

## Devendra Potnis

Associate Professor  
School of Information Sciences (iSchool)  
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### Education

- PhD in Information Science 2006 – 2010  
College of Computing and Information, University at Albany, State University of New York
  - Specializations: Information in Government and Democratic Societies  
Information and Communication Technologies in Developing Nations
  - Dissertation: Mobile Technologies and Socio-economic Opportunities for Disadvantaged Women: A Study of Information Behavior in a Developing Nation Context
  - Advisor: Theresa Pardo, Director, Center for Technology in Government
- Master of Public Administration 2004 – 2006  
Rockefeller College of Public Affairs & Policy, University at Albany, State University of New York
  - Specialty: Information Technology Management in the Public Sector
- Master of Science in Computer Science 2002 – 2003  
Center for Advanced Computer Studies, University of Louisiana at Lafayette
- Bachelor of Engineering in Computer Engineering 1997 – 2001  
University of Mumbai, India

### Technical Skills

- Programming Languages C, C++, Java, VB.Net, Python, HTML, XML, & SQL
- Software Packages QDA Miner (WordStat), SPSS, Stata, & Dreamweaver
- Teaching Software Blackboard Learn, Blackboard Collaborate, Centra, Zoom, & WebCT (around 8-years experience of online teaching)

### Work & Project Experience

- Associate Professor, School of Information Sciences, University of Tennessee at Knoxville, Aug 2016 – Present
- Assistant Professor, School of Information Sciences, University of Tennessee at Knoxville, Aug 2010 – July 2016
- Visiting Professor, S.P. Jain Institute of Management and Research, Mumbai, India, 2012
- Adjunct Faculty, College of Computing and Informatics, University at Albany, State University of New York, 2007-10
- Research Associate, United Nations Department of Economic and Social Affairs, 2008-09
- Adjunct Faculty, School of Business, University at Albany, State University of New York, 2007-09
- IT Consultant, School of Business, University at Albany, State University of New York, 2007-09
- Research Assistant, United Nations Public Administration Network, New York, 2007
- Intern, New York State Defenders Association, Albany, New York, 2007
- IT Analyst, Legal Division, Governor's Office of Employee Relations, State of New York, 2007
- Graduate Assistant, Office of Research, University at Albany, State University of New York, 2005-06
- Intern, Asian and Pacific Center for Technology Transfer, United Nations Economic and Social Commission, New Delhi, India, 2005
- Consultant, Center for Policy Research, Albany, New York, 2005
- Research Associate, Mechanical Engineering, University of Louisiana at Lafayette, 2004
- Research Assistant, Center for Advanced Computer Studies, University of Louisiana at Lafayette, 2003
- Lecturer, S. S. Jondhale College of Engineering, University of Mumbai, India, 2001-02

## Awards & Recognition

- US Permanent Residency in EB1B “Outstanding Researcher” Category, December 2019
- Bud Minkel International/Intercultural Research Award, \$250, College of Communication and Information, University of Tennessee at Knoxville, October 2019
- Associate Professor Devendra Potnis to be recognized by CCI for International Work, August 2019 [Link](#)
- Bonnie Carroll and Roy Cooper Faculty Award, \$1500, School of Information Sciences, University of Tennessee at Knoxville, May 2019 [Link](#)
- Finalist, 2019 Best Short Research Paper Award, *iConference 2019*, Washington, DC [Link](#)
- Where Digital Literacy, Social Media, and Fighting Corruption Converge, Oct 2018 [Link](#)
- The Informed Librarian Online selected my research article on factors influencing undergraduate use of e-Books as the “Article of Interest” for October 2018 issue [Link](#)
- Selected for *Diplomacy Lab Program*, U.S. Department of State and U.S. Embassy Nairobi, Kenya. Project title: Digital Literacy and Good Governance, Spring 2018
- Three Professors Selected to Participate in Diplomacy Lab Program, Law and Politics section, University of Tennessee News, November 2017 [Link](#)
- Selected for *Diplomacy Lab Program*, U.S. Department of State and U.S. Embassy Cotonou, Benin. Project title: Leveraging the Use of WhatsApp to Spread the U.S. Message, Spring 2017 [Link](#)
- The Informed Librarian Online selected my research article on developing mobile apps for libraries as the “Article of Interest” for November 2016 issue [Link](#)
- Global Health Hub published news article on my research: “8 Economic Barriers Responsible for India’s Gender Digital Divide” – ICTworks shared this same news with its 8,000 email subscribers in ICT4D area on January 27, 2016 [Link](#)
- Gloria and Dave Sharrar Research Fellow, Research Award of \$5,000, University of Tennessee, May 2015
- One of 17 faculty selected by the University of Tennessee to attend National Institutes of Health’s Bi-annual Regional Seminar, Baltimore, MD, May 6-8, 2015
- Two research articles assigned as required reading by Stockholm University, Sweden for an online business management course – *e-Business for Developing Countries*, 2014
- One of 14 faculty selected for the University of Tennessee’s Office of Research & Engagement’s Summer Grant Writing Institute, University of Tennessee at Knoxville, 2014 [Link](#)
- Awarded full membership by The International Federation for Information Processing Working Group on the Social Implications of Computers in Developing Countries (IFIP WG 9.4). IFIP represents IT societies from 56 countries, and links more than 3,500 scientists, 2014
- Nominated for “Best Teaching Award” by the School of Information Sciences, University of Tennessee at Knoxville, 2013
- Research article assigned as required reading by the Robinson College of Business at Georgia State University, Atlanta, for *CIS 8050 Business Communications and Networks*, a core course in their Master of Science in Information Systems Program, 2013
- Mobilizing power: Potnis studies what happens when the world’s poorest women own phones. *Scoop Magazine*, Fall 2012 issue [Link](#)
- Junior Faculty Consortium Fellow, International Conference on Information Systems, December 16-19, 2012 [Link](#)
- “Scholar of the Week” awarded by the Office of Research, University of Tennessee at Knoxville, September 23-30, 2012 [Link](#)
- Bonnie Carroll and Roy Cooper Faculty Enrichment Award, \$500, School of Information Sciences, University of Tennessee at Knoxville, May 2012 [Link](#)
- Research article recognized as “Featured Online Article” by IEEE Technology & Society, 2011
- Selected for Doctoral Colloquium, iConference 2009, University of North Carolina, Chapel Hill, February 2009
- iGov Research Institute Fellow, Tuition Fees Waiver Award sponsored by the National Science Foundation, Microsoft & the University of Washington, June 20-28, 2009 [Link](#)

- Best Poster Award, 4<sup>th</sup> New Trends in Informatics Research Conference, University at Albany, State University of New York, 2009 [Link](#)
- Selected for the “Advanced Post-Graduation Diploma in Software Technology” by the National Center for Software Technology, Mumbai, India, 2001 [70 out of 8,500 computer engineers were selected through an all-India entrance examination]
- “Youngest Astrologer in India,” Maharashtra Jyotish Sanshodhan Mandal – Felicitated by Mayor of Pune City, India, 2001 [Completed 4-year training in astrology & palmistry]
- Held 19<sup>th</sup> rank among 1.1 million students in the S.S.C. (10<sup>th</sup> Grade) Examination, India, 1995
  - Maharashtra State Scholarship for Three Consecutive Academic Years, India, 1989-92

