



Centre for Social Informatics

The Centre for Social Informatics (CSI) was established at Edinburgh Napier University in the late 1990s by Professor Elisabeth Davenport. Since then researchers within the group have developed a distinctive body of work that reflects a shared interest in socio-technical interaction at different levels of organisation, and at different stages in the system life cycle. This work has also considered methods to support research in these areas. The Centre provides critical perspectives on, as well as analysis of, ICT trajectories, socio-technical and organisational issues with particular focus on:

- ▶ Democratic digital engagement
- ▶ e-Government
- ▶ Information policy
- ▶ Information seeking behaviour and use
- ▶ Knowledge management
- ▶ The Information Society
- ▶ Online communities
- ▶ Open data and open government



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

Centre for Social Informatics Research staff

Dr Hazel Hall, Professor: I lead the research in the Centre. My main research and teaching interests lie in information sharing in online environments. Other themes in which I maintain an active interest include social computing/media, online communities and collaboration, library and information science research, and research impact. I am interested in making contact with others who conduct similar research, and in facilitating connections for those who would like to take advantage of my extensive network of contacts to link with the academic communities at Napier, in Scotland, and in the UK.

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Peter Cruickshank, Lecturer: My main area of research is the adoption and use of Internet technologies for participation in democratic processes, particularly at the hyperlocal level. I teach in the area of information security, with particular interests in the cultural and organisational factors that underpin security. These two areas encompass concepts of identity and information behaviour.

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Dr Tom Kane, Lecturer: My research interests include telepresence and relationships between natural people and artificial persons (organisations of people), particularly in relation to the newly emerging field of Cognitronics, the science of the human being in the digital world. I am interested in discussing potential collaborations on these or related areas of research.

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Dr Laura Muir, Associate Professor: My research is focussed on user-centred design of information systems and services. I am interested in expanding my network and discussing research collaborations with others.

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Dr Bruce Ryan, Researcher: My research and personal interests coalesce around the use of ICT in (hyper)local government with a focus on Scottish Community Councils. Facets of these interests include the actual technologies that are/could/should be used; how elected representatives learn to use technology and process information; the formation of Communities of Practice form around such matters; and the means by which hyperlocal governments develop and learn in general.

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Dr Colin Smith, Lecturer: My research examines the relationships between new information and communication technologies, and strategic innovation and organisational change, particularly in the contexts of e-government and e-democracy. I am interested in collaborations around my core research interests. These include: the evaluation of the contribution of the Internet to the role played by political parties in contemporary democratic practices; the assessment of digital delivery platforms for public services; and the exploration of the implications of new web-based technologies for parliamentarians.

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Dr Ella Taylor-Smith, Researcher/Lecturer: My current research focus is student transitions into, and through, university and on to employment, especially work placements and widening access. Previously I have explored the use of online and offline spaces in democracy. My interests include: social informatics, social media, eParticipation, identity, and transitions.

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Dr Gemma Webster, Lecturer: My principal research interests lie in the field of human computer interaction, health care, older adults, and community and assistive technologies. I am an experienced multidisciplinary researcher and would like to discuss collaborative partnerships that involve 'real-world' environments, problems, and partners.

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Centre for Social Informatics research students

Leo Appleton: My main research interests are based around the value and impact of libraries. My PhD specifically investigates the value and impact of UK public libraries in the Information Society, and their role in citizenship development. In addition I am interested in the role that public libraries play in the generation and exchange of intellectual, social, and transactional capital.

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Iris Buunk: My PhD explores the impact of social media tools on tacit knowledge sharing practices between employees within public sector organisations. I am interested in discussing opportunities regarding post-doctoral research on tacit knowledge and online knowledge sharing practices as related to social media affordances and e-learning.

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Lyndsey Jenkins: I am interested in workplace learning development, innovation in the workplace, innovative work behaviours, information behaviours and seeking in relation to both learning in the workplace and general learning, career decision making, and associated influences (personal, context and environment). The primary focus of my PhD is workplace learning and innovation, and I would be interested in collaborations on this or any of my other research interests.

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Lynn Killick: The focus of my PhD research is the future of the population census, and its role in informing the good society. This work has been undertaken as part of a wider project that examined information and its role in society as part of the AHRC-funded Informing the Good Society (InGSoc) project. I am open to discussions about future collaborations on similar themes.

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John Mowbray: My research interests include networking as an information seeking behaviour, social networks, social media, job search, and employability. I am interested in discussing potential collaborations in any of these areas, including possible post-doctoral projects after I submit my thesis in September 2017.

