chun Wei Choo. 1993. Environmental Scanning by CEOs in Two Canadian Industries. *Journal of the American Society for Information Science* 44, no. 4: 194-203. [http://dx.doi.org/10.1002/\(SICI\)1097-4571\(199305\)44:4%3C194::AID-ASI2%3E3.0.CO;2-1](http://dx.doi.org/10.1002/(SICI)1097-4571(199305)44:4%3C194::AID-ASI2%3E3.0.CO;2-1)
- Choo, Chun Wei. 1992. Executive Information Systems: An Application Scenario in Retail Banking. *Information Services & Use* 11: 213-224.
- Choo, Chun Wei. 1991. Towards an Information Model of Organizations. *The Canadian Journal of Information Science* 16, no. 3 (September): 32-62.
- Choo, Chun Wei. 1991. Strategy Document For Information Technology Standards In Singapore. *Computer Standards & Interfaces*, 12(3), 209-217.

2.4 CONFERENCE PAPERS (REFEREED) AND PRESENTATIONS

- Delgado, Gustavo Varela; Carvalho, Rodrigo Baroni; Choo, Chun Wei; Leite, Ramon Silva; Castro, José Márcio. 2020. *Patient empowerment through mobile health: Case study of a Brazilian application for pregnancy support*. Paper presented at 83rd ASIS&T Annual Meeting, Oct 25-29, 2020.
- Barbosa, Leandro Mol; Carvalho, Rodrigo Baroni; Choo, Chun Wei; Versiani, Ângela França. 2020. *Corporate memory processes in project-based organizations: A framework for engineering design*. Paper presented at 17th International Conference on Intellectual Capital, Knowledge Management & Organisational Learning, Oct 15-16, 2020.
- Serenko, A. and Choo, C.W. 2019. *Investigating knowledge sabotage behavior: The role of personality traits and co-worker competitiveness*. Proceedings of the *International Conference on Intellectual Capital, Knowledge Management and Organizational Learning*, Dec 5-6, 2019. Sydney, Australia, pg. 3-11.
- Evans, M., Frisen, I., & Choo, C.W. 2018. *The strength of strong ties you can trust: Re-examining the mediating role of trust in effective knowledge sharing*. Paper presented at *19th European Conference on Knowledge Management*, 6-7 September 2018, Padua, Italy. Published in Proceedings of the 19th ECKM, p. 250-258. (Refereed full research paper; acceptance rate 39%)

- Choo, C.W. 2014. *Information culture in organizations*. Paper accepted at 14th International Conference on Knowledge, Culture and Change in Organizations, 4-5 August 2014, Said Business School, Oxford University, UK.
- Evans, M., Wensley, A., Choo, C.W. 2012. *How Shared Language and Shared Vision Motivate Effective Knowledge Sharing Behaviour*. Paper presented at 13th European Conference on Knowledge Management, 6-7 September 2012, Cartagena, Spain. Published in Proceedings of the 13th ECKM, p. 294-302
- Lyons, K., Chuang, S. & Choo, C.W. 2012. [Towards a conceptual framework for managing social media in enterprise online communities](#). Paper presented and published in Proceedings of the 2012 iConference, Feb 7-10, 2012, Toronto, p. 626-628.
- Alvarenga-Neto, Rivadavia, & Choo, C.W. 2010. *The Post Nonaka Concept of Ba: Eclectic Roots, Evolutionary Paths and Future Advancements*. Paper presented and published at 2010 American Society for Information Science & Technology Annual Meeting, Oct 22-27, 2010, Pittsburgh, PA. (Refereed full research paper; acceptance rate 30%) Paper published in 2010 ASIS&T Proceedings.
- Alvarenga-Neto, Rivadavia, & Choo, C.W. 2010. *The Concept of Ba in Nonaka's Knowledge-Based Theory of the Firm: Research Findings and Future Advancements Towards the Design and Managing of Enabling Contexts in Knowledge Organizations*. Paper presented at EnANPAD 2010, XXXIV ENCONTRO DA ANPAD, Sep 25 – 29, 2010, Rio de Janeiro, Brazil. (Refereed full research paper, published; acceptance rate ~20%.) Published in English in *EnANPAD 2010 Proceedings*, 17 pages. (EnANPAD is the most important Brazilian conference for researchers in management and organizations.)
- Choo, CW. 2009. *Information Culture in Organizations*. Panel on Information Seeking and Use in Diverse Organizational Contexts. 2009 American Society for Information Science & Technology Annual Meeting, Nov 6-11, 2009, Vancouver, BC, Canada.
- Choo, CW. 2009. Discussant in Panel on *Celebrating 10 Years of SIG USE: A Fish Bowl Dialogue on Information Behavior Research Past, Present & Future*. 2009 American Society for Information Science & Technology Annual Meeting, Nov 6-11, 2009, Vancouver, BC, Canada.
- Carvalho, R.B., Ferreira, M., Choo, C.W., da Silva, R.V., Joia, L.A. 2008. Analysis of the Effects of Technological and Organizational Features on Intranet and Portal Usage. Proceedings of the 14th Americas Conference on Information Systems. Aug 14-17, 2008, Toronto.
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- Daraz, Lubna and Choo, C. W. 2006. *Health Information Behavior Models*. Paper presented at the *11th International Symposium for Health Information Management Research*, Dalhousie University, NS, July 14-16, 2006.
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- Laughton, Simone, and Choo Chun Wei. 2003. *Sharing Knowledge Online: Engaging Graduate Students in Learning about Knowledge Management and Practice*. Poster and paper presented at *Institute for Knowledge Innovation and Technology Summer Institute 2003*, August 13th, 2003, at Toronto, ON. [Video presentation available at <http://ikit.org/SummerInstitute2003/posters/laughton.html>.]
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- MacIntosh-Murray, Anu, and Choo Chun Wei. 2002. *Making Sense of Medical Mishaps: Depicting Information Processes in the Context of Learning from Adverse Events in Health Care*. *ISIC (Information Seeking in Context) Conference 2002*. Lisbon, Portugal, 2002.
- Marton, Christine, and Choo Chun Wei. 2002. *A Question of Quality: The Effect of Source Quality on Information Seeking by Women in It Professions*. *65th Annual Meeting of the American Society for Information Science & Technology*. Ed. Elaine Toms. Philadelphia, PA: Information Today Inc., 2002. 140-51. Vol. 39.
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- Choo, Chun Wei. 1999. *Human Information Seeking Behaviors*. In *Proceedings of Politics & Internet Conference, 2nd International Congress on Electronic Media & Citizenship in Modern Information Society* held in

Helsinki, Finland, Jan 6-9, 1999, edited by Paula Tiihonen, published by The Finnish Parliament, FIN-00102, Helsinki, Finland.

- Choo, Chun Wei, Brian Detlor, and Don Turnbull. 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 *Proceedings of the 61st Annual Meeting of the American Society for Information Science held in Pittsburgh, PA, October 25-29, 1998*, edited by Cecilia M. Preston, Vol. 35: 290-302. Medford, NJ: Information Today Inc.
- Auster, Ethel and Chun Wei Choo. 1996. *Scanning the Environment for Business Decisions: Results of a Study of Canadian CEOs*. In *L'information pour l'innovation et la compétitivité - Un colloque sur la veille technologique et stratégique pour les entreprises* held at Université de Montréal, edited by Nathalie St-Jacques, 34-46.
- Choo, Chun Wei. 1995. *National Computer Policy Management in Singapore: Planning An Intelligent Island*. In *Proceedings of the 58th Annual Meeting of the American Society for Information Science held in Chicago, IL, October 9-12, 1995*, edited by Tom Kinney, 152-156. Chicago, IL: Information Today.
- Choo, Chun Wei. 1995. *Information Management for the Intelligent Organization: Roles and Implications for the Information Professions*. In *Proceedings of the 1995 Digital Libraries Conference held in Singapore, Mar 27-30, 1995*, Singapore: SNP.
- Choo, Chun Wei. 1994. *Environmental Scanning by Canadian CEOs*. In *Proceedings of the 22nd Annual Conference of the Canadian Association for Information Science held in Montréal, Québec, Canada, May 25-27, 1994*, edited by Albert Tabah, 446-464. Montréal, Québec, Canada: Canadian Association for Information Science.
- Auster, Ethel and Chun Wei Choo. 1993. *Environmental Scanning: Preliminary Findings of Interviews with CEOs in Two Canadian Industries*. In *Proceedings of the 56th Annual Meeting of the American Society for Information Science held in Columbus, OH, October 22-28, 1993*, edited by Susan Bonzi, 246-252. Medford, NJ: Learned Information, Inc.
- Auster, Ethel and Chun Wei Choo. 1992. *Environmental Scanning: Preliminary Findings of a Survey of CEO Information Seeking Behavior in Two Canadian Industries*. In *Proceedings of the 55th Annual Meeting of the American Society for Information Science held in Pittsburgh, PA, October 26-29, 1992*, edited by Debora Shaw, 48 - 54. Medford, NJ: Learned Information, Inc.
- Auster, Ethel and Chun Wei Choo. 1991. *Environmental Scanning: A Conceptual Framework for Studying the Information Seeking Behavior of Executives*. In *Proceedings of the 54th Annual Meeting of the American Society for Information Science held in Washington, DC, October 27-31 1991*, edited by Jose-Marie Griffiths, 3-8. Medford, NJ: Learned Information, Inc.

2.5 OTHER PUBLICATIONS

- Detlor, Brian, & Choo, C.W. 2011. Special Section Editorial (ASIST 2010 papers). *International Journal of Information Management* vol. 31, p. 4-5

Alvarenga-Neto, Rivadavia, Choo, C.W. 2010. Muito além da Gestão do Conhecimento: criando contextos capacitantes em organizações do conhecimento. *Fonte Magazine*, Dec 2010, p. 58-66.

Alvarenga-Neto, Rivadavia, Choo, C.W., Souza, Renato, & Sagot Roberto. (2010). As mídias sociais no ambiente dos negócios (Social Media in Business). *DOM (FDC Magazine)* vol. 13, p. 24-31 (cover story).

Baroni de Carvalho, R., Ferreira, M.A.T., & Choo, C.W. 2007. Evoluindo da Intranet para o Portal Corporativo: As Trilhas para a Gestão do Conhecimento (Evolving from intranets to portals: a pathway to KM). *Revista Fonte*, 3(5), 54-64. (<http://www.prodemege.mg.gov.br/revistafonte/volume5/pdf/evoluindo05.pdf>)

Choo, Chun Wei. 2005. Book Foreword to "Knowledge Management in Theory and Practice" by Kimiz Dalkir. (Butterworth Heinemann, 2005).

Choo, Chun Wei. 2005. Creating Knowledge-based Healthcare Organizations (Book Review). *Bulletin of the World Health Organization* 83 (7):555.

Choo, Chun Wei. 2003. Book Foreword to "Assessing Competitive Intelligence Software" A Guide to Evaluating CI Technology" by France Bouthillier and Kathleen Shearer. (Information Today Inc, 2003).

Berkman, Robert. 1999. A Conversation with Professor Chun Wei Choo, *The Information Advisor: Knowledge Management Supplement* 3 no. 1: 1-3.

Choo, Chun Wei. 1998. *Putting the Knowing Organization to Value: White Paper Summary of the CEO Roundtable Discussion*, Wittenburg Castle, Wassenaar, 10, June 1998. Nolan Norton Institute, Utrecht, Holland. August 1998.

Articles in International Newspapers

Choo, Chun Wei. 2005. Unternehmen+Management-MIT Sloan: Wie Unternehmen Warnsignale früh erkennen und effektiv reagieren können. Heft 21/2005. *Wirtschaftswoche* (German Economic Weekly), nr. 023 vom 02.06.2005 seite 094.

Choo, Chun Wei. 2001. Closing the Cognitive Gaps: How People Process Information. *National Post of Canada*, Aug 21, 2001: 11-13.

Choo, Chun Wei. 1999. Closing the Cognitive Gaps: How People Process Information. *Financial Times of London*, March 22, 1999: 7-10.

Technical Reports

Howarth, Lynne, Chun Wei Choo, and Deb Wallace. 2001. Working with Knowledge: A Proposed Knowledge Management Strategy to Facilitate the Work of the Information and Services for Persons with Disabilities Cluster. (Report prepared for Human Resources Development Canada – Manitoba Region) (79 pgs)

Howarth, Lynne, Chun Wei Choo, and Deb Wallace. 2000. Developing a Community-Centred Knowledge Audit Approach. (Report prepared for Human Resources Development Canada – Ontario Region) (54 pgs)

2.6 FUNDED RESEARCH PROJECTS

Social Sciences and Humanities Research Council of Canada (SSHRC). Insight Grant. Project title: "Seeking and Avoiding Information in a Risky World." 2017-2022. Principal investigator.

The objective is to investigate the cognitive, affective, and social precursors that would explain if and how people seek information about societal risks such as those posed by climate change, food safety, and water security.

Social Sciences and Humanities Research Council of Canada (SSHRC). Standard Research Grant. Project title: "Information Seeking and Use in Early Warning." 2009-2013. Principal investigator.

The objective is to examine how the use of information affects the effectiveness of early warning systems in public health and humanitarian crises. By effectiveness, we refer to the detection accuracy and decision sensitivity of the system, i.e. its capacity to detect and decide to act on a threat.

Social Sciences and Humanities Research Council of Canada (SSHRC). Standard Research Grant. Project title: "Information Seeking and Use in Group Knowledge Work." 2005-2008. Principal investigator.

This research explores the socio-cognitive aspects of information seeking in organizations. An analysis of three case studies suggests that organizations are comprised of epistemic communities with distinct epistemic and information cultures which influence how information is sought and utilized, and how beliefs are formed and re-formed.

Social Sciences and Humanities Research Council of Canada (SSHRC) Initiative on the New Economy Grant.

Project title: "Managing knowledge and information in times of major organizational transition." 2003-2006. Principal investigator. Co-investigators: Brian Detlor (McMaster), Pierrette Bergeron, Lorna Heaton (Université de Montréal).

The objective is to study the link between information culture and information use in organizations. The study concluded that it is possible to systematically identify behaviors and values that describe an organization's information culture, and that the sets of identified behaviors and values can account for significant proportions of the variance in information use outcomes.

Social Sciences and Humanities Research Council of Canada (SSHRC) Initiative on the New Economy - Major Collaborative Research Initiative Grant. Project title: "Beyond best practice: Research-based innovation in learning and knowledge work." 2002-2006. Co-Investigator. Principal investigator Marlene Scardamalia, OISE/UT.

This MCRI project created a Knowledge Society Network that "brought together researchers and practitioners from around the world to extend the limits of the possible in education and knowledge work". My co-applicant role was to develop conceptual models of knowledge creation and management, and to supervise PhD and master students as research participants.

US National Science Foundation (NSF) research project 2001-2004: "ROLE: The school as knowing organization - Knowledge management as a strategy for continuous teacher development." Co-Investigator. Principal investigator John M. Carroll, School of Information Sciences and Technology, Penn State University. (NSF-REC-0106552)

This research adapts knowledge management concepts and techniques, and the information technology they employ, to understand and enhance knowledge management in school organizations. The goal is to help public school teachers better utilize the knowledge resources that exist throughout their school divisions to facilitate teaching and learning.

Toronto Hospital for Sick Children Research Institute. "Evaluating the impact of the matrix structure on collaborative research activity at the Research Institute." 2000 –2002.

Human Resources Development Canada - Manitoba. "Working with knowledge: Creating a knowledge management strategy to facilitate the work of the 'Services for persons with disabilities cluster' of the Government Online (GOL) project." 2001-2002. With L.H. Howarth and D. Wallace.

Human Resources Development Canada - Ontario. "Developing a community-centered knowledge audit model." 2000. With L.H. Howarth and D. Wallace.

Ontario Legislative Assembly. "Proposed framework for an information management strategic plan." 1999-2000. With L.H. Howarth.

Social Sciences and Humanities Research Council of Canada (SSHRC). Standard Research Grant. Project title: "A behavioral model of information seeking on the World Wide Web." 1999-2002. Principal investigator.

Social Sciences and Humanities Research Council of Canada (SSHRC). Standard Research Grant. Project title: "Environment scanning and information seeking on the World Wide Web." 1996-1999. Principal investigator.

The overarching objective of the above two SSHRC-funded projects was to deepen our understanding of information seeking on the Web. We developed a new behavioral model of Web information seeking based on a detailed analysis of actual episodes of individuals seeking and using Web-based information captured in their natural work settings. The model identified four modes of information seeking: undirected viewing, conditioned viewing, informal search, and formal search.

Bell Canada Emergis University Labs research grant 1999-2000: "Utilizing Web Information Systems for Knowledge Work." Principal investigator.

University of Toronto IT Courseware Development Fund 1996-1998: "Distance Edstructor/Knowledge Repository project." (4 grants, 1996-1999)

Singapore National Computer Board. Environmental scanning project. 1995-1998.

2.7 PRO BONO RESEARCH WORK FOR GOVERNMENT & NON-PROFIT ORGANIZATIONS

Treasury Board Secretariat, Government of Canada. "Enterprise information architecture planning." March 2009.

Canadian Human Resource Planners, Strategic Capability Network. "Understanding innovation – How organizations structure, build, and develop innovative capability." 2007 – 2009.

eContent Institute for the Canadian information industry. "The Knowledge Economy Index – Facilitating the transition to knowledge-based economic performance." 2003.

Food and Agriculture Organization of the UN. "Strategic framework for information management at the FAO." 2002.

2.8 INVITED LECTURES AND TALKS (SELECTED)

"Risky Decisions: Information and the enactment of meaning, knowledge and decisions." Invited lecture presented at Leeds University Business School, UK, June 29-30, 2011.

"Knowing and learning in organizations: Information and the enactment of meaning, knowledge and decisions," lecture presented at the *Benelux Association for Information Systems Doctoral Program in Information Management*, Amsterdam Business School, University of Amsterdam, Holland, Oct 12-15, 2010.

"Knowing and learning in organizations: Information and the enactment of meaning, knowledge and decisions," opening keynote *Information: Interactions and Impact Conference 2009*, Department of Information Management, Aberdeen Business School, Robert Gordon University, Aberdeen, Scotland, UK, Jun 22-25, 2009.