## Research Publications

### Articles in Refereed Journals

- Potnis, D. & Gala, B. (2020) Best practices for conducting fieldwork with marginalized communities. *Information Processing & Management*. [Acceptance Rate: 12%] [Impact Factor: 3.825] [Link](#)
- Potnis, D. & Gala, B. (2020) Managing the “backend” of LIS research projects: A project management perspective. *Library & Information Science Research*, 42(1). [Acceptance Rate: 20%] [5-Year Impact Factor: 1.839] [Link](#)
- Potnis, D., Gaur, A., & Singh, J. (2019) Analysing slow growth of mobile money market in India using a market separation perspective. *Information Technology for Development*. [Acceptance Rate: 20%] [Impact Factor: 1.493] [Link](#)
- Potnis, D., Winberry, J., Finn, B., Hunt, C. (2019). What is innovative to public libraries in the United States? A perspective of library administrators for classifying innovations. *Journal of Librarianship & Information Science*. [Acceptance Rate: 29%] [5-Year Impact Factor: 1.482] [Link](#)
- Potnis, D. & Allard, S. (2018). Training LIS students as mobile technology consultants for libraries and not-for-profit organizations. *Journal of Education for Library and Information Science*, 59(4), 253-264. [Link](#)
- Potnis, D., Deosthali, K., Zhu, X., & McCusker, R. (2018). Factors influencing undergraduate use of e-books: A mixed methods study. *Library & Information Science Research*, 40(2), 106-117. [Acceptance Rate: 20%] [5-Year Impact Factor: 1.839] [Link](#)
- Potnis, D., Demissie, D., & Deosthali, K. (2017). Students’ intention to adopt internet-based personal safety wearable devices: Extending UTAUT with trusting beliefs. *First Monday*. [Acceptance Rate: 13%] [Link](#)
- Potnis, D. (2016). Inequalities creating economic barriers to owning mobile phones in India: Factors responsible for the gender digital divide. *Information Development*, 32(5), 1332-1342. [Acceptance Rate: 30%] [2-Year Impact Factor: 1.265] [Link](#)
- Potnis, D., Regenstreif-Harms, R., & Cortez, E. (2016). Identifying key steps for developing mobile applications & mobile websites for libraries. *Information Technologies and Libraries*, 35(3), 40-58. [Acceptance Rate: 40%] [Impact Factor: 0.97] [Link](#)
- Potnis, D. (2016). Culture’s consequences: Economic barriers to owning mobile phones experienced by women in India. *Telematics and Informatics*, 33(2), 356-369. [5-Year Impact Factor: 3.768] [Link](#)
- Potnis, D., Regenstreif-Harms, R., Deosthali, K., Cortez, E., & Allard, S. (2016). Skills and knowledge needed to serve as mobile technology consultants in information organizations. *Journal of Education for Library and Information Science*, 57(2), 187-196. [Link](#)
- Potnis, D. (2015). Addressing data collection challenges in ICT for development projects. *International Journal of ICT and Human Development*, 7(3), 36-55. [Acceptance Rate: 15%] [Link](#)
- Potnis, D. (2015). Applying information science lens for advancing critical research on IT adoption: Insights from continued usage of mobile phones by poor women in rural India. *International Journal of Technology Diffusion*, 6(1), 76-99. [Acceptance Rate: 20%] [Link](#)
- Potnis, D. (2015). Beyond access to information: Understanding the use of information by poor female mobile users in rural India. *The Information Society*, 31(1), 83-93. [Acceptance Rate: 25%] [Impact Factor: 1.86] [Link](#)

- Potnis, D. & Deosthali, K. (2014). Factors influencing adoption of Web 1.0, Web 2.0, and mobile technologies by the growth engine of the US economy. *First Monday*, 19(9), 1-20. [Acceptance Rate: 15%] [Link](#)
- Potnis, D. (2014). Managing gender-related challenges in ICT4D field research. *The Electronic Journal of Information Systems in Developing Countries*, 65(1), 1-26. [Acceptance Rate: 25%] [Impact Factor: 0.75] [Link](#)
- Mohan, L., Potnis, D., & Alter, S. (2013). Information systems to support “door-step banking”: Enabling scalability of microfinance to serve more of the poor at the bottom of the pyramid. *Communications of the Association for Information Systems (Special Issue on Information Systems in Emerging Economies)*, 33(1), 423-442. [Acceptance Rate: 30%] [Link](#)
- Mohan, L., Potnis, D., & Mattoo, N. (2013). A Pan-India footprint of microfinance borrowers from an exploratory survey: Impact of over-indebtedness on financial inclusion of the poor. *Enterprise Development & Microfinance Journal*. 24(1), 55-71. [Link](#)
- Mehra, B., Potnis, D., & Morden, J. (2012). Current state of LIS programs in India: An exploratory survey of nature & composition in state universities. *Perspectives in International Librarianship*, 2012 (1), 1-14. [Link](#)
- Potnis, D., & Pardo, T. (2011). Mapping the evolution of e-readiness assessment. *Transforming Government: People, Process, & Policy Journal*, 5(4), 345-363. [Acceptance Rate: 25%] [Link](#)
- Potnis, D. (2011). Folksonomy-based user-centric information organization systems. *International Journal of Information Studies*, 3(1), 31-43. [Link](#)
- Mohan, L. & Potnis, D. (2010). Catalytic innovation in microfinance for inclusive growth: Insights from SKS Microfinance. *Journal of Asia-Pacific Business*, 11 (Special Issue on Value Creation, Social Innovation and Entrepreneurship in Global Economies), 218-239. [Acceptance Rate: 15%] [Link](#)
- Potnis, D. (2010). Measuring e-governance as an innovation in the public sector. *Government Information Quarterly*, 27(1), 41-48. [Acceptance Rate: 15%] [5-Year Impact Factor: 5.595] [Link](#)

#### Refereed Book Chapters

- Potnis, D. (2016). Managing seven dimensions of ICT4D projects to address project challenges. In H. Rahman (Ed.), *Human development and interaction in the age of ubiquitous technology*. (pp. 227-249): IGI-Global Publications. (Invited) [Link](#)
- Potnis, D. (2015). Wilson’s information-seeking behavior models (1981, 1996, 1999). In M. Al-Suqri and A. Al-Aufi (Eds.), *Information seeking behavior and technology adoption: Theories and trends*. (pp. 94-112): IGI-Global Publications. (Invited) [Link](#)
- Rorissa, A., Potnis, D., & Demissie, D. (2010). A comparative study of contents of e-government service websites of Middle East and North African (MENA) countries. In C. Reddick (Ed.), *Comparative e-government: An examination of e-government across countries*. (pp. 49-70): Springer Integrated Series in Information Systems. [Link](#)