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Alicja Pawluczuk: I am passionate about participatory digital storytelling and community development. My PhD research focuses on digital youth, informal education and social impact evaluation in Scotland. I am interested in learning about similar projects, and I am keen to network with researchers exploring the role of digital media in youth development.

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Todd Richter: My research identifies and articulates the impact on young people of exploratory making with technology in hands-on, informal, and experimental learning environments such as Makerspaces and FabLabs. I am therefore interested in establishing dialogues and collaborating with others working in areas related to collaborative learning and community.

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Frances Ryan: My doctoral investigation explores the role of online information in personal reputation management in the context of everyday life information seeking and human information behaviours and use. I am interested in collaborations on these (and related) interests. I am also keen to discuss opportunities for post-doctoral research projects based on the output of PhD thesis (to be submitted in 2017) or similar themes.

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Recent and forthcoming publications from CSI

- Appleton, L., Duff, A., Hall, H., Raeside, R.** (2015). How do public libraries demonstrate their impact upon citizenship development in the UK? Paper presented at the *11th Northumbria International Conference on Performance Management in Libraries and Information Services*, Edinburgh, 20-22 July 2015.
- Beel, D., Wallace, C., **Webster, G.**, Nguyen, H. (2015). The geographies of community history digital archives in rural Scotland. *Scottish Geographical Journal*, 131(3-4), 201-211.
- Best, D., Wallace, C.D., **Webster, G.**, Nguyen, H., Tait, E., Macleod, M. & Mellish, C. (in press). Cultural resilience: the production of rural community heritage, digital archives and the role of volunteers. *Journal of Rural Studies*.
- Buunk, I., Hall, H., & Smith, C.** (2017 in press). Tacit knowledge sharing and social media: the determination of a methodological approach to explore the intangible. *Information Research*.
- Cleverley, P.H., Burnett, S. & **Muir, L.** (2017) Exploratory information searching: a study of user satisfaction and task performance. *Journal of the American Society for Information Science and Technology*, 68(1), 77-96.
- Cruickshank, P. & Ryan, B.** (2015). The Communities of Practice model for understanding digital engagement by hyperlocal elected representatives. In: Tambouris, E., Janssen, M., Wimmer, M. (Eds.) *Electronic Government and Electronic Participation*, 22. (pp. 11-18). IOS Press.
- Jenkins, L., & Jeske, D.** (in press). Interactive support effects on career agency and occupational engagement among young adults. *Journal of Career Assessment*.
- Jenkins, L., Lin, R., & Jeske, D.** (2016). Influences and benefits of role models on social media. In: Dwivedi, Y., Mäntymäki, M., Ravishankar, M., Janssen, M., Clement, M., Slade, E., Rana, N., Al-Sharhan, S., Simintiras, A. (Eds.) *Social Media: The Good, the Bad, and the Ugly, I3E 2016 Proceedings*. [Awarded best paper]
- Killick, L., Duff, A.S., Deakin, M. & Hall, H.** (2016). Power to the population? The population census under review. In: *Proceedings of the Asian Conference on Technology, Information and Society (ACTIS) 2015*. (pp. 27-34). Aichi, Japan: The International Academic Forum (IAFOR).
- Killick, L., Hall, H., Duff, A., & Deakin, M.** (2016). The census as an information source in public policy-making. *Journal of Information Science*, 42(3), 386-395.
- Mowbray, J., Hall, H., Raeside, R., & Robertson, P.** (2017 in press). The role of networking and social media tools during job search: an information behaviour perspective. *Information Research*.
- Mowbray, J., Raeside, R., Hall, H. & Robertson, P.** (2016). Social networking sites and employment status: an investigation based on Understanding Society data. In: *Proceedings of the 2nd International Data Information and Information Management Conference (IDIMC)*. (pp. 75-85). Loughborough: LISU.
- Ryan, F., Cruickshank, P., Hall, H., & Lawson, A.** (2016). Personal online reputation: the development of an approach to investigate how personal reputation is evaluated and managed in online environments. In: *Proceedings of the 2nd International Data Information and Information Management Conference (IDIMC)*. (pp. 98-108). Loughborough: LISU. [Awarded best paper]
- Taylor-Smith, E., & Smith, C.** (2016). Non-public eParticipation in Social Media Spaces. In: Gruzd, A., Jacobson, J., Mai, P., Ruppert, E., Murthy, D. (Eds.) *Proceedings of SMSociety '16*. ACM.