"The knowing organization and the 'ba' of enabling contexts," opening lecture at the *Knowledge Management Workshop*, organized by the Brazilian Agricultural Research Corporation (EMBRAPA), Ministry of Agriculture, Brasilia, Brazil, Nov 4, 2009.

"Scanning the Environment: Creating Knowledge and Competitive Intelligence," keynote at the *2nd Ibero-American Conference on Knowledge Management and Competitive Intelligence*, the Brazilian Institute for Information in Science and Technology (IBICT), Ministry of Science and Technology, National Museum, Brasilia, Brazil, Jul 27 – Aug 1, 2008.

"Knowledge Management," invited lecture in the *Knowledge Translation Seminar Series 2008*, Department of Health Policy, Management and Evaluation, Faculty of Medicine, University of Toronto, Apr 10, 2008.

"Information Seeking in Organizations: Epistemic Contexts and Contests," keynote presented at the *Annual Research Symposium of the Research Center for Knowledge Communities*, University of Tsukuba, Tsukuba, Japan, Feb 19, 2008.

"The Knowing Organization," invited lecture in the *LIS Research Talk Series*, School of Communication, Information and Library Studies, Rutgers University, New Jersey, Mar 27, 2007.

"Environmental Scanning and Early Warning," invited lecture at the *Emerging Threats in the 21st Century – Strategic Foresight and Warning Seminar* organized by ZTH (Swiss Federal Institute of Technology), Zurich, Switzerland, Jan 18-20, 2007.

"The Knowing Organization," keynote at the 2nd annual CITÉ Séminaire of the Centre de recherche interdisciplinaire sur les technologies émergentes, Faculté des arts et des sciences, Université de Montréal, Nov 30, 2006.

"Information Seeking in Organizations: Epistemic Contexts and Contests," keynote presented at the 6th *Information Seeking in Context Conference ISIC 2006*, Sydney, Australia, July 19-21, 2006.

Invited lecture, Research Fellows Program, Program for Research in Information Management, Amsterdam Graduate Business School, University of Amsterdam, Jan 25, 2006.

Invited lectures at the University of Brasilia, Federal University of Minas Gerais, FUMEC University, Brazil National School of Public Sector Management. April 2006.

"Knowledge Management and the Knowing Organization," presented at the *1st Seminar on Corporate Information*, October 23-24, 2003, University of São Paulo, Brasil. Conference jointly organized by the Department of Information Science, the Laboratory of Technology and Information Systems, School of Communication and Art, Faculty of Economics, Administration and Accounting.

“Personal Knowledge Management in the Information Age,” presented at the *6th International Forum for Secretaries*, October 23-36, 2003, Campos do Jordao, São Paulo, Brasil.

“The Knowing Organization,” presented at the *3rd Social Study of IT Workshop on Knowledge and Organizing* at the London School of Economics, University of London, UK, April 24-25, 2003.

Keynote at the Business in the Knowledge Era conference on “Competitive Intelligence.” Conference organized by Centro de Referência em Inteligência Empresarial (CRIE - COPPE/UFRJ) and Centro de Tecnologia em Administração e Negócios do SENAC-SP, held in São Paulo, Oct 29-30, 2001.

Keynote at the Communication for the Future Conference on “The Art of Scanning the Environment.” Conference organized by the Norwegian Directorate of Public Management and Communication held in Oslo, Sep 4, 2001.

Public lecture on "Understanding Knowledge Management," presented at the University of Technology Sydney, Australia, October 9, 2000. Inaugural lecture in a new series on information and knowledge management.

Talk on “Knowledge Sharing – Making It Work” presented at Information Highways Conference, Toronto, March 26-27, 2001.

Talk on "Working With Knowledge" presented at CONSAL XI (Congress of Southeast Asian Librarians) organized by CONSAL, April 28, 2000, Singapore.

Talk on “Managing Knowledge in Organizations” presented to the SLA Chapter Montreal, Montreal, March 1, 2000.

Keynote at Behavioral Finance Conference organized by Deutsche Bank AG on “Human Information Behavior,” held on September 30, 1999 in Frankfurt am Main, Germany.

Keynote on “The Knowing Organization” at the Knowledge Management Conference in Oslo, June 9, 1999, jointly organized by the Norwegian Association of Masters of Science in Business, and the Norwegian Institute for Personnel Administration.

Talk on Knowledge Management presented to the Canadian Human Resources Planners Association, Toronto, March 16, 1999.

Talk on Knowledge Management presented to the Sheridan Science & Technology Park Association, Mississauga, February 25, 1999.

Invited lecture on “Human Information Seeking Behaviors” at Politics & Internet, 2nd International Congress on Electronic Media & Citizenship in Modern Information Society, Helsinki, January 6-9, 1999.

Talk on the Knowing Organization presented to the Creativity Consortium at the Ontario Club, Toronto, November 26, 1998.

Talk entitled The Knowing Organization presented at the Semiotics Symposium, Starwood Center, University of Toronto, October 12, 1998 (with researchers from University of Groningen, Lyons University, Kyoto University).

Invited lecture at the INVA research seminar on environment scanning hosted by the University of Tampere Department of Information Studies and the University of Helsinki School of Communication, Helsinki, June 3-5, 1998.

Keynote on “The Knowing Organization” at the Wittenburg Castle Round Table Conference hosted by KPMG Management Consulting and Nolan Norton Institute (Netherlands), June 10, 1998, Wittenburg Castle, Wassenaar, Netherlands.

Invited lecture on “The Knowing Organization” at Research Seminar on Knowledge Management organized by INETI (National Institute for Engineering and Industrial Technology) Lisbon, June 18, 1998.

Presentation on Intranet Design at the Intranet Workshop hosted by Nolan Norton Institute, and KPMG Management Consulting (Netherlands), July 1, 1998.

Invited talk given to the Hospital for Sick Children (Toronto) Organizational Design Team chaired by Dr Manuel Buchwald, Head of Research: “Impact of the Information Revolution on Knowledge-Based Institutions.” Oct 28, 1996.