#### Refereed Articles in Conference Proceedings

- Potnis, D. & Gala, B. (2019). Proposing “mobile, finance, and information” toolkit for financial inclusion of the poor in developing countries. *iConference 2019*, Washington, DC.
- Rorissa, A., Potnis, D., Iyer, H., & Versaggi, T. (2019). Information technologies and knowledge representation for the benefit of diverse & marginalized communities of users. *iConference 2019*, Washington, DC.
- Potnis, D., Allard, S., & Cortez, E. (2018). Proposing interdisciplinary curriculum for developing mobile technology consultants for libraries & not-for-profit organizations. *10th Annual International Conference on Education and New Learning Technologies (EDULEARN18)*, Palma de Mallorca, Spain, 7476-7480. [Link](#)
- Potnis, D., Demissie, D., Trimmer, J., & Cleek, J. (2018). WhatsApp for social activism in Ethiopia? Research in progress from US Diplomacy Lab. *21st Annual Conference of the Southern Association for Information Systems*, Atlanta, GA. [Link](#)

- Potnis, D. & Allard, S. (2018). Developing MISSILE curriculum to train LIS students as mobile technology consultants. *Association of Library and Information Science Education 2018 Conference*, Denver, Colorado, 66-69. [Link](#)
- Potnis, D., Adkins, D., Cooke, N., & Babu, R. (2017). Addressing barriers to engaging with marginalized communities: Advancing research on information, communication, and technologies for development (ICTD). *80<sup>th</sup> Annual Meeting of the Association for Information Science & Technology*, Crystal City, Virginia, 587-590. [Link](#)
- Potnis, D., Deosthali, K., & Pino, J. (2017). Investigating barriers to “using information” in electronic resources: A study with e-book users. *80<sup>th</sup> Annual Meeting of the Association for Information Science & Technology*, Crystal City, Virginia, 318-326. [Acceptance Rate: 38%] [Link](#)
- Potnis, D., Demissie, D., & Rahman, M. (2017). Factors influencing use of mobile money by students, small business owners, and farmers in Bangladesh. *20<sup>th</sup> Annual Conference of the Southern Association for Information Systems*, St. Simons Island, GA, 1-5. [Link](#)
- Potnis, D. & Gala, B. (2017). Factors influencing electronic word-of-mouth among Indian youth: Implications for mobile governance. *Proceedings of the special collection on eGovernment innovations in India. 10<sup>th</sup> International Conference on Theory and Practice of Electronic Governance*, New Delhi, India, 107-114. (Invited) ACM Proceedings. [Link](#)
- Aytac, S., Rorissa, A., Ma, L., Potnis, D., Chen, H., & Hu, X. (2016). Diversity and multiculturalism of LIS education. *Annual Meeting of the Association for Information Science & Technology*, Copenhagen, Denmark, 1-5. [Link](#)
- Chengalur-Smith, I., Potnis, D., & Mishra, G. (2016). The adoption of IBM’s spoken web in informationally disadvantaged communities: A pilot study with farmers in Gujarat, India. *49<sup>th</sup> Hawaii International Conference on System Sciences*, Kauai, HI, 3878-3887. [Acceptance Rate: 27%] *IEEE Proceedings* [Link](#)
- Deosthali, K., Potnis, D., Elliott, D., & Fesmire, S. (2015). Factors influencing adoption of e-books by students. *International Conference of the Association of the Global Management Studies*, New York, NY, 195-205. [Acceptance Rate: 30%] [Link](#)
- Mohan, L. & Potnis, D. (2015). Mobile banking for the unbanked poor without mobile phones: Comparing three innovative mobile banking services in India. Information and communication technologies for developing countries minitrack, electronic government track. *48<sup>th</sup> Hawaii International Conference on System Sciences*, Kauai, HI, 2168-2176. [Acceptance Rate: 30%] *IEEE Proceedings*. [Link](#)
- Deosthali, K., Gharawi, M., & Potnis, D. (2014). Assessing employee satisfaction of the electronic training program of the Gulf Cooperation Council's countries. *World Conference on E-Learning*, New Orleans, LA, 488-497. [Acceptance Rate: 19%] [Link](#)
- Potnis, D. & Deosthali, K. (2012). Laggards or victims of socioeconomic conditions? Findings from ongoing survey of female slum-dwellers without cell phone ownership. *ACM Proceedings of Sixth International Conference on Theory & Practice of e-government*, Albany, NY, 202-205. [Acceptance Rate: 33%] *ACM Proceedings* [Link](#)
- Potnis, D., & Pardo, T. (2008). *Evolution of readiness indicators*. Paper presented at the 2<sup>nd</sup> International Conference on e-government Theory & Practice, Cairo, Egypt, 417-422. [Acceptance Rate: 30%] *ACM Proceedings* [Link](#)
- Potnis, D., & Pardo, T. (2008, May 18-21). *United Nations e-Government Readiness Index: A work in progress*. Paper presented at the 9<sup>th</sup> Digital Government Society Conference (dg.O), Montreal, Canada, 365-366. [Acceptance Rate: 30%] *ACM Proceedings* [Link](#)

#### Refereed Newsletter & Magazine Articles

- Mohan, L. & Potnis, D. (2014). Banco Azteca’s use of innovative information systems for financial inclusion in Latin America. *Information Technologies in Developing Countries*, June Issue, 12-16. [Link](#)
- Potnis, D. (2011). Cell-phone-enabled empowerment of women earning less than \$1 per day. *IEEE Technology & Society Magazine*, 30 (2), 39-45. [Acceptance Rate: 25%] [Impact Factor: 0.993] [Link](#)



## Refereed Posters with Extended Abstract

- Potnis, D., Jasmin, H., & McLennan, L. (2019, April). Inspiring and informing citizens for citizen journalism to fight corruption using social media: Insights from US Diplomacy Lab. *iConference 2019*, Washington, DC. [Link](#)
- Potnis, D., & Halladay, M. (2019, June). Building health information networks using Facebook: A pilot study with new mothers in Appalachia. *ACM SIGMIS Computers and People Research 2018 Conference*, Buffalo – Niagara Falls, NY, 153. [Link](#)
- Potnis, D., Regenstreif-Harms, R., & Hunter, D. (2018, June). Challenges to deploying library services in the cloud: Data issues dominating IT, people, costs, and policy challenges. *ACM-IEEE Joint Conference on Digital Libraries 2018*, Dallas, TX, 375-376. [Link](#)
- Potnis, D. (2018, February). LIS education to save the world: Information skills for international development. *Association of Library and Information Science Education 2018 Conference*, Denver, CO. [Link](#)
- Potnis, D. & Mallary, K. (2018, February). Training librarians to better serve patrons using assistive technologies: An inquiry-based approach. *Association of Library and Information Science Education 2018 Conference*, Denver, CO. [Link](#)
- Potnis, D., Chengalur-Smith, I., & Mishra, G. (2017, October). Information networks for bridging information divide in isolated communities of farmers in rural India. *2017 Annual Meeting of the Association for Information Science & Technology*, Crystal City, VA, 781-783. [Link](#)
- Mohan, L., & Potnis, D. (2017, June). Real-time decision making to serve the unbanked poor in the developing world. *ACM SIGMIS Computers and People Research 2017 Conference*, Bengaluru, India, 183-184. *ACM Proceedings*. [Link](#)
- Potnis, D. & Gala, B. (2017, March). Factors influencing intention of citizens to spread information over mobile phones: Implications for mobile governance in India. *10<sup>th</sup> International Conference on Theory and Practice of Electronic Governance*, New Delhi, India. 516-517. *ACM Proceedings*. [Link](#)
- Potnis, D. & Regenstreif-Harms, R. (2016). Designing responsive user interfaces of mobile applications and sites for information organizations. *Bridging the Spectrum 2016: The 8<sup>th</sup> Annual Symposium on Scholarship and Practice*, Catholic University of America. [Link](#)
- Potnis, D. (2014, November). Examining mobile banking in developing nations from pro-poor “context, culture, and community” perspective. *77<sup>th</sup> Annual Meeting of the Association for Information Science & Technology*, Seattle, WA. [Link](#)
- Mohan, L. & Potnis, D. (2010). Evolution of IT for microfinance, an industry to serve the poor, - or a revolution? *5<sup>th</sup> New Trends in Informatics Research Conference*, Albany, NY.
- Potnis, D. & Demissie, D. (2009). *Barriers to socio-economic opportunities in Africa: An e-government perspective*. Poster presented at iSociety: Research, Education, Engagement – iConference, Chapel Hill, NC. [Link](#)
- Potnis, D. (2009). *Mobile technologies and disadvantaged women: A mixed methods study of information behavior in a developing nation context*. Poster presented at iSociety: research, education, engagement – iConference 2009, Chapel Hill, NC. [Link](#)

## Refereed Conference Papers [Without Conference Proceedings]

- Potnis, D., Demissie, D., & Rahman, M. (2017, March). *Agent-based mobile banking for financial inclusion of vulnerable population in Bangladesh*. Workshop of Vulnerable Communities in the Digital Age: Advancing Research and Exploring Collaborations. iConference 2017, Wuhan, China.
- Potnis, D., Deosthali, K., Zhu, X., & McCusker, R. (2017, January). *Factors influencing the intention of students to continue using e-books: Recommendations for academic libraries to better engage with students*. Association of Library and Information Science Education 2017 Conference, Atlanta, GA.
- Potnis, D. & Regenstreif-Harms, R. (2016, January). *Transforming LIS students into a mobile workforce for 21st century libraries*. Accreditation & Emerging Competencies Session, Association of Library and Information Science Education 2016 Annual Conference, Boston, MA.

## Conference Mini-Track/Symposium/Workshop Proposals

- Chen, A., Ocepek, M., Potnis, D., & Wang, Y. (2018, November). Moving toward the future of information behavior research and practice. *81<sup>st</sup> Annual Meeting of the Association for Information Science and Technology*. Symposium of SIG-USE, Vancouver, Canada.
- Potnis, D. (2017, August). Managing ICT for development field research: Challenges, opportunities, and solutions. *23<sup>rd</sup> Americas Conference on Information Systems*. ICTs in Global Development Track, Boston, MA, 1-3. [Reviewed by Conference Co-chairs]
- Potnis, D. (2016, August). Managing ICT4D field research in the developing world: Challenges, opportunities, & innovative solutions. *22<sup>nd</sup> Americas Conference on Information Systems*. San Diego, CA, 1-4. [Reviewed by Conference Co-chairs]
- Mohan, L. & Potnis, D. (2014, August). ICTs for financial inclusion of the unbanked poor in developing economies. *20<sup>th</sup> Americas Conference on Information Systems*. Savannah, GA, 1-3. [Reviewed by Conference Co-chairs]

### Selected Talks & Presentations

#### Professional

- Potnis, D. (2019, March). *Use cases and solutions for issues in forced migration*. Panel discussion at the Workshop on Charting the Future of Forced Migration Research in Information Science, iConference, Washington DC. (Invited) [Link](#)
- Potnis, D., Jasmin, H., & McLenan, L. (2018, July). *Digital literacy and good governance: Challenges and recommendations*. African Affairs to Kenya, U.S. Embassy Nairobi Economic Affairs Section, Nairobi, Kenya.
- Potnis, D. & Demissie, D. (2018, February). *Anti-Muslim immigration rhetoric and information behavior of Syrian and Iraqi refugees in the US, immigration and racial identities*. Annual Meeting of Eastern Sociological Society, Baltimore, MD.
- Potnis, D. & Gala, B. (2018, February). *Financial information literacy toolkit for equipping over 200 Million poor for mobile-based digital payments: A study with public libraries in India*. ALISE/OCLC research grant presentation at the Association of Library and Information Science Education 2018 Conference, Denver, CO. [Link](#)
- Potnis, D., Deosthali, K., Demissie, D., & Rahman, M. (2017, August). *Role of culture in influencing the adoption of student information services: A study with Bangladeshi parents in the US*. AIS SIG Culture Workshop on Culture in IS: Conducting Innovative Research, 23<sup>rd</sup> Americas Conference on Information Systems, Boston, MA.
- Potnis, D., Trimmer, J., & Cleek, J. (2017, April). *Leveraging the use of WhatsApp to spread the US message: A work in progress*. US Diplomacy Lab Fair, Washington, DC.
- Potnis, D. (2017). *Leading ODU's MLIS program*. Old Dominion University, Norfolk, VA. (Invited)
- Potnis, D. (2017). *School librarians and larger field of library and information science*. Old Dominion University, Norfolk, VA. (Invited)
- Potnis, D. (2017, March). *Things I don't like about e-Books: LIS Graduate student perspective on barriers to using e-books*. First International Conference on Changing Landscape of Science and Technology Libraries, Indian Institute of Technology, Gandhinagar, India. (Invited)
- Zhu, X., Potnis, D., Deosthali, K., & McCusker, R. (2016, November). *E-books and young academic users: What do we know?* Charleston Conference, Charleston, SC.
- Potnis, D., Bao, X., & Fesmire, S. (2015, November). *E-book adoption by students across the world: A diffusion of innovation perspective*. Charleston Conference, Charleston, SC.
- Potnis\*, D. (2015). *Overview of ICT for development research projects*. FHI360-USAID, Washington, D.C.
- Potnis\*, D. (2015). *Project management for IT-driven development of disadvantaged communities in the developing world*. Contributed Presentation in the "Project Management I" session at the Annual Meeting of the Institute for Operations Research and the Management Sciences, Philadelphia, PA.