Invited lecture at the 1995 Digital Libraries Conference held in Singapore, Mar 27-30, 1995: “Information Management for the Intelligent Organization: Roles and Implications for the Information Professions.” Mar 28, 1995.

2.9 SUPERVISION OF POST-DOCTORAL FELLOWS AND VISITING SCHOLARS

Dr. Alexander Serenko. Visiting professor at the iSchool. Dr. Serenko is full professor in the Faculty of Business Administration, Lakehead University. In 2015, he received the Distinguished Researcher Award which is the highest honor conferred by Lakehead University for research and scholarly activity. In 2018, he was ranked one of the most productive and influential academics in the knowledge management discipline.

Dr. Rodrigo Baroni de Carvalho. Rodrigo Baroni was doctoral candidate on Brazilian government scholarship at the Faculty of Information Studies, July 2004 - July 2005. He defended in April 2006, and is currently a professor at the Catholic University of Belo Horizonte.

Dr. Ard Huizing. Dr. Huizing is Chair of the Information Management Section at the University of Amsterdam, Faculty of Economics and Business Studies, Amsterdam Business School, and also associate professor in this section. He was visiting professor in 2007 (2 months) and 2009-2010 (4 months).

Dr. Dominique Maurel. Dr. Maurel is Professeure adjointe at [École de bibliothéconomie et des sciences de l'information \(EBSI\)](#), Université de Montréal. She was Postdoctoral Fellow at the Faculty of Information, September 2007 - September 2008.

Dr Rivadávia Alavrenga Neto. Dr Alavrenga Neto is professor at [Fundação Dom Cabral](#), a Brazilian business school ranked the 16th best business school in the world and the best one in Latin America according to the Financial Times Executive Education ranking 2008. He was Post-Doctoral Fellow (Brazilian government scholarship) at the Faculty of Information, January – July 2009.

Dr. Silvio Popadiuk. Dr Popadiuk is Professor at the [Faculty of Economic Sciences and Business \(FCECA\) Universidade Presbiteriana Mackenzie](#) Sao Paulo, Brazil. He was visiting professor at the Faculty of Information Studies, July - December 2004.

Knowledge Management Research Centre. An informal group of graduate students, postdoctoral fellows, visiting scholars, faculty, and practitioners who are interested in research on knowledge management. Recent research seminars, roundtables by Drs. Hazel Hall, Rivadávia Alvarenga, Ard Huizing, others.

2.10 INTERNATIONAL RESEARCH AFFILIATIONS

Board Member, Academy for Information & Management, Amsterdam, Netherlands.
(<http://www.ienm.nl/community>) (2014-present)

Visiting Professor, Amsterdam Business School, Faculty of Economics and Business, University of Amsterdam, Netherlands. (<http://primavera.fee.uva.nl/>) (2000-2011)

Member, International Advisory Board, Evolution of Business Knowledge (EBK) research programme, Warwick Business School, University of Warwick, Coventry, UK. (<http://www.ebkresearch.org/>) (2003-2006)

Research Collaborator, Center for Decision Research and AIMTECH (Information Management) Group, Leeds University Business School. (2010 – ongoing)

Research Member, Project CASTOR (Conversion of knowledge And Semiotic Theories of Organization and Representation), Faculty of Management and Organization, University of Groningen, Netherlands.
(<http://www.bdk.rug.nl/onderzoek/castor/>) (2000-2005)

2.11 SCHOLARLY REVIEWS

Consulting editor/reviewer to Butterworth-Heinemann for “Knowledge Management in Theory and Practice” by Kimiz Dalkir. (Butterworth Heinemann, 2004-5).

Reviewer of book proposals for Oxford University Press. Reviewed proposals by Paul Duguid (“Open and Closed: The Search for Quality in the Digital Age”), Peter Gloor (“Swarm Creativity: Competitive Advantage through Collaborative Innovation Networks”), Larry Prusak (“Oxford Management Reader on Knowledge and Learning”), Bill Ives (“Conversational KM: Blogs, Wikis, and Aggregators”), Robert Zmud (“The Maturity Factor: Business Technology Enters the Management Mainstream,”), Tom Malone, and others (2003-2006).

Reviewer of book proposals by J. David Johnson (“Knowledge Networks”) (2007); by Kevin Desouza, Tobin Hensgen (“The Cognizant Organization”) (2005), for Cambridge University Press.

Reviewer of book proposals for Stanford University Press. Reviewed book proposals by Russell Ackoff (“Redesigning Society”), Randolph Hall (“Beyond Location”), and others (2004-2005).

Reviewer of book proposal “Handbook for Information Science” by Amanda Spink, Charles Oppenheim for Sage Publications. (2004).

Reviewer of book proposal “Introduction to Information Retrieval” by Chris Manning, Hinrich Schutze for Morgan-Kauffman. (2004).

Reviewer of several book proposals on knowledge management by Andriessen, Bennet, McElroy, Firestone, St-Onge, and others for Butterworth-Heinemann. (2004-2005).

Reviewer of several papers submitted to the MIT Sloan Management Review (2002-2006).

3 TEACHING AND SUPERVISION

3.1 PHD SUPERVISION

Thesis supervisor of 11 completed PhD students (2000 – 2017):

Brian Detlor. 2000 thesis defended. Thesis title: "Facilitating knowledge work through Web information systems: An investigation of the information ecology and information behaviors of users in a telecommunications company." (Currently associate professor and area chair of information systems area, DeGroot School of Business, McMaster University.)

Don Turnbull. 2002 thesis defended. Thesis title: "Knowledge discovery in databases of Web use: Data mining for informetric and behavioral models of information seeking on the World Wide Web." (Formerly assistant professor, School of Information, University of Texas at Austin. Currently software R&D consultant.)

Anu MacIntosh-Murray. 2003 thesis defended. Thesis title: "Information behavior of health care providers for improving patient safety." (Currently adjunct professor, Institute of Health Policy Management and Evaluation, Faculty of Medicine, University of Toronto.)

Herman van den Berg. 2008 thesis defended. "Knowledge-based Vertical Integration: The Nature of Knowledge and Economic Firm Boundary Location." Co-supervisor: Brian Silverman, Rotman School of Management. (Currently associate professor, Faculty of Business Administration, Lakehead University at Orillia.)

Scott Paquette. 2008 thesis defended. "Knowledge Management Systems and Customer Knowledge Use in Organizations." (Currently assistant professor, DeGroot School of Business, McMaster University. Formerly assistant professor, College of Information Studies, University of Maryland.)

Mary Cavanagh. 2009 thesis defended. "Making the Invisible Visible: Public library reference service as epistemic practice." Co-supervisor: Lynne Howarth, FIS. (Currently associate professor, School of Information Studies, University of Ottawa.)

Colin Furness. 2010 thesis defended. "Group Information Behavioural Norms and the Effective Use of a Collaborative Information System: A Case Study." (Currently Assistant Professor, Faculty of Information, University of Toronto.)

Christine Marton. 2010 thesis defended. "Understanding How Women Seek Health Information on the Web." (Formerly assistant professor, School of Library, Archival and Information Studies, University of British Columbia; adjunct faculty, Faculty of Information, University of Toronto.)

Max Evans. 2012 thesis defended. "Knowledge Sharing: An Empirical Study of the Role of Trust in an Organizational Setting." Co-supervisor: Anthony Wensley, Rotman School of Management and ICCIT, UTM. (Currently assistant professor, School of Information Studies, McGill University.)

Michael Jones. 2017 thesis defended. "Information Contradictions in Project-Based Learning (PBL*) Engineering Teams: A Cultural-Historical Activity Theory Approach." (Professor, Sheridan College.)

Natasha Ali. 2017 thesis defended. "Information seeking and information behavior of Canadian investment sell-side analysts." Co-supervisor: Lynne Howarth.

Thesis supervisor/committee member of 4 PhD students in progress:

Christie Oh. 2017 - . "Information behaviour of humanitarian logisticians during international disaster response operations." PhD candidacy achieved. (Supervisor)

Trish Adamson. 2016 - . "Power of Attorney in Ontario: A study of the information practices of attorneys in the contexts of the Substitute Decisions Act (1992), capacity, and an aging population." (Committee member)

Amy Kwan. 2019 - . Topic to be determined. (Committee member)

Cansu Dedeoglu. 2019 - . Information practices in the context of immigration. (Committee member)

Member of thesis committee of 13 completed FI PhD students:

Richard Kopak. 2000 thesis defended. Thesis title: "A Taxonomy of Link Types for Use in Hypertext." (Supervisor: Joan Cherry.)

Shauna Taylor. 2001 thesis defended. Thesis title: "The Impact of Downsizing Strategies and Processes on Ontario Academic Research Libraries." (Supervisor: Ethel Auster.)

Donna Chan. 2002 thesis defended. Thesis title: "Maintaining Professional Competence: Impact of Organizational and Individual Factors on the Updating Activities of Public Reference Librarians." (Supervisor: Ethel Auster.)

Anabel Quan-Haase. 2004 thesis defended. Thesis title: "Information brokering and technology use: A case study of a high-tech company." (Supervisors: Lynne Howarth, Barry Wellman.)

Catherine Johnson. 2003 thesis defended. Thesis title: "Information Networks: Investigating the Information Behavior of Mongolia's Urban Residents." (Supervisor: Joan Cherry.)

Muhammad Asim Qayyum. 2005 thesis defended. Thesis title: "Analyzing and making sense of the markings placed on electronic documents during private and shared readings." (Supervisor: Lynne Howarth.)

Luanne Freund. 2008 thesis defended. Thesis title: "Exploiting task-genre relationships in support of information retrieval in the workplace." (Supervisors: Elaine Toms, Brian Cantwell Smith.)

Daniel Gross. 2011 thesis defended. Thesis title: "Software architecture decision-making in organizational settings." (Supervisor: Eric Yu.)

Stephen Szigeti. 2012 thesis defended. Thesis title: "The challenge of web design guidelines: Investigating issues of awareness, interpretation, and efficacy." (Supervisor: Joan Cherry)

Brenda McPhail. 2013 thesis defended. Thesis title: "“Let Me Tell You Who I Am” – A Qualitative Study of Identity and Accountability in Two Electronically-Monitored Call Centres." (Supervisor: Andrew Clement)

Candace Magowan. 2014 thesis defended. Thesis title: "Pound Seizure: Legislation and Policy Debate in American Newspapers 1994 – 2005." (Supervisor: Juris Dilevko)

Danielle Allard. 2015 thesis defended. Thesis title: "Living "Here" and "There": Exploring the Transnational Information Practices of Newcomers from the Philippines to Winnipeg." (Supervisor: Nadia Caidi)

Eva Jansen. 2016 thesis defended. Thesis title: "Let's talk about the NOC: An ethnography of classification." (Supervisor: Jenna Hartel)

Vik Pant. 2015 - 2020. Thesis title: "A Modeling framework for analyzing inter-organizational cooperation." (Supervisor: Eric Yu.)

Member of thesis committee of 2 completed OISE/UT PhD students:

Cindy Gordon. 2000-2002. Thesis defended Sep 17, 2002. Thesis title: "Contributions of cultural anthropology and social capital theory to understandings of knowledge management." (Supervisor: Ken Leithwood.)

Maria Mylopoulos. 2003-2006. Thesis defended Oct 23, 2006. Thesis title: "Implicit theories of innovation and expertise: Impact within medical teams." (Supervisor: Marlene Scardamalia.)

External examiner in the PhD defense of 13 completed students:

Michael Warren Shulha. External examiner's report submitted Sep 9, 2016. Thesis title: "Survivorship care plans: Assessing the information needs of breast cancer survivors, primary care physicians, and oncology specialists." McGill University, Graduate School of Information Studies.

Saswata Barpanda. External examiner's report submitted Mar 20, 2015. Thesis title: "Relationship among human resource practice, intellectual capital, firmography, and performance in Indian microfinance institutions." Indian Institute of Technology, Vinod Gupta School of Management.

Rhiannon Gainor. Thesis defended Sep 2014. External examiner for FOE. "Measuring competitive intelligence outcomes and impact." McGill University, School of Information Studies. (Supervisor: France Bouthillier)

Lisa Quirke. Thesis defended Jul 16, 2014. Thesis title: "Exploring the social aspects of information in the leisure of Afghan newcomer youth in Toronto." University of Toronto, Faculty of Information. ("Internal external" examiner) (Supervisor: Nadia Caidi)

Jiyeon Yang. Thesis defended Oct 18, 2013. Thesis title: "A dual-perspective approach to understanding collegial information mediation in the workplace." School of Information, University of Michigan. (Supervisor: Soo Young Rieh).