- Potnis, D., Cortez, C., & Allard, S. (2015). *Educating LIS students to serve as mobile technology consultants*. Poster presentation at the Centennial Celebration of the Association for Library & Information Science Education Conference, Chicago, IL. (Selected by Conference Poster Chair)
- Mohan, L. & Potnis\*, D. (2014). *Real-time decisions to serve the unbanked poor in the developing world*. Invited presentation in the “Innovating in the Mobile World Using Analytics” session under “Business Model Innovation” track at the Annual Meeting of the Institute for Operations Research and the Management Sciences, San Francisco, CA. (Refereed)
- Mohan, L., Potnis, D., & Miesing, P. (2014). *Potential of analytics for scaling social enterprises*. 11th Annual Social Entrepreneurship Conference, Boston, MA. (Refereed)
- Potnis\*, D. (2014). *Microfinance 101: Fundamental concepts, challenges, and opportunities*. Guest speaker series, Center for the Advanced Study of Communities and Information, College of Information Studies, University of Maryland at College Park, MD. (Invited)
- Potnis\*, D. (2014). *Microfinance: Key concepts, challenges, innovative solutions, and opportunities for communication and information researchers*. 36<sup>th</sup> Annual Research Symposium, College of Communication and Information. (Reviewed by the College Research Planning Committee)
- Potnis\*, D. (2013). Panelist for *ICT Solutions Day* held by ICT Unit. Transport, Water and ICT, Sustainable Development Network, World Bank, Washington D.C. (Invited)
- Potnis\*, D. (2013). *IT to create value for small businesses, microfinance, & society*. Coles College of Business, Kennesaw State University, GA. (Invited)
- Potnis\*, D. (2012). Panelist for a plenary on *Women and ICTs: Access and empowerment*. Sixth International Conference on Theory and Practice of Electronic Governance, Albany, NY. (Invited)
- Potnis\*, D. (2012). *IT research to create value for small businesses, microfinance, & society*. School of Business and Economics, Winston-Salem State University, NC. (Invited)
- Potnis\*, D. (2011). *Marital status of female cell phone users: Criterion for distinct information behavior in a developing nation context*. Poster presentation at the Association for Library & Information Science Education Annual Conference, San Diego, CA.
- Potnis\*, D. (2010). *The role of cell phones in shaping the information behavior of disadvantaged women from rural India*. Finalist for the Doctoral Dissertation Research Poster Competition at the Association for Library and Information Science Education Annual Conference, Boston, MA.
- Potnis\*, D. (April 9, 2010). *Change in information behavior: A bridge between access to ICTs and socioeconomic opportunities*. 5<sup>th</sup> New Trends in Informatics Research Conference, Albany, NY.
- Pardo, T., Fawzi, M., & Potnis, D. (2009). *e-Government, PPPs, and implementation of the MDGs: A preliminary research review*. Paper presented at the e-Government and Public Private Partnerships (PPPs) for Better Public Service Delivery and MDGs Implementation Workshop held by the United Nations Department of Economic and Social Affairs in cooperation with International Telecommunication Union, Geneva, Switzerland. (Invited)
- Potnis\*, D., & Deosthali, K. (2009). *Competing with time? Teaching summer sessions*. SKILL Conference, Institute for Teaching, Learning and Academic Leadership, State University of New York, University at Albany, NY. (Refereed)
- Potnis, D. (2009, February). *Folksonomies: Organization of user information for the users, by the users in the flat world*. iSociety: research, education, engagement, iConference 2009, Chapel Hill, NC.
- Potnis\*, D. (2008). *Innovation management measurement and e-government*. Presented to the United Nations Knowledge Management Committee, UN Headquarters, NY. (Invited)
- Potnis\*, D. (2007). *Learning objectives of e-government*. 2<sup>nd</sup> New Trends in Informatics Research Conference, State University of New York, University at Albany, NY.

\*: Presented by Devendra Potnis

## Technical Reports



- Potnis, D. & Allard, S. (2018, August). *Mobile Information Skills and Solutions in Library Education (MISSILE)*. Final report for planning grant, award number: RE-22-160038-16. Institute of Museum and Library Services, Washington D.C.
- Potnis, D. (2018, January). *A channel for public libraries to partner with governments for financial inclusion in the developing world*. Final project report for Financial Information Literacy Toolkit to Educate boRrowers (FILTER)., OCLC/ALISE Library and Information Science Research Grant Program, Dublin, OH.
- Potnis, D. & Allard, S. (2017, August). *Mobile Information Skills and Solutions in Library Education (MISSILE)*. Interim Report for Planning Grant, Award Number: RE-22-160038-16. Institute of Museum and Library Services, Washington D.C.
- United Nations Department of Economic and Social Affairs (UNDESA), Division for Public Administration and Development Management, "Compendium of ICT Applications on Electronic Government, Volume 1: Mobile Applications on Health and Learning," 2007. [Link](#)

#### Under Review

- Potnis, D., Gala, B., & Deosthali, K. *Investigating message forwarding behavior of WhatsApp users: An exploratory study*.
- Potnis, D. & Gaur, A. *Service innovations for ensuring continued usage of mobile banking services at the bottom of the pyramid*.
- Potnis, D. & Mallery, K. *Analyzing service divide in academic libraries for better serving disabled patrons using assistive technologies*.
- Potnis, D. & Mallery, K. *Information-centric reorganization of work practices for improving information services to disabled patrons using assistive technologies*.
- Potnis, D., Winberry, J., & Finn, B. *Best practices for managing innovations in public libraries in the United States*.
- Chengalur-Smith, I., Potnis, D., & Mishra, G. *Developing voice-based information sharing services to bridge the information divide in marginalized communities: A study of farmers using IBM's Spoken Web in rural India*.
- Winberry, J., & Potnis, D. *Social innovations in public libraries: Types and challenges*.

#### Guest Lectures

- INSC 680 – Information Science Theory, College of Communication and Information, University of Tennessee at Knoxville [Doctoral Course]
  - Spring 2019 Use of Theories and Models
  - Spring 2017 Data Collection: Challenges, Solutions, and Lessons
  - Spring 2016 Information Behavior Research with Disadvantaged Communities

#### Grants

##### Funded

- May 2017 Dean's Summer Research Grant, College of Communication and Information, University of Tennessee at Knoxville, \$1,000
- Mar 2017 Travel Grant, Darden College of Education, Old Dominion University, VA, \$300
- Jan 2017 PI, Financial Information Literacy Toolkit to Educate boRrowers (FILTER): A Channel for Public Libraries to Partner with Governments for Financial Inclusion in the Developing World, OCLC/ALISE Library and Information Science Research Grant Program, \$30,634 (including cost share)
- Apr 2016 PI, Project MISSILE (Mobile Information Skills and Solutions in Library Education): Educating LIS Students to Serve as Mobile Technology Consultants for Libraries, Planning Grant, Institute of Museum and Library Services, \$40,353
- Apr 2016 Travel Grant, Center for Information and Communication Studies, University of Tennessee at Knoxville, \$500
- May 2015 Travel Grant, Office of Research & Engagement, University of Tennessee at Knoxville, \$750

- May 2013 Dean's Summer Research Grant, College of Communication and Information, University of Tennessee at Knoxville, \$2,000
- Mar 2013 Travel Grant, Coles College of Business, Kennesaw State University, GA, \$1,000
- Apr 2012 Travel Grant, School of Business and Economics, Winston-Salem State University, NC, \$500
- Fall 2011 Academic Mentor, SciData Grant, Institute of Museum and Library Services, \$546,472
- May 2011 Dean's Summer Research Grant, College of Communication and Information, University of Tennessee at Knoxville, \$2,000
- Feb 2010 Travel Grant, University at Albany Foundation, NY, \$600
- Feb 2009 Grant for a Doctoral Colloquium, iConference 2009, University of North Carolina, Chapel Hill, NC, \$500
- Jul 2007 Career Development Grant, Graduate Student Employment Union, University at Albany, State University of New York, \$600
- Jul 2006 Career Development Grant, Graduate Student Employment Union, University at Albany, State University of New York, \$600

#### Not Funded

- Feb 2018 Assessing the Effectiveness of Digital Security Methodologies and Interventions, Bureau of Democracy, Human Rights and Labor Internet Freedom Program: Funding Theme #2, Digital Safety, U.S. Department of State, \$538,634
- Feb 2018 Investigating Students' Interaction with e-Books and Use of Information in e-Books for Utilitarian Purposes: A Task-based Approach for Addressing Underutilization of e-Books Licensed by Libraries, Institute of Museum and Library Services, \$187,710
- May 2017 Building and Managing Financial Literacy Programs for Financially Marginalized Communities: Lessons for Public Libraries, Librarian and Research Knowledge Space, American Library Association's Diversity Research Grant, \$2,500
- May 2017 Factors Influencing Adoption and Continued Usage of e-Books by Library and Information Science Graduate Students: Implications for Libraries and e-Book Publishers, Summer Graduate Research Assistantship Fund, University of Tennessee at Knoxville, \$3,600
- Mar 2017 Testing Visual Math Mobile Apps with Children from Low-Income Latino Families at Kid Zone in Knox County Public Library, Community Engagement Incentives Grants, University of Tennessee at Knoxville, \$2,000
- Aug 2016 Pre-conference Emerging Technology Sessions (PETS) for Librarians, Institute of Museum and Library Services, \$245,040
- Jan 2016 Assessing the Effectiveness of Digital Security Methodologies and Interventions, US Department of State – Bureau of Democracy, Human Rights and Labor, \$590, 757
- Sep 2015 A Practitioner's Guide for Libraries to Invest in Mobile Applications and Mobile Sites, Research Grant Pre-Proposal, Institute of Museum and Library Services, \$244,580
- Sept 2014 A Toolkit for Libraries to Assist Small Businesses (ATLAS), Early Career Grant Award, Institute of Museum and Library Services, \$398,000
- Oct 2013 Meta-Analysis of Research on Scientific (MARS) Data, Division of Information and Intelligent System, National Science Foundation, \$1,100,000
- Oct 2012 DeMoAidS: Demonstrate "Aid is working" for motivating the youth to Aid global philanthropy and Scale their effort rapidly, Bill and Melinda Gates Foundation, Grand Challenges in Global Health, Aid is Working. Tell the World, \$100,000

#### Professional Development Workshops (attended)

- Association of Library and Information Science Education (ALISE) Leadership Academy, Charleston, SC, Spring 2019
- 2<sup>nd</sup> Annual Advancing the Human Condition Symposium, Virginia Tech, Nov 2018
- Salesforce Social Studio Training Workshop offered by Salesforce.com, July 2016
- Annual Workshop for Potential Grant Applicants, Hosted by the U.S. Department of State, Bureau of Democracy, Human Rights, and Labor Office of Global Programs, Washington D.C., April 2016 (Invited)
- Grant Writing Institute, Office of Research & Engagement, May-June 2014
- Provalis Training for QDA Miner and WordStat Presented by Normand Peladeau, May 2013
- NSF CAREER Grants, Office of Research & Engagement, March 2013
- NSF CAREER and BRIDGE Awards, Office of Research & Engagement, March 2013
- Success with Proposal Development Team, Office of Research & Engagement, February 2013
- Building the NSF Grant Proposal, Office of Research & Engagement, February 2013
- Junior Faculty Consortium, International Conference on Information Systems, Orlando, Florida, December 2012 (Invited)

## Teaching

University of Tennessee at Knoxville

- INSC 451 Information Management in Organizations [BSIS minor students] Spring 2018 - Present
- INSC 514 Information Technology Foundations [MSIS students] Fall 2019 – Present
- INSC 530 Information Access and Retrieval [MSIS students] Fall 2010 – Fall 2014
- INSC 542 Social Informatics [MSIS, MPA, MA, & PhD students] Spring 2012 – Present
- INSC 550 Managing Information Organizations [MSIS students] Fall 2017 – Present
- INSC 580/585 Information Technologies [MSIS, MS, & MA students] Spring 2011 – Present
- INSC 590 Information and Communication Technologies for Development [MSIS students] – Spring 2011
- INSC 591 Independent Project/Research [MSIS students] – Supervisor and reviewer for...
  1. *Linked Open Data and Data Visualization* by Bonnie Finn, Spring 2017
  2. *Educating LIS Students to Serve as Mobile Technology Consultants* by Andy Tate, Summer 2015
  3. *Handheld Computing Initiative: Exploring iPads as Clinical Decision Support Tools in a Residency Program* by Fatima MnCube-Barnes, Fall 2011
  4. *Programming for Information Professionals* by Andria Lauria, Spring 2011
- INSC 594 Graduate Research Participation [MSIS students] – Supervisor and reviewer for...
  5. *Digital Literacy and Good Governance: Diplomacy Lab Project # 1* by Hilary Jasmin, Spring 2018
  6. *Digital Literacy and Good Governance: Diplomacy Lab Project # 2* by Lindsey McLennan, Spring 2018
  7. *Leveraging the Use of WhatsApp to Spread the US Message: Diplomacy Lab Project # 1 with the US Department of State* by Jaime Cleek, Spring 2017
  8. *Leveraging the Use of WhatsApp to Spread the US Message: Diplomacy Lab Project # 2 with the US Department of State* by Jeni Trimmer, Spring 2017
  9. *Information Forwarding Behavior of Student Mobile Phone Users* by Jeanie Smith, Fall 2016
  10. *Factors Affecting Deployment of Cloud Services by Libraries* by Dwight Hunter, Fall 2015
  11. *Studying Adoption of e-Books by Academic Libraries: A Diffusion of Innovation Approach* by Sarah Fesmire, Fall 2014
  12. *Factors Influencing Adoption of e-Books by Students* by David Elliott, Summer 2014
  13. *e-Textbooks for Students: A Qualitative Study* by Janine Pino, Summer 2014
- e-Portfolio Chair & Committee Member
  - School of Information Sciences, Fall 2013 – Present

- Summer 2019: Ethan Graham Roeder
- Spring 2019: Jordan Welborn (Chair), Wendy Day (Chair), Kelsey Collins, Heather Back, and Harley Williams
- Fall 2018: Olivia Forehand, Amy Carlson, and Chris Barrett (Chair)
- Summer 2018: Jasmin Hilary (Chair)
- Spring 2018: Misty Perry and Joann Irby
- Spring 2017: Jennifer Carlton and Nick Guernsey
- Fall 2016: Lauren McCoy
- Spring 2015: Allison Olmstead (Chair), Erin Upshaw (Chair), Matthew Thompson (Chair)
- Fall 2013: Nicole Barajas (Chair)
- Educational Psychology & Counselling, Joy Smith (Fall 2011)
- Doctoral Dissertation Committees
  - Chair
    - Joseph Winberry, Spring 2020
    - #OpioidCrisis: Twitter Hashtags as Community Information Anchors for Addressing Public Health Emergencies in America, Iman Tahamtan, Fall 2019 – Present
    - *Investigating the Role of Situated Learning in Disabled Students' Information Literacy Skills Development: A Mixed Methods Intervention* by Kevin Mallary, Spring 2018 – Present
  - Member
    1. *Perceptions of Cyberbullying of Images on Social Media: Perspectives from Young Adults* by Li-Min Huang, Summer 2018 – Present
    2. *Library and Computing Services Mergers in Higher Education: Successes and Failures* by Regina Beach-Bertin, College of Communication and Information, Spring 2018 – Present
    3. *Teen Information Sources: Source Horizons, Relative Importance, and Relationship to Suicidal Ideation in Latina Teens* by Ivonne Ramirez, College of Communication and Information, Summer 2017 – Present
    4. *Parenting Strategies and Online Information Networks on Social Media* by Macy Halladay, College of Education, Health, & Human Sciences, Spring 2017 – Present
    5. *Knowledge Sharing Assessment and Retention Assessment (KSARA) Gauging Tool for Small Businesses: A Narrative Analysis* by Judy Li, College of Communication and Information, Fall 2016 – Fall 2018
    6. *Role of Social Media in Bridging Information Gap Between Citizens and Scientific Community: An Analysis of User Perceptions of NASA's Space Mission Videos on YouTube* by Priyanki Sinha, College of Communication and Information, Fall 2012 – Fall 2017
- Advisor of First Year Doctoral Students, College of Communication and Information
  - Joseph Winberry, Fall 2019 – Summer 2020
  - Kevin Mallary, Fall 2017 – Summer 2018