Ard Huizing. Thesis defended Dec 4, 2002. Thesis title: "On Organization: Looking back on re-engineering and ahead to learning." University of Amsterdam, Faculty of Economics & Econometrics. (Supervisor: Rik Maes.)

Lilian Woudstra. Thesis defended Oct 20, 2005. Thesis title: "Dangerous Liaisons: Source characteristics that influence the use of weak ties in information seeking." University of Amsterdam, School of Communications. (Supervisor: Betteke van Ruler.)

Rodrigo Baroni. Thesis defended Apr 24, 2006. Thesis title: "Knowledge management maturity models and the knowing organization." Federal University of Minas Gerais, Belo Horizonte, Brazil. (Supervisor: Marta Ferreira.)

Elizabeth Borycki. Thesis defended Oct 25, 2007. Thesis title: "The role of technology in structuring information seeking in health professionals." University of Toronto, Faculty of Medicine, Department of Health Policy, Management and Evaluation. (Supervisor: Louise Lemieux-Charles.)

Teresa Chiu. Thesis defended Apr 22, 2008. Thesis title: "Use and non-usage behaviour of health services among Chinese Canadians caring for a family member with dementia." University of Toronto, Faculty of Medicine, Department of Health Policy, Management and Evaluation. (Supervisor: Gunther Eysenbach.)

Jennifer Berryman. Thesis examined Feb 16, 2009. Thesis title: "Judgements during information seeking: Policy and research workers' assessments of enough information." University of Technology Sydney, Faculty of Arts & Social Science, Department of Communication. (Supervisor: Theresa Anderson.)

Isaac Mogotsi. Thesis examined Nov 5, 2009. Thesis title: "An empirical investigation into the relationships among knowledge sharing behaviour, organizational citizenship behaviour, job satisfaction, and organizational commitment." University of Pretoria, Faculty of Engineering and IT. (Supervisor: Hans Boon.)

Dirk Burger. Thesis examined May 30, 2010. Thesis title: "Developing an Instrument to Measure the Strategically Innovative Environment of Life Assurance Organisations in Southern Africa." University of Pretoria, Faculty of Engineering and Information Technology. (Supervisor: Hans Boon.)

3.2 GRADUATE TEACHING AND SUPERVISION

Graduate Courses, Faculty of Information/Faculty of Information Studies, University of Toronto

INF 1005/1006 Futures Thinking
Information workshop course 2016 – 2020

INF 1230 Management of Information Organizations
Core course taught since 1995 – 2020, average class size 60

INF 1325 Online Information Retrieval
Elective course taught 1996 – 2010

INF 2149 Administrative Decision Making in Information Organizations
Elective course taught since 1997 – present, average class size 30
Course completely revised and redesigned by instructor

INF 2176 Information Management: Models and Platforms
Required course taught since 2001 – present, average class size 60
New course designed and developed by instructor

Directed reading courses for individual MI and PhD students.

Graduate Course, Rotman School of Management, University of Toronto

MGT 1272 Management in the Information Age
MBA course taught 2002, class size ~ 150
New course designed and developed by instructor

International graduate teaching assignments

Executive Masters in Information Management, Amsterdam Business School, University of Amsterdam, special module on The Knowing Organization, taught annually 1998 – 2010, class size ~ 25

Master of Knowledge Management postgraduate program, Tilburg Institute for Advanced Studies in Management, University of Tilburg, Netherlands, knowledge management module, taught annually 1999-2001, class size ~ 30

Master of Management postgraduate program, Norwegian School of Management, Oslo, Norway, special module on environmental scanning, October 14-18, 2006.

PhD Summer School on Web Information Seeking; Information Management and Organizational Learning; Department of Information Studies, University of Tampere, Finland, August 20-22, 2001.

Web-based course on Information Management and Environmental Scanning, for Escola de Biblioteconomia of the Universidade Federal de Minas Gerais at Belo Horizonte in Brazil, Sep – Dec, 1997.

Masters Theses

Faculty supervisor of the following Masters research theses:

Natasha Ali	“Collapse of Enron: An Examination Of Decision Making Processes, Groupthink, And Corporate Failure.” (defended 2011)
Mark Schrutt	“Bringing It Back: An Analysis And Explanation Of The Causes Of IT Outsourcing Contract Terminations.” (defended 2006)
Joel Alleyne	“Knowledge Networks” (completed 2005)
Ann Rockley	“The Impact of Multimedia on Online Documentation— An Experimental Study” (completed 1997)
Stefan Powell	“Prototyping of a Web Authoring and Mounting System for the Faculty of Information Studies” (completed 1996)
Antonio Wisniowski	“An Assessment of the Effectiveness of a Natural Language Interface for Information Retrieval” (completed 1995)
Rene Sandino	“Business Process Re-engineering: A Case Study” (completed 1995)
Brian Detlor	“An Integrative Approach to Determining Information Needs and Uses: A Case Study of A Natural Gas Marketing Firm” (completed 1994)

Co-supervisor of Masters research theses at the University of Amsterdam, Faculty of Economics & Econometrics, Department of Accountancy & Information Management:

Robert van Loon	“Using the Past for Future Knowledge” (completed 1999)
Nicole Tuts	“Intranet Design Revisited” (completed 2001)

4.1 CONFERENCE COMMITTEES AND EDITORIAL BOARDS

Program Co-Chair, 9th International Conference on Knowledge Management (ICKM2013), hosted by the American Society for Information Science and Technology (ASIS&T), Nov 1-3, 2013, Montreal, Canada.

Co-chair, Knowledge & Information Management Track, 2010 Annual Meeting of the American Society for Information Science & Technology (ASIS&T), Oct 22-27, 2010, Pittsburgh, PA.

Member of the Scientific Committee, International Conference USE 2008 – From Information Provision to Knowledge Production, June 23-25, 2008, University of Oulu, Finland.