#### University at Albany, State University of New York

- BITM 330 Business Information Systems and Technologies [BBA students] Summer 2007, Summer 2008
- BITM 331 Business Applications Development [BBA students] Summer 2008, Summer 2009
- IIST 423/IINF 423 Networking Essentials [BS students] Fall 2007 – Spring 2010
- ITM 520 Database Management [Evening MBA students] Summer 2009

#### International

- PGDM-IM2011-13 Mobile Internet Technologies and Applications for 21<sup>st</sup> Century Businesses [Full-time MBA students] Summer 2012
- C and C++ Programming [BE students] Fall 2001 and Spring 2002

## Service & Leadership

### Professional Activities

- Associate Editor, *IIM Kozhikode Society & Management Review*, Sage Publishing, 2019 – Present
- Editorial Board Member, 2013 – Present
  - *International Journal of Technology Diffusion*, IGI-Global Publications
  - *International Journal of Information and Communication Technologies and Human Development*, IGI-Global Publications
- Chair-Elect, Special Interest Group on International Information Issues, Association for Information Science and Technology, 2020
- Member, Pratt-Severn Faculty Innovation Award, Association for Library and Information Science Education Committee, 2019-2020
- Member, International Relations Committee, Association for Information Science and Technology, 2018-19
- Chair, International Paper Contest, Special Interest Group on International Information Issues, Association for Information Science and Technology, 2017-20
- Jury Member, International Paper Contest, Special Interest Group on International Information Issues, Association for Information Science and Technology, 2016-2017
- InfoShare Officer, Special Interest Group on International Information Issues, Association for Information Science and Technology (previously known as American Society for Information Science and Technology), 2010-2014
- Leadership Roles at Conferences
  - Program Committee Member
    - 83<sup>rd</sup> Association for Information Science and Technology Annual Meeting, Pittsburgh, PA, October 23-28, 2020.
    - 2020 International Workshop on Domain-driven Data Mining, Cincinnati, OH, May 7, 2020.
    - 13<sup>th</sup> International Conference on Theory and Practice of Electronic Governance, Athens, Greece, April 1-3, 2020.
    - iConference 2020, Borås, Sweden, March 23-26, 2020.
    - 82<sup>nd</sup> Association for Information Science and Technology Annual Meeting, Melbourne, Australia, October 19-23, 2019.
    - Association for Library and Information Science Education 2019 Conference, Knoxville, TN, September 24-26, 2019.
    - International Conference on Global Health & Medical Tourism, Indian Institute of Management at Kozhikode, March 7-9, 2019.
    - 12<sup>th</sup> International Conference on Theory and Practice of Electronic Governance, Melbourne, Australia, February 20-22, 2019.
    - 81<sup>st</sup> Association for Information Science and Technology Annual Meeting, Vancouver, Canada, November 10-14, 2018.
    - 3<sup>rd</sup> International Conference on Digital Transformation & Global Society, St. Petersburg, Russia, May 30-June 1, 2018.
    - 11<sup>th</sup> International Conference on Theory and Practice of Electronic Governance, Galway, Ireland, April 4-6, 2018.
    - Special Indian Publication, 10<sup>th</sup> International Conference on Theory and Practice of Electronic Governance, New Delhi, India, March 7-10, 2017.
    - Mobile Communication for Development 2014 Conference, Dakar, Senegal, April 8-9, 2014.
    - 2<sup>nd</sup> International Conference on e-Government in Cairo, Egypt, December 1-4, 2008.
  - Symposium Planning Committee, Special Interest Group USE, 81<sup>st</sup> Association for Information Science and Technology Annual Meeting, Vancouver, Canada, November 10-14, 2018.
  - Session Chair, Interdisciplinary Approach and Professional Development, Association of Library and Information Science Education 2018 Conference, Denver, Colorado.



- Session Chair, Social Media Session, 2017 Annual Meeting of the Association for Information Science & Technology, Crystal City, Virginia.
- Chair, Minitrack titled “Managing ICT for Development Field Research: Challenges, Opportunities, & Solutions,” “ICTs for Global Development” Track at the 23<sup>rd</sup> Americas Conference on Information Systems, Boston, MA, August 10-12, 2017.
- Moderator, School Library Media and Librarian Education Session, Association for Library & Information Science Education Annual Conference, Boston, MA, January 5-8, 2016.
- Chair, Minitrack titled “Managing ICT4D Field Research in the Developing World: Challenges, Opportunities, & Innovative Solutions,” “ICTs for Global Development” Track at the 22<sup>nd</sup> Americas Conference on Information Systems, San Diego, California, August 11-13, 2016.
- Co-chair, Minitrack titled “ICTs for Financial Inclusion of the Unbanked Poor in Developing Economies,” “ICTs for Global Development” Track at the 20<sup>th</sup> Americas Conference on Information Systems, Savannah, Georgia, August 7-10, 2014.
- Assistant Organizer, 25<sup>th</sup> International Conference on Systems Dynamics in Boston, Massachusetts, organized by Systems Dynamics Society, July 29-August 2, 2007
- Judge and Panel Member, Jean Tague-Sutcliffe Doctoral Student Poster Competition, Association for Library & Information Science Education Annual Conference
  - Boston, MA, January 5-8, 2016
  - Philadelphia, PA, January 21-24, 2014
- Member, Association for Information Science and Technology (previously known as American Society for Information Science and Technology) Strategic Planning Focus Group, 2014.
- Council of Research Grant Proposal Evaluators, Deanship of Scientific Research, King Fahd University of Petroleum & Minerals, Saudi Arabia (Invited), October 2016.
- Participant, Online Chat: Financial Inclusion in India, Consultative Group to Assist the Poor, World Bank, January 28, 2015.
- Reviewer
  - Journals
    1. Annals of Library and Information Studies: 2017
    2. First Monday: 2017
    3. Gender, Technology, and Development: 2018-19
    4. IEEE Transactions on Emerging Topics in Computing: 2017-18
    5. Information Processing and Management: 2020, 2016-2017
    6. Information Systems Management: 2017
    7. Information Technology and International Development: 2014-2015
    8. Information Technology and People: 2018, 2017, 2016, 2014, 2013
    9. Information Technology for Development: 2020, 2019, 2018, 2014-2016
    10. International Journal of Communication: 2017
    11. International Journal of Information, Diversity, & Inclusion: 2019
    12. International Journal of Information and Communication Technologies and Human Development: 2020, 2019, 2018, 2016, 2014, 2013
    13. International Journal of Medical Informatics: 2019
    14. International Journal of Technology Diffusion: 2013-2017
    15. International Review of Administrative Sciences: 2016
    16. Journal of African Business: 2017
    17. Journal of Asia-Pacific Business: 2009
    18. Journal of Rural Studies: 2017
    19. Journal of Strategic Management Education: 2015
    20. Journal of the Association for Information Science and Technology: 2017-18
    21. Libri–International Journal of Libraries and Information Studies: 2018-19
    22. Plos One: 2020
    23. Sage Open: 2014, 2019
    24. Science and Public Policy, Oxford Journals: 2011
    25. Sustainability, MDPI AG’s Open Access Journal: 2014
    26. Telematics and Informatics: 2017

27. Trans Government: People, Process, and Policy: 2014, 2011, 2009
- Conferences
  1. ACM SIGMIS Computer and People Research Conference: 2018
  2. Americas Conference on Information Systems: 2016, 2014, 2010
  3. Association for Information Science and Technology Annual Meetings: 2013-2018
  4. Association for Library & Information Science Education Annual Conference: 2018, 2014
  5. Hawaii International Conference on System Sciences: 2019-16, 2014, 2010
  6. iConference: 2010, 2013-2014
  7. IndiaHCI19: 2019
  8. International Conference on Theory and Practice of Electronic Governance: 2016-2018
  9. International Conference on Information Systems: 2013, 2014
  10. Mobile Communication for Development Conference: 2014
  11. Southern Association of Information Systems: 2017, 2018
- Books
  1. Critical Issues in International Public Management: Volume 6, Emerald Series, 2017
  2. Information Seeking Behavior and Technology Adoption: Theories and Trends, IGI Global, 2014
  3. Comparative E-government: An Examination of E-Government across Countries, Springer, 2010
- Grants and Awards
  1. Division of Social and Economic Sciences, National Science Foundation, 2020
  2. Elfreda A. Chatman Research Award, ASIS&T SIG-USE, 2018-19
  3. Best Information Behavior Conference Paper Award, ASIS&T SIG-USE, 2018
  4. Student Travel Award, ASIS&T SIG-USE, 2018

#### External Reviewer

- Tenure and promotion of a tenure-track faculty in a library and information science school in the US, 2018
- Member of doctoral dissertation examination committee, Dissertation title “Information technology in healthcare: A practice-based empirical examination in India,” Indian Institute of Management at Trichy, 2019
- Expert evaluator, Doctoral dissertation on “Learner modeling using learner characteristics for implementation of adaptability and personalization in intelligent tutoring system,” University of Petroleum and Energy Studies, Dehradun, India, 2019

#### University of Tennessee at Knoxville

- Qualtrics Committee, Fall 2017–Spring 2018
- Information consultation with small businesses and not-for-profit organizations in Knoxville area, Spring 2014 – Present. The field project in Social Informatics, one of my graduate courses, equips students to serve as information consultants.
- Program Committee Member, Interdisciplinary Graduate Minor in Computational Science, Spring 2011 – Spring 2015
- Represented University of Tennessee at the Legislative Day, Conference held by Tennessee Library Association, Nashville, Tennessee, January, 2011

#### College of Communication and Information

- Undergraduate Committee Member, Fall 2019 – Present
- Judge, Poster Session and Faculty Presentations, 41<sup>st</sup> CCI Research Symposium, Spring 2019
- Social Media Week Organizer, Spring 2018
- Departmental Review Committee, Fall 2017 – Summer 2019

- Reviewed over 40 research project proposals submitted to Institutional Review Board
- Faculty Affairs Committee Member, Fall 2016 – Summer 2018
- Judge, Poster Competition, 37<sup>th</sup> Annual Research Symposium, February 2015
- CCI Research Advisory Committee
  - Fall 2018 – Spring 2019
  - Fall 2014 – Spring 2015
- Undergraduate Committee Member, Fall 2012 – Spring 2015
- Technology Committee Member, Fall 2010 – Summer 2019

#### School of Information Sciences (SIS)

- Represented SIS at
  - 2019 Virginia Library Association, Oct 25, Norfolk, VA
  - 2019 Undergraduate Student Recruitment Event at Hodges Library (161 students participated in the “Scan, Spin, and Win” setup)
  - 2016 Maryland Library Association/Delaware Library Association Annual Conference, May 4-6, Ocean City, MD
  - 2016 Virginia Library Association’s Professional Associates Forum, May 2, Williamsburg, VA
  - 2015 Virginia Library Association, Oct 22-23, Richmond, VA
  - 2011 Graduate Fellowship Luncheon, Black Cultural Center
- Member, Tenure-Track Faculty Search Committee, for recruiting two faculty, Fall 2019 - Present
- Chair, Undergraduate Program Committee, Fall 2019 – Present
- Faculty and Doctoral Student Affairs Committee, Fall 2018 – Summer 2019
- Assessment and Awards Committee, Fall 2018 – Present
- IT Administrator Search Committee Member, Fall 2017 – Spring 2018
- Winslow Memorial Scholarship Selection Committee, Spring 2019
- Undergraduate Committee Member, Fall 2017 – Summer 2018
- Tenure and Promotion Committee Member, Fall 2016 – Summer 2017
- Faculty Affairs Committee Member, Fall 2016 – Spring 2017
- Undergraduate Major Taskforce Member, Spring 2016 – Spring 2017
- Advisor for over 100 graduate students, Spring 2011 – Present
- Web Advisory Committee Member, Fall 2010 – Summer 2016
- Comprehensive Exam Committee: Chair (Fall 2012, Fall 2014, Summer 2016); Member (Summer 2012, Summer 2014, Summer 2015, Spring 2016, Summer 2017)
- Member, Student Chapter, Committee on ALA Accreditation, Summer 2015 – Summer 2016
- Student Affairs Committee: Chair (Fall 2011 – Summer 2013, Fall 2014 – Summer 2015); Member (Fall 2013 – Spring 2014, Fall 2015 – Summer 2016)
- Continuous Review for Improving System Performance Steering (CRISP) Committee: Member (Spring 2013 - Summer 2014), Student Chapter Chair (Fall 2014 – Spring 2015)
- Technology Oversight Group Member, Summer 2013 – Spring 2015
- Continuing Education Program Coordinator, Spring 2014 – Spring 2015
- Corporate and Community Partners Program Coordinator, Fall 2013 – Spring 2015
- Faculty Advisor, Beta Phi Mu, The International Library and Information Studies Honor Society, Fall 2012 – Fall 2014

#### University at Albany, State University of New York

- Examiner, Foreign Language Proficiency Exam, Nov 2008
- Logistics Committee Member, 2<sup>nd</sup> New Trends in Informatics Research Conference, April 2007

#### University of Louisiana at Lafayette

- President, Association of Indian Students, 2003
- President, Hindu Students’ Council, 2002

<b>Professional Membership (Ad Hoc)</b>
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- Association for Information Science & Technology
- Association for Information Systems
- Association for Library and Information Science Education
- American Library Association
- Institute for Operations Research and the Management Sciences
- International Federation for Information Processing Working Group on the Social Implications of Computers in Developing Countries