Member of the Advisory Board of the International Conference on Information Management (ICIM) held in November 2007 in Amsterdam, organized by Amsterdam Business School, University of Amsterdam.

Member of the Program Committee, International Conference on Knowledge Management (ICKM 2007), held on Aug 27-28, 2007, in Vienna, Austria, the International Knowledge Management Society.

Member of the International Program Committee (Canada), International Conference on Knowledge Management (ICKM 2005), 7-9 July 2005, Kuala Lumpur, Malaysia, organized by the International Knowledge Management Society.

Chair, ASIS&T Information Science Book of the Year Award Committee 2000

Member of the Editorial Advisory Board, *Emerald Library and Information Science Book Series*.

Regional Editorial Advisor (North America), *Library Management Journal* [MCB University Press]

Member of the International Editorial Board (Canada), *International Journal of Information Management* [Pergamon, Elsevier Science]

Member of the International Editorial Board (Canada), *Information Research* (E-Journal) [Sheffield University, UK]

Member of the International Editorial Board (Canada & USA), *Journal of Information and Knowledge Management* [Nanyang Technological University, Singapore]

Associate Editor, *Semiotic Review of Books* [University of Toronto]

Member of the Editorial Board, *South African Journal of Information Management* [Rand Afrikaans University]

4.2 PROFESSIONAL MEMBERSHIP

- Member, Academy of Management
- Member, American Society [Association] for Information Science & Technology
- Member, Canadian Association for Information Science

4.3 AWARDS

- JJ Berry Smith Doctoral Supervision Award, University of Toronto, 2016.
- Highly Commended Award, presented by MCB University Press for journal article in *Library Management* 21 (8/9), 2000: "Working with Knowledge: How Information Professionals Help Organizations Manage What They Know."
- Social Sciences and Humanities Research Council of Canada Doctoral Fellowship, 1990-1992.
- Mary H. Beatty Fellowship, University of Toronto, 1990.
- Singapore Oxford & Cambridge Society Book Prize, 1976.
- Christ's College (Cambridge University) Book Prize, 1975.
- Singapore President's Scholarship, 1972-1975.
- Singapore Armed Forces (UK) Scholarship, 1972-1975.

4.4 SERVICE

Faculty of Information (selected service appointments)

- Director, MI Program, 2017-19.
- Member, FI Promotions Standing Committee, 2003 – present
- Member, Reading or Teaching Evaluation Committees for tenure or promotion of several faculty members
- KMIM Concentration Liaison, inception - 2017
- Member, FI Master Admission and Recruitment Committee 2014-2017
- Member, FI Awards Committee 2015-2017
- Member, FI Academic Appeals Committee 2014-2017
- Chair, Programs Committee 2012 – 2013
- Coordinator of Graduate Studies, 2009 – 2012
- Member, FI Committee on Standing, 2007 – 2010
- Member, Dean Advisory Group, 2008-2009, 2012-2013
- Chair, Faculty Promotions Committee, 2008-2009
- Member, FI Archives & Records Management Faculty Search Committee, 2008-2009
- Member, FI PhD Program Committee, 2007 – 2009
- Member, FIS/FI MIST Admissions Committee, 2007 – 2009
- Member, Master of Information Curriculum Committee, 2008
- Member FIS Council Masters Studies Committee, 2005 - 2007
- Chair, Doctoral Studies, 2005 - 2006
- Director, PhD Program, 2006 – 2007
- Chair, FIS Program Development Advisory Committee, 1998-1999
- Member, FIS Council, 1993 - present
- Chair, FIS Inforum and Information Technology Committee, 2001 – 2005
- Coordinator, FIS Academic Computing, 2001 – 2005

University of Toronto (selected service appointments)

- Member, SGS Adjudication Committees of SSHRC Doctoral Fellowship Awards (Social Sciences); Connaught International PhD Scholarships; Avie Bennett PhD Awards
- Member, FI Dean Search Committee, 2007 – 2008
- Faculty Representative, U of T Faculty Association, 2004-2005
- Member, FIS Dean Search Committee, 2002 – 2003
- Member of the U of T Academic Advisory Committee of the Computing Management Board, 2000-2002
- Member, U of T Task Force on Academic Computing and New Media (1999-2000)

4.5 EXTERNAL ASSESSOR OF FACULTY PROMOTION AND TENURE REVIEWS

External reviewer of an application for promotion to Associate Professor, Zayed University, UAE, 2021.

External reviewer of an application for promotion to Full Professor, College of Social Science, Kuwait University, 2016.

External reviewer of an application for tenure and promotion to Associate Professor, School of Information, Drexel University, 2011.

External reviewer of an application for tenure and promotion to Associate Professor, School of Information Studies, McGill University, Nov 2010.

External reviewer of an application for promotion to Full Professor, Lee Kong Chian School of Business, Singapore Management University, Aug 2009.

External reviewer of President's Chair in Education and Knowledge Technologies, OISE/UT, University of Toronto, Dec 2007.

External reviewer of an application for tenure and promotion to Associate Professor, School of Information, University of Michigan, Nov 2007.

External reviewer of an application for tenure and promotion to Associate Professor, School of Information and Library Science, University of North Carolina at Chapel Hill, Nov 2007.

External reviewer of an application for promotion to Full Professor, College of Information Science & Technology, Drexel University, Sep 2007.

External reviewer of an application for tenure and promotion to Associate Professor, School of Library and Information Science, Indiana University, Aug 2007.

External reviewer of an application for tenure and promotion to Associate Professor, EBSI, Université de Montreal, July 2006.

External reviewer of an application for tenure and promotion to Associate Professor, College of Information Science and Technology, Drexel University, Sep 2004.

External reviewer of an application for promotion to Full Professor, School of Information Sciences, University of Pittsburgh, Oct 2004.

External reviewer of an application for promotion to Full Professor, Lee Kong Chian School of Business, Singapore Management University, Nov 2004.

External reviewer of an application for tenure and promotion to Associate Professor, Graduate School of Library & Information Science, University of Texas at Austin, Sep 2000.

External reviewer of grant applications for the Social Sciences and Humanities Research Council of Canada, the Natural Sciences and Engineering Research Council of Canada, and the US National Science Foundation